

Letters to the Editor

To the editor:

I was frustrated after reading the Letters to the Editor in your fall issue. Many Precision dealers in the Southeast have been my customers for many years. My Precision customers truly care about their reputations, their employees, and their customers' long-term satisfaction.

They have invested a lot of money to build their businesses and build a reputation as fair and honest business people. Many of these dealers work hard to get out from under the Precision Door that we all knew from 10-12 years ago.

Having been in the industry for 22 years, I know you can't throw them all in with one Precision franchise that allowed one employee to make bad decisions.

Richard Collins
Regional Sales Manager
Haas Door
Winston-Salem, N.C.

To the editor:

I worked for Precision Door Service from 2004 to 2006. Because of the outrageous prices and the unethical scams they had us pull, my wife and I made a moral decision for me to quit.

When I flew to Ohio for their training, about 90 percent of it was how to do pressure sales and overcome objections. Since our pay was based on commission, they trained us to sell as much as possible.

We were taught scare tactics to sell spring overhauls for \$699. When I started, we charged \$99 for a set of rollers, but when I left, we were charging \$220. The Better Business Bureau got lots of complaints, but Precision was quick to respond so its rating would look good.

In my first year, I made \$74,000 even though I had no experience. I hated to leave, but I just could not rip people off for the company. Even though I'm no longer in the door business, I think this whole franchise needs to be shut down.

Ken Wright
Spokane, Wash.

Editor's Note: Precision Door says they no longer use these practices.



To the editor:

A lot of 2-cycle lawn mowers, chain saws, weed eaters, leaf blowers, etc., seem to cause enough radio interference to affect the operation of a nearby GDO.

I stumbled on this by accident last Saturday evening when using my leaf blower. With the help of some neighbors, we tested 15 different lawn machines and their effect on 11 different GDOs.

An old Sears chain saw was the worst. It affected all GDO functions from the transmitter within about 600 feet. Yet the 4-cycle engines did not cause as much interference as 2-cycle engines, and devices with "resistor-type" plugs did not cause much interference at all.

Stephen F. Padgett
Doors Unlimited
Atlanta, Ga.

Editor's Note: We asked Mark Karasek, executive vice president of engineering at Chamberlain, about this interesting study. He said that the effect of these engines is not unexpected and should present no safety issues. "These types of devices generate a lot of radio noise," he said. "I don't think it is a concern for manufacturers or users of garage door openers."

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