



## Garage door opener FAQs

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Why sensors are installed low to the ground?

Since garage door opener sensors are installed for safety reasons, they're mounted 6 inches over the floor to sense even small objects standing in the door's way. Imagine having your foot on the floor under the door or your cat passing by. The low-placed sensors will protect you by catching what high-up sensors will not.

2

Can I change the opener wires?

The opener wires can be changed and should be changed if they are damaged. In fact, they must be checked occasionally. If the opener or sensors don't work, the first thing you must check is the wires. Their connection is easy, but must be done right.

3

Why do garage doors reverse for no reason?

There is always a reason for the door to reverse. It might not be an object keeping it from closing, but a problem with the sensors instead. Check that they are aligned, that their wires are properly connected and not damaged, and that their lenses are clean.

4

What do we mean by travel limit?

The garage door travel limit determines how far up and down the door will go. If yours doesn't open or close fully, you have to make adjustments. There are up and down switches in the opener control box, which must be turned accordingly.

5

How do I test the force of the door?

Stand in front of the overhead garage door and touch its bottom part as it is descending. If the reverse system works right, the door should reverse. If it doesn't, remove your hand immediately and repair the problem as soon as possible.

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Why does it matter which motor I get?

Garage door motors are the main parts of the opener. Although the door is moved by the springs, openers activate the automatic motion and so the motor must have enough horsepower. Average doors work fine with ½ hp motors. Heavy ones might need more powerful motors.

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What is the chain drive opener?

There are different types of openers. The most common ones have a trolley system, which often works with a chain drive. The chain turns the gears along the rail and transfers motor power to the trolley and arm, which helps the door open.

8

How do I check the sensors?

If you want to test the photo eyes, pass an object under the door as it is coming down. If you want to make sure the reverse system is working fine, our specialists suggest putting this object on the floor and see if the door reverses upon contact.

9

How do I disconnect and re-connect the opener?

The opener is disconnected when it is unplugged and the emergency release cord is pulled down. For most garage door opener systems, the cord must be pulled down and towards the direction of the opener box. To reconnect it, pull the release rope towards the door.

10

What do I do if the door doesn't come all the way down?

This is a major garage door problem and our experts suggest good inspection, troubleshooting and repairs. Most of the time, the problem is solved by adjusting the travel limit switch at the opener box. The "down" switch must be turned.

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Will the door collapse if the sensors don't work?

Garage doors do not collapse easily. One of the most common reasons for doors to abruptly come down with force is related to garage door spring problems. If the springs break, and the door is in the opening position, it will come down.

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How do I take care of my opener?

The garage door opener is important for the proper automatic operation of the door and your safety. So, the sensors must be checked and tested often. Also, check the wires and replace them if they are damaged. Maintain the opener as often as possible.

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