

Garage Door and Opener Troubleshooting Quick Guide

Issue	Potential Root Causes	Possible Solutions
<p>The garage door will only operate using the wall button.</p>	<p>The opener remote is non-functional. (A device with 1-3 buttons that is normally clipped on a vehicle's sun visor).</p>	<ul style="list-style-type: none"> A. Try changing the remote battery to eliminate the possibility of a dead battery. B. If the door will still not operate after changing the remote battery, the remote may need to be replaced. If replacing, the new remote will need to be reprogrammed to work with your system. C. There may be an issue with the door opener itself, potentially with the internal radio receiver or other electronics. In this case, contact a local qualified professional garage door company to diagnose and remedy the problem through repair or replacement.
<p>The garage door will not open or close.</p>	<p>The opener remote is non-functional.</p> <p>The opener is not receiving power. (An opener is a motor that moves a trolley, which is connected to the door).</p>	<ul style="list-style-type: none"> A. See above solutions. A. Ensure the opener device is plugged in. B. Try plugging another device into the outlet to ensure there is electricity to the outlet. If there is no power to the outlet an electrician may need to be contacted to diagnose the problem with the circuit. If there is power to the opener device, contact a local qualified professional garage door company as this indicates an internal issue with the opener device.

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<p>The Garage door will not open or close. (cont.)</p>	<p>The trolley has become disconnected from the door. (This is a device that connects the garage door to the opener's chain or belt drive and is responsible for pulling the door up and pushing the door down).</p>	<ul style="list-style-type: none"> A. Inspect the trolley area for damaged parts. If damaged is evident, contact a local qualified professional garage door company for repair or replacement. B. Check to make sure that the emergency release cord has not been pulled. If it has been pulled and has disengaged the trolley from the chain or belt, pull the cord back up parallel to the rail to allow the trolley to re-engage with the drive belt or chain. This may require running the opener through a full cycle, refer to your owner's manual.
	<p>The torsion spring or connecting cables may be damaged or broken. (The steel cables on a garage door connect the torsion system, which handles most of the weight of the door, to the door itself).</p>	<ul style="list-style-type: none"> A. Inspect the torsion spring above the door as well as the cables connecting it to the door for damage or excessive wear. If damage is apparent, contact a local qualified professional garage door company to request a repair/replacement of the damaged parts.
	<p>The door is frozen to the ground. Less common but possible under the right conditions.</p>	<ul style="list-style-type: none"> A. Wait until you can thaw the point between the door and the ground. Be sure to inspect the meeting point along the length of the door before attempting to open to avoid damage to the door, opener, and the components.

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<p>The door goes down but then returns to the up position after contacting the ground.</p>	<p>Typically caused by the garage door travel limits being improperly calibrated. (The limits are set to control the position where the garage door stops when it is traveling downward toward the floor and where the garage door stops when it is traveling upward toward the open position).</p>	<p>A. The garage door limits are set by the opener. These are typically adjusted via buttons on the back of the opener head. Refer to your owner's manual for the correct method of resetting and/or adjusting the door travel limits. If the problem persists after correctly setting the travel limits, contact a local qualified professional garage door company to arrange service or replacement if necessary.</p>
<p>The door begins to travel down but stops and returns to the open position before making contact with the ground.</p>	<p>Most caused by something interfering with the safety beam transmitted between the photocells. This is a safety mechanism to prevent hitting a person or other object.</p>	<p>A. Check to make sure there is nothing interrupting the path between the photocells. Clear the path of any obstructions and test.</p>
	<p>The photocells are dirty, damaged, misaligned, or defective.</p>	<p>A. Inspect and clean the photocells with a damp paper cloth, then test. B. Inspect the photocells for damage. If damaged, contact a local qualified professional garage door company to arrange replacement of the damaged photocells. C. Inspect the photocells to ensure they are aligned. Once the cells are aligned, test. D. If all the above do not apply, the photocells may be defective. Contact a local qualified professional garage door company to arrange replacement of the photocells.</p>

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Noisy, wobbly, or sagging door.	The door has obstructions to track or rollers.	A. Inspect the rollers and track for any obstructions. Remove any obstructions and test.
	Damage or excessive wear to the hinges, track or rollers.	A. Inspect the rollers and track for obvious wear and/or damage. If any is present, contact a local qualified professional garage door company to arrange replacement.
	Noise may be indicative of inadequate lubrications to the track, rollers, hinges, or spring.	A. Lubricate the track, rollers, hinges, or springs, then test. We suggest using Fehr (we sell in house) or any kind of silicone-base lubricant. This will reduce friction.
	Sagging is often an early sign of door structural failure. Can also be caused by water infiltration into door sections increasing the weight of the panel.	A. Contact a local qualified professional garage door company to arrange for a professional assessment of the issue.
The door is no longer weather tight around its perimeter.	The top and side weatherstripping (stopmold) has become worn or damaged.	A. Regularly inspect the stop mold for damaged or excessively worn sections. If any is discovered, replace the stopmold.
	The bottom rubber seal on the door is excessively worn or damaged. (This type of weather seal refers to the black (or sometimes gray) rubbery seal at the bottom of your garage door).	A. Regularly inspect the bottom seal on the door for any tears or hard spots and replace if any are found. If the seal becomes excessively hard from dry rot it can make it necessary to replace the aluminum track on the bottom of the door along with the seal. If necessary, contact a professional door service company for assistance.