

Clippings are brief summaries of recent news articles in the consumer media. These stories offer a peek at how garage door companies and products are being reported to the public.

Bad LEDs Can Interfere With GDOs

Source: Deni Hawkins, "Can LED lights interfere with your garage door opener?" KBOI-TV Boise, Idaho, April 17, 2014.

In this local TV news report, a homeowner who installed several LED lights around his house found they prevented his garage door opener from working. When the lights were on, the GDO remote didn't work. When the LED lights were off, the remote worked fine.

Editor's Note: Mark Karasek, Chamberlain executive vice president of engineering, confirms that they've received similar reports now that people are beginning to switch to LED lights. He says FCC rules prohibit LEDs from emitting radio interference, but some do, including some brands from China. LiftMaster has tested many LED models and has posted on liftmaster.com a list of LED bulbs that cause no problems.

Meikel Nagel, president of Marantec, adds, "The LEDs that we have integrated in our garage door openers have no impact on the performance of our units or the range of our transmitters/keyless entry systems."

Boy Recovers From Freak Garage Door Accident

Source: "Oakville boy, 9, expected to recover after garage door incident," 680 Radio News, Toronto, Ontario, April 30, 2014.

Several news media in the Toronto area closely covered this story about a 9-year-old boy who was in critical condition after a bizarre garage door accident.

According to reports, the boy entered his pass code on an external keypad. As the garage door opened, his hoodie was apparently snagged by the T-handle on the center of the door. He was lifted off his feet and nearly strangled, but after two days in critical condition, he was expected to fully recover.

Editor's Note: Although this was a freak accident, it highlights the importance of the placement and orientation of exterior handles.

Hidden Camera Exposes GDS

Source: Jamie Boll, "WBTV Investigates: Hidden camera watches repairman at work," WBTV, Charlotte, N.C., April 30, 2014.

This Charlotte TV station launched a hidden-camera investigation of Garage Door Services (GDS) "after receiving several complaints of sky-high charges and unnecessary repairs."

The reporter showed GDS charges of \$279 for a pair of end bearing plates and \$179 for a center bearing. The reporter traced the GDS physical address, but it led to a vacant lot.

The station interviewed an elderly widow who allegedly had received a "senior discount" from GDS, yet they charged her just under \$900 for a spring repair. But the spring replacement didn't fix the problem. GDS came out again and charged another \$262, apparently for a strut.

In the hidden-camera setup, the only problem was a loose wire connection to a photo-eye. But the GDS technician wanted to install a new opener for \$451 plus \$200 for installation.

Editor's Note: Judging from our tracking of GDS operations nationally for many years, this problem is not an isolated incident.

NY Times: Angie's List Deletes Bad Reviews

Source: David Segal, "A Complaint Registered, Then Expunged," New York Times, Dec. 21, 2013.

In this eye-opening story in America's leading city newspaper, David Segal responds to a consumer who "had a ridiculously hard time getting a \$257 refund" from a Norwood, Mass., garage door dealer found on Angie's List.

The problem? "Once I had my refund, all trace of my original complaint vanished from Angie's List," wrote the consumer. "Just as bad, my options for leaving new feedback about the contractor were limited to a rating of A or B in all categories." In spite of many problems reported for that door dealer, that dealer retained Angie's "Super Service Award" badge.

Segal talked to an Angie's List spokesperson who defended its policy. Segal understood the policy, but it left him unsatisfied. He wrote: "If Angie's List were interested primarily in

maximizing the information

"In spite of many problems reported for that door dealer, that dealer retained Angie's 'Super Service Award' badge."

available to consumers, the original negative review would be part of the permanent record. If the company went on to satisfy the unhappy consumer, that would be in the record, too."

Editor's Note: We agree. Many door dealers known for gross overcharging and unnecessary repairs resolve disputes only with the few consumers whose complaints reach high-profile sites like Angie's or the BBB.

"His hoodie was apparently snagged by the T-handle on the center of the door."