

# VITECTOR

FRABA

Y-CONNECT SIGNAL  
MERGING DEVICE



## Enhanced Protection on Commercial Doors

UL325 Recognized

Merges Two Photo Eye Signals

Compatible with All VITECTOR

2-Wire Sensors

Connects Merged Signal into

One Operator Input

Compact Design Fits into

Most Operator Enclosures

Waterproof Housing

Find What You Need

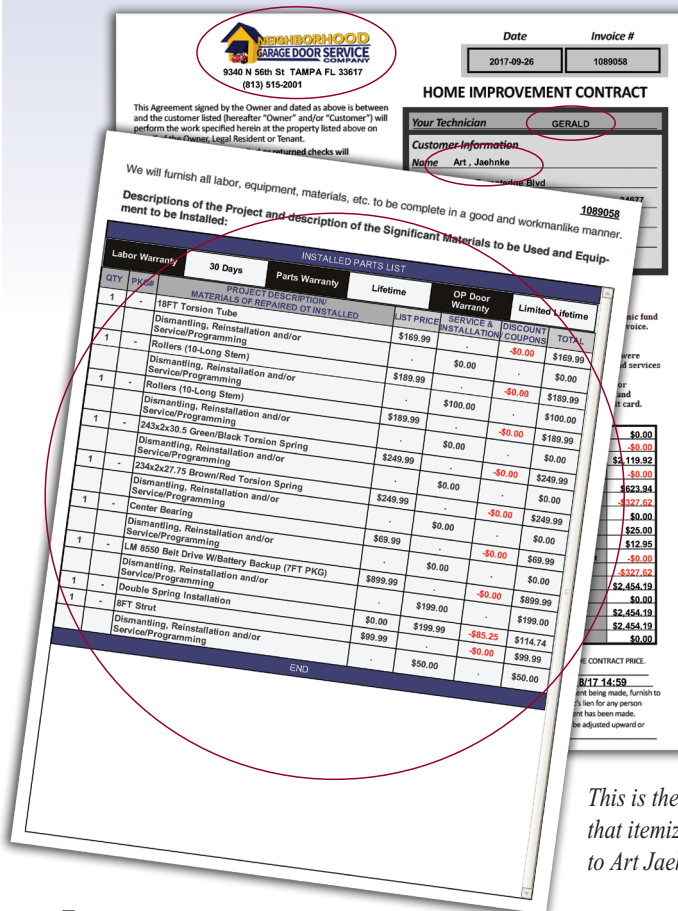


[www.vitector.com](http://www.vitector.com)

## Feature

# Letters to the Editor

### Credit card company reduces payment to GDS



*Background: In our winter 2017 issue, we published a letter from Florida senior citizen Art Jaehnke, who reported being charged \$2,700 for a spring change and an opener. After he complained to GDS, they gave him only \$250 in discounts. This new letter is an update on his situation.*

*This is the actual invoice that itemizes the charges to Art Jaehnke.*

Tom:

I'm pleased to report that our problem with GDS was resolved through Chase, our credit card company.

After some research and speaking with other garage door companies, we told Chase that \$900 was a fair price for the work we had done. The credit card company then withheld payment of the other \$1,800 until a response from GDS was received. Even though GDS was given two months, they did not respond, and the case was closed by Chase Card Services. We have also heard nothing from GDS ourselves.

We are considering reporting GDS to the Florida State Department of Elder Affairs. This would make the state aware and possibly help other elderly citizens. Thank you for your expertise and help in handling this issue.

Art Jaehnke  
Oldsmar, Fla.

*Editor's note: Three things are noteworthy here.*

1. As the invoice shows, GDS is increasingly using the "Neighborhood Garage Door Service" name (along with many others).
2. Door dealers will recognize improprieties in the charges on the invoice.
3. If you encounter consumers in a similar situation, advise them that they may find relief by appealing to their credit card companies.