

THE PRODUCTIVE GARAGE DOOR SERVICEMAN!

By Roy Bardowell, CDDC

This article is aimed toward installers and servicemen.

So, you think you are a great garage door serviceman.



You may be, and I commend and applaud you if you are.

Even so, like everything else there is always room to improve your skills. Most of us relate improvement with increasing our knowledge on a topic or by building a better product. In our industry improvement mostly equates to learning more about operators and door components and that is certainly a huge segment of what is required to be the best of the best. Having the right attitude, being productive, and establishing efficiency, are three other important segments of the entire picture. Another big piece is staying up to date with product knowledge that is always being updated.

Every year operator manufacturers include greater features and enhanced safety, and it is best for you to be well informed to look competent in front of homeowners.

My son started Luxor Door Service in 2014 and he has been doing garage door service for five plus years now and every week he figures out new ways to be more productive and efficient. The fastest way to increase your efficiency is by having the right tools and tools that work. Some of the most important tools are having a good dependable pick-up truck or van, solid step ladders, and to perform efficient spring replacement, a proper set of winding bars or a new innovative spring winding mechanism. The perfect winding bar for residential springs will have a 1/2" end and be 18 to 21 inches long. A list of other items will be found at the end of this article.



Another way to be effective is to carry common replacement components that do wear out and are typical serviceable items. Rollers, cables, and hinges would be at the top of this list. Other than that, you should carry sets of the regular common torsion springs for doors found in your local region. Because of the many door spring manufacturers scattered across the US, the

most popular spring sizes will vary from state to state.



A local spring provider would be pleased to help you determine the most popular spring sizes and lengths for your area so you can be adequately supplied with the appropriate springs when doing service.

Attitude and personality are other assets you will need. Performing home services is not an easy task and can be challenging at times because homeowners can be finicky. You have to be tolerant of other's opinions and pick your battles well. You don't want to spend too much energy arguing over why one roller has a short stem and another has a long stem. Just make them all equal and leave the job with everyone happy.

Basically, you have to present your best behavior all the time with rarely any exceptions.

Remember, you want the homeowners to rave about your attitude and service. Otherwise you may end up with a bad review or

ridiculous rant on Yelp or other complaint site online for anyone to read. Homeowners are aware hiring a service contractor can be tricky and there will be much uncertainty. To help relieve the homeowner of their anxiety, you must be likable, smart, and show a nice personality. I can sum it up this way---**Just do your Best—All the time. Do this and I guarantee you success!**



Other required items to help you stay productive:

- ✓ 3/8" SAE Ratchet set
- ✓ 3/8" wrench
- ✓ 4-point 3/8" socket for the square head bolts.
- ✓ Safety goggles.
- ✓ Vise grips (2)
- ✓ Work gloves
- ✓ Full set of screw drivers and a claw type hammer
- ✓ Tie- down straps to secure door panels or other materials on your truck rack
- ✓ Cell-phone with Tech Support numbers programmed in the address file.
- ✓ Electric drill with drill bits
- ✓ Various common fasteners (Tek screws, track bolts, etc.)
- ✓ Industrial type hand cleaner
- ✓ First Aid kit.

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