

A DEALER'S GUIDE TO Commercial Door Operator Training, Part II

By Roy G. Bardowell

If you want to keep up with the changing world of commercial door operators, you must seek training. If you do not keep up, you will fall behind those who do.

Most commercial door operator (CDO) manufacturers provide some sort of training and education for those who strive to be the best. The first part of this article featured training opportunities from Raynor, Rytec, Manaras, and LiftMaster. Part II of the two-part series will help you discover other great training opportunities in our industry.



Micanan

Micanan Systems has some of the most experienced CDO techs I've ever known. Mike Apergis (USA), Rico Insogna, and Marti Sreekanth (Canada) have 60+ years of experience among them, and they have a long history in tech support.

Micanan dealers need only to request on-site training, and a Micanan rep will come to you and educate your service technicians

in all aspects of CDOs. Furthermore, a Micanan operator dealer or installer may visit the manufacturing plant in Dorval, Quebec, for detailed and hands-on training.

Micanan has spent several years developing a comprehensive troubleshooting guide that is designed with the service tech in mind. In its latest troubleshooting guide, "All the angles and possible scenarios are covered," says Mike Apergis. You can see their extensive download library at www.micanan.com. In the USA call 888-916-8584. In Canada call 877-888-1116.

Linear

Linear has a large group of tech support personnel who cover 1,500 different products. Garage door operator and gate operator tech support is available weekdays from 5 a.m. to 4:30 p.m. PST. When approved by the local district sales manager, Linear offers on-site training.

If you prefer the hands-on approach, then Linear University is for you. Linear University holds professional product training classes for installing dealers, technicians, and system integrators throughout the year at their state-of-the-art training facility in Carlsbad, Calif.

Linear does not offer a dedicated CDO training course, but does

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Linear University offers training throughout the year at its facility in Carlsbad, Calif.

offer a three-day Access Control and Gate Operators training seminar that is CEU approved. This training seminar would provide you with the basic knowledge and tools to troubleshoot a commercial door operator. Call 800-421-1587 or send an email to learnlinear@linearcorp.com.

Overhead Door

Overhead Door offers on-site commercial operator training regularly all over the U.S. and Canada with a technical instructor who has a minimum of 15 years' experience. The training is open to Overhead Door distributors and employees. Overhead also offers a number of technical eLearning courses online 24/7 for commercial operator training.

Instructor-led courses are technical and hands-on with a focus on understanding the latest technology, proper installation, and servicing the product with technical competency and professionalism. Each participant receives a certificate of completion. Besides hands-on training, live technical support is available via phone during business hours by a group of experienced technical engineers.

IDEA

In my opinion, there is no better place to receive generic training and education than the Institute of Door Dealer Education and Accreditation (IDEA). At the annual Garage Door Expo, IDEA provides many seminars and training opportunities, and commercial operator seminars are often included.

IDEA also offers certification programs for commercial sectional and rolling door technicians. These programs include a brief section on commercial operators, which is helpful. I'm hoping that IDEA will soon add a full certification program devoted to the complexities of commercial door operators. For more information on IDEA programs, go to www.dooreducation.com. ■

Roy Bardowell is the USA operations manager for Guardian Access & Door Hardware. He has been in the door industry since 1973 and is known as one of the industry's most experienced CDO technicians and trainers. Contact Roy at www.roydoor.com or roybardowell@aol.com for further information.

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