



ASK JOE HETZEL

DASMA Technical Director

Using Different Door Cables

When is it acceptable to install one or more garage door cables that may be different from what the door manufacturer requires?

Joe: The installer should always use the manufacturer-supplied cables. These supplied cables are specially designed to meet the needs of that specific door (i.e., the door's weight, height, and application).

If for some reason you cannot use the supplied cable(s), you should ask the manufacturer for approval of other cables. Further, if a door requires two cables, the cables should be identical. So, if you need to change one of the two supplied cables, make sure the new second cable has the same specifications (e.g., material, diameter, stranding, and end configuration) as the first cable.

More information pertaining to cable performance can be found in DASMA 110, and component substitution guidelines can be found in TDS 183. Both are freely available at dasma.com.

Balancing High-Lift Doors

I have a door with high-lift tracks, and I am having a problem getting the door to balance halfway open. What can I do to get the door perfectly balanced?

Joe: There is no "perfect balance" in a door because of the possible variations in door weight and hardware tolerances. However, you can achieve acceptable balance on a non-glazed door.

First, make sure you have the correct manufacturer-supplied drums, springs, and cable for this high-lift door. Second, make sure there is acceptable balance with the door near the closed or open positions.

Third, check what happens to the door between the open and closed positions. Some upward movement of the door is fine. Minor movement should not impede manual or automatic door operation.

However, if the door drops to the floor or rises rapidly into the open position, additional spring adjustments need to be made. If you're still having trouble, contact the manufacturer.

Doors with different types of sections, such as doors with one row of glazing, present a different scenario. We suggest you work with the manufacturer regarding balance. ■



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