

ASK JOE HETZEL

DASMA Technical Director

Doors Without Manufacturer Identification

As a door dealer, I have often been frustrated trying to identify the manufacturer of a customer's garage door that needs a replacement part. Has the industry developed an "identification chart" or something similar that allows us to contact the correct manufacturer for replacement parts?

Joe: DASMA has often received this question from dealers, homeowners, building owners, code officials, and home inspectors. But I am unaware of any chart or guide that helps dealers identify the manufacturer of a given door.

Ultimately, it's up to each manufacturer to identify its own products. When someone needs to identify the manufacturer of a garage door, we recommend the following.

1. Homeowners should contact a local door dealer to come and inspect the door. Some dealers may do this at no charge, or they may ask the homeowner to email photos of the door.

2. Dealers, homeowners, and building owners can contact the local building department if the door is in an area requiring building permits. Some doors, such as fire-rated doors, may have identifying paperwork on file in the building department.
3. Photos of the door can be sent to an online forum where someone may be able to identify the manufacturer.

If the door is old, however, the manufacturer may be out of business. If so, a web search may reveal another manufacturer who owns the design properties of the door.

Homeowners should be aware that, even if a replacement part can be found, it may be difficult to find the right match for the door. This may be particularly difficult if a section needs to be replaced. In many cases, it may be best to replace the entire door. ■



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