

# ASK JOE HETZEL

## DASMA Technical Director



### Repairing Automated Gate Systems

*Can an older automated vehicular gate system be repaired?*

**A** Joe: Since no federal laws regulate repairs, a trained technician can repair any aspect of the system (gate, gate operator, devices, etc.). It would be helpful for the technician to know when the gate was initially automated. This allows the technician to determine standards that were in effect at the time.

Although the gate itself may be able to be physically repaired, older electronics in the automated system may not be fixable due to obsolete equipment. If so, the building owner or facility manager should be advised of the outdated equipment. This presents an opportunity to bring the older system up to the latest UL 325 and ASTM F2200 standards.

### Replacing Garage Door Springs

**By Pat Hunter**

Commercial & Residential Garage Door Technical Committee chair

*My home has an older wood garage door, and I know its weight. How do I determine the right replacement springs?*

**P**at: We cautioned this homeowner that a trained door systems technician should handle the repair. But it did get us to thinking about how such a technician would deal with this situation.

The successful outcome of any repair depends on three factors: correct information, correct materials, and correct skill. This also applies to spring repairs.

Correct information: Determining balance weight, identifying counterbalance components, and knowing the track trajectory are essential. In addition, two important questions are: "How did the door operate before needing repair?" and "Have there been any alterations to the door?" What appears to be a routine spring repair may involve additional components of the door system.

Correct materials: An older door may have undergone several repairs during its lifetime. Parts substituted as a temporary fix may need to be replaced, and parts from several different sources may have been used. A tendency to reuse or substitute materials can lead to problems. Component substitution, especially in counterbalance systems, is not always straightforward.

Correct skill: An experienced technician can save the customer money in the long run. In addition to the springs, there may be other potential problems such as the structural integrity of the spring mounting, frayed cables, or worn bearings that a skilled eye can spot and repair, avoiding a future emergency service call. ■



Hunter

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