

By Roy Bardowell



# A Dealer's Guide to **Commercial Door Operator Training**

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

Most CDO manufacturers provide some sort of training and education to those who strive to be the best. This article, part one of a two-part series, will help you to discover our industry's training opportunities.

## **Raynor Academy**

The Raynor Academy CDO courses are available three or four times a year and usually run about four days at the Raynor headquarters in Dixon, Ill. The CDO classroom course includes basic product knowledge of all Raynor operators, installation techniques for jackshaft and trolley, and field installation of contact safety devices and many popular accessory devices.

The course also includes mechanical troubleshooting, motor direction change and voltage conversions, relay logic, field applications, advanced troubleshooting, diagnostic training, and more. The Raynor Academy strives to increase the knowledge, productivity, and efficiency of CDO technicians.

For further information and training fees, contact Randy Diehl at 815-285-7556 or via email at [rdiehl@raynor.com](mailto:rdiehl@raynor.com). Raynor dealers may also sign up online in the dealer section of [www.raynor.com](http://www.raynor.com).



Chamberlain's Training Academy in Tucson.

## **Manaras-Opera**

Free commercial operator training is available in several ways from Manaras-Opera. Dealers may receive training anytime by simply requesting training at their location or another site.

Master distributors may schedule a troubleshooting session for their dealers, or a Manaras-Opera representative will dedicate a visit to a dealer to educate technicians. Any Manaras-Opera operator dealer or installer may also visit the manufacturing plant in Pointe-Claire, Quebec, for detailed and hands-on training.

The Manaras-Opera program covers safety precautions, the basics of electricity, proper usage of multimeters, and a breakdown of mechanical and electrical components. They also have developed a troubleshooting handbook that can be applied to any door operator and most commercial operator components.

The one-on-one Manaras approach has been my method of choice. I think it works better with those who are new to our industry. For further information, call Bharat Patel at 800-361-2260, ext. 329.

## **Rytec Corporation**

Rytec's two-day hands-on advanced workshop covers the electrical and mechanical aspects of door operation, service, and installation. Other topics included during the one-on-one discussions are motors, limits, controllers, required adjustments, and proper maintenance.

At Rytec's training facility, participants will experience installations and service on real working doors and operators. Included in the course is a tour of Rytec's corporate office in Jackson, Wis., the manufacturing plant, and the wind tunnel test area.

The entire course is available to Rytec's installers free of charge. This includes hotel, food, and training materials. Attendees are only required to provide transportation to and from Rytec's headquarters.

Upon completion of the program, participants will receive a certificate of completion and a full set of detailed operation manuals. For information and class schedules, call Rytec at 262-677-9046.

## **LiftMaster**

Located in Tucson, Ariz., the LiftMaster training facility features three experienced instructors with small classrooms designed for hands-on participation and in-depth learning. Their approach covers everything from equipment basics to complete installation and advanced troubleshooting techniques.

The main goal at the LiftMaster training school is to help their dealers train new employees, simplify and speed installation times, and reduce callbacks. LiftMaster continually updates their courses to include new products, new solutions, and new installation techniques.

After taking a course, attendees receive a student performance report and a dealer evaluation form. After six months, LiftMaster gathers feedback that will shape future course programs.

Since there are many LiftMaster operators in the field, it makes sense for every operator technician to know how to service them properly. For further information and fees, call 877-872-4650 or e-mail [trainingacademy@chamberlain.com](mailto:trainingacademy@chamberlain.com).

In part two, I'll cover programs from Overhead Door, Linear, Napoleon-Lynx, and others. Happy training! ■

*Roy Bardowell 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](http://www.roydoor.com) or [roybardowell@aol.com](mailto:roybardowell@aol.com).*