

ASK JOE HETZEL

DASMA Technical Director

Doors Without Manufacturer Identification

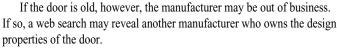
As a door dealer, I have often been frustrated trying to identify the manufacturer of a customer's garage door that needs a replacement part. Has the industry developed an "identification chart" or something similar that allows us to contact the correct manufacturer for replacement parts?

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.



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.



