QUICK DECISION GUIDE
to Emergency Repairs for Garage Door Openers

Your garage door opener is on the fritz. If you don't act fast, your opener will throw a wrench into every plan that requires you to take the car - AKA, ninety percent of your plans. Chances are, you're more than a little stressed about the situation.
We deal with malfunctioning garage door openers every day. In fact, Balanced Garage Doors specializes in emergency situations like this. That's why we've compiled this guide - to walk you through what to do, what to ask, and what factors to consider when making your repair and replacement decisions.
Ready to tackle this problem head-on?

PHASE 1
RESEARCH

Before you commit to a particular garage door repair service, do some research online. Make sure they have a body of positive reviews on sites like Google, Yelp, Angie's List, and Thumbtack. We also recommend looking at services outside your immediate area so that you have a wider range of options. Research like this will help you select the highest quality repair company.

PHASE 2
WHEN YOU CALL

Before deciding on a garage repair service, give them a call to get more information. Take control of the conversation by preparing a list of questions to ask, such as:

1. Do You Offer Free Estimates To Assess My Garage Door Repair?
2. Do You Stock Parts For My Opener Brand?
3. Which Opener Brands Do You Sell?
4. Are You Offering Any Specials?
5. What Type Of Warranties Do You Offer?

PHASE 3
BEFORE WE ARRIVE

Before your technician arrives, we recommend that you do the following:

- **Move your car.** This will give your technician room to assess your opener.
- **Assess your budget.** Your technician will present you with various repair and replacement options. Consider how much you're willing to spend.
- **Identify your home network password.** Many openers require a WiFi connection for programming, and some services will charge extra if it takes a long time to connect to WiFi.

These steps will make your appointment go smoothly and quickly.

PHASE 4
THE INSPECTION

Most garage repair services, like Balanced Garage Doors, will schedule a two-hour window to perform an inspection, offer recommendations, and either replace or repair your opener. During the inspection, your technician will access your opener via a ladder, visually inspect the system, and perform various diagnostic tests. After the inspection, your technician will present you with all the possible solutions, and then execute whichever path you choose same-day (unless it is necessary to order additional parts).

PHASE 5
QUESTIONS TO ASK YOUR TECHNICIAN

After the inspection, you'll have a chance to discuss possible solutions with your technician. During that time, we recommend asking the following questions:

- Is repair possible? If no, why not?
- Will we need to order replacement parts?
- What brands and models of openers are currently available on your service truck?
- What features do new opener models offer?
- Do you charge separately for spring testing?
- How long is your workmanship warranty?

PHASE 6
QUESTIONS TO ASK YOURSELF

There are various factors to consider when deciding to repair or replace your opener. When making that decision, ask yourself:

- **How old is your garage door opener?** If you're replacing one that's less than ten years old, consider a different model this time around.
- **How long will you be at your residence?** If you only plan to live at your home for another year or two, a long-term replacement is probably unnecessary.
- **Do I have specific lifestyle or security considerations?** For example, if you have a baby at home, a quieter model may be the way to go.

Once you've made your decision, your technician will either make your requested repair/replacement, or will order the necessary parts and schedule a follow up appointment.

THE TAKEAWAY

If you're an Atlanta or North Georgia area resident still reeling from the discovery of a broken garage door opener, don't panic, just give us a call at (770) 880-0376.

We understand the stress of a broken garage door, and we'll do everything possible to get you back to your busy schedule ASAP.

(770) 880-0376

Office Hours: Monday - Friday 7:00 am - 9:00 pm
Saturday - Sunday 8:00 am - 6:00 pm

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