

GET YOUR GLIDE ON

# SLIPIT is a rolling door's best friend.

Best Friends for Life. Because as one of our long time customers puts it, "SLIPIT's easy to put on, it stays where it's put, and it stays on longer." And our lubricants work on virtually all surfaces, protect against rust, they're odorless, not messy, and they don't attract dust or collect grime, unlike so many others. SLIPIT even tests out tops for load bearing and friction reduction.

What more do you want from a lubricant anyway? SLIPIT. The best in the business for 70 years. Because that's the way we roll.

Go to [www.slipit.com](http://www.slipit.com) to order and learn more about our products. Call 845/778.7219 with any questions or email us at [info@slipit.com](mailto:info@slipit.com).

We'd love to hear from you.



Rated #1 in testing by Rensselaer Polytechnic Institute (R.P.I.) for load carrying and wear reduction. Odorless. Prevents rust. FDA and USDA accepted in use areas with potential incidental food contact. Silicone or Silicone-free lubricants. Compound, Spray or liquid.

**DON'T LUBE IT.  
SLIPIT.**

## Feature

# Letters to the Editor

### Great magazine!

Tom:

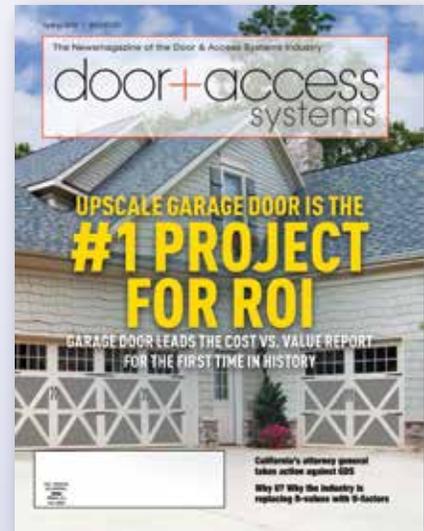
I know your team works very hard putting together the Door + Access Systems magazines, and it is certainly evident.

Your spring 2018 had two great articles ("Why U?" and "Upscale Garage Doors & ROI") that I carry in my catalog when meeting with dealers. Many ask if they can copy these as I use them to update the dealers that I visit. It's surprising to me how many don't take the time to read carefully and thoughtfully each issue as there is much that they need to know.

In a former life I sold HVAC, and the trade magazines were not nearly as good as what the door industry is blessed with.

Thank you, and please thank your team. Your work is very much appreciated!

Ken Buffenmyer  
Northeast Regional Sales Manager  
Hörmann



### How homeowners could handle Bad Bob

Tom:

Thanks for your continued hard work in helping the industry. Here's an idea for homeowners who are trying to avoid getting ripped off on a service call.

Since 90 percent of residential service calls can be quoted over the phone, homeowners should describe their problem and ask for a quote over the phone. After getting the quote, they should state that they won't be home but will leave the service door open with a check taped inside the garage for the quoted amount.

The crooks will immediately start backpedaling because they have no intention to do the work for the quoted price. If the company agrees with the idea, the homeowner can always later say that their schedule changed, and they will be home.

I do this all the time with our customers. We tell them that if we arrive on the site and find the job to be different than what we quoted, we will call them before doing any work. They can then decide to go ahead or not. I am fine with going to jobs on this basis, and we seldom have any problems.

Steve Donohue  
Great Garage Door  
Blaine, Minn.