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Why is the opener not starting when I use the remote?

This is most probably due to drained batteries of the garage door clicker. To confirm this, try to start the opener with the wall button. If the operator still does not work, it has to be checked and repaired. The issue may be with the logic board, a moving gear or the motor.

2

How do I fix my slow door?

If the door has begun to move too slowly all of a sudden, the problem is most likely caused by a broken garage door spring. In this case, the spring must be replaced immediately so that further damage and accidents are prevented.

3

What causes my overhead door to keep reversing?

This is most often due to blocked, dirty or misaligned safety sensors. You should clean the photo eyes properly and remove any debris pieces which stand in their way. The sensors need to be aligned so the two photo eyes face each other precisely. If these things do not help, the sensors must be repaired or replaced.

4

Why do the bottom ends of the tracks keep getting rust?

This usually happens during the winter when the bottom sections of the garage door tracks are exposed to the chemicals of road salts. These chemicals destroy the galvanized coating and cause rust. To protect the tracks, you must clean the garage floor frequently.

5

Why can't my door get fully closed?

This may be due to improperly set travel limits of the garage door opener. Another possible cause is a torsion spring which is loaded with too much tension. In either case, readjustment will be required for optimal door operation.

6

How do I repair a door hanging on one side?

This is typically due to extensively frayed or broken garage door cable. In any of these cases, the component must be replaced with a new one which has the same specifications immediately. If the other cable is in poor condition, it must be changed as well.

7

What should I do about a door which has got stuck on its way down?

You should check for obstructions to the garage door tracks and the other moving components. They must be removed while the door is set in a safe position. It is also possible for the wood jambs to be out of place and require adjustment.

8

How do I release a frozen door?

You need to use a heat gun, a hair dryer or a small ventilation heater to melt the ice formed under the door and between its sides and frame. Never use a sharp object for breaking the ice.

9

Why is my automatic garage door opening by itself?

This usually occurs due to damage of the electronic components of the remote control or the wall mounted button. Check whether the accidental opening occurs after you use the clicker of the fixed unit. That way, you will know which one requires repair.

10

What causes the opener to shut down instantly?

This can be due to a power cut or to sudden damage to the motor, logic board or one of the moving gears. If the opener is equipped with a shut-off system for protection, it can stop working when there is a problem with the door hardware.

11

Why is my overhead door making popping sounds?

This usually occurs because of dry metal garage door rollers. You have to provide lubrication immediately and need to use lubricant which is recommended by the door's manufacturer. Alternatively, you can replace the metal rollers with nylon ones.

12

What should I do about a shaking garage door?

If the pulley sheaves are broken, they have to be replaced. If the hinges and/or tracks have loosened, they must be properly tightened. Check for loose and damaged roller axles and have such parts fixed without delay.

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