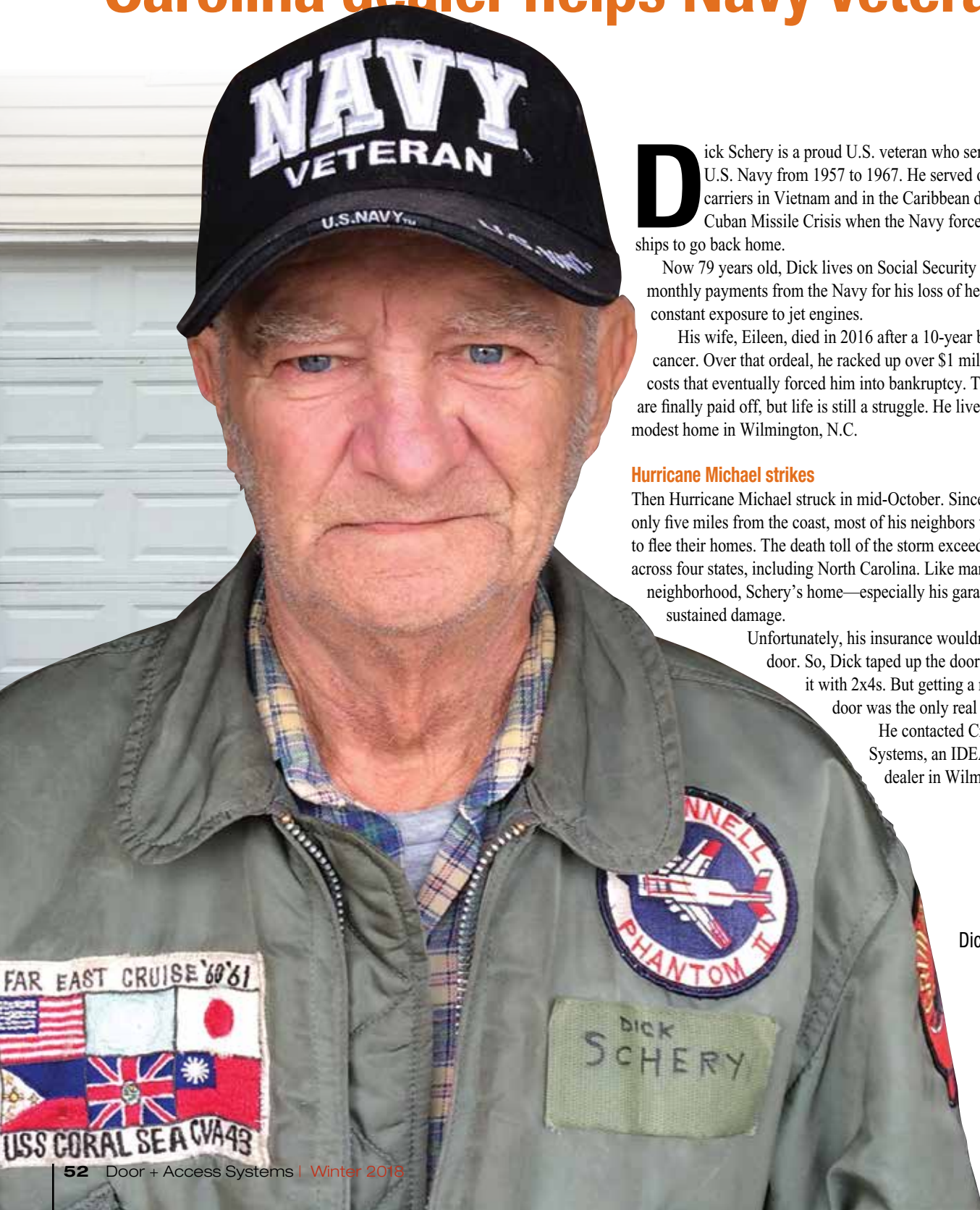


MARK FISHER'S PROUDEST INSTALLATION

Carolina dealer helps Navy veteran



Dick Schery is a proud U.S. veteran who served in the U.S. Navy from 1957 to 1967. He served on aircraft carriers in Vietnam and in the Caribbean during the Cuban Missile Crisis when the Navy forced Russian ships to go back home.

Now 79 years old, Dick lives on Social Security and small monthly payments from the Navy for his loss of hearing from constant exposure to jet engines.

His wife, Eileen, died in 2016 after a 10-year battle with cancer. Over that ordeal, he racked up over \$1 million in medical costs that eventually forced him into bankruptcy. Those debts are finally paid off, but life is still a struggle. He lives alone in a modest home in Wilmington, N.C.

Hurricane Michael strikes

Then Hurricane Michael struck in mid-October. Since Dick lived only five miles from the coast, most of his neighbors were forced to flee their homes. The death toll of the storm exceeded 32 people across four states, including North Carolina. Like many in his neighborhood, Schery's home—especially his garage door—sustained damage.

Unfortunately, his insurance wouldn't cover the door. So, Dick taped up the door and reinforced it with 2x4s. But getting a new garage door was the only real solution.

He contacted Crawford Door Systems, an IDEA-accredited dealer in Wilmington, and he

Dick Schery



Mark Fisher

learned that a new door would cost \$480. But then he learned that his old operator was not in compliance with UL 325, and a new opener would cost another \$320. This was way out of Dick's budget.

A Good Bob

Bob Hammersley, a former president of IDA, owns Crawford Door Systems. Knowing Dick's service for his country and his struggle with medical bills, Hammersley called and told Dick that he would do the door and operator for a total of \$200.

"I don't think he fully understood," said Bob, "but he said thanks." Bob then scheduled the installation.

But then, Bob got to thinking. He told us, "We have veterans who work for Crawford Door, including myself; why should I give him three-quarters of a gift? Plus, how would I feel if this guy was my dad or grandfather? Wouldn't I want people to help him out?"

"He cried, I cried"

On Saturday, Oct. 27, Mark Fisher, Crawford's senior field supervisor and an IDEA-

sanctioned trainer, went to install the door and opener. When the job was complete, Dick was ready to pay. He told Mark, "I have cash."

As Mark told us, "That's when I told him that his money was no good and that it was my honor and Crawford Door's pleasure to give him the door and opener at no charge."

"He got teary-eyed, shook my hand, and then he hugged me," said Mark. "He is a proud man, but he cried, I cried, and when I called Bob to tell him, you could hear Bob's voice crack up."

You see, Mark also donated his services that day, too. "I told Bob that there was no way I could take pay for this," he said.

My proudest installation

That same day, Mark posted the story on Facebook in the Garage Door Techs group, which now has 3,300 members.

His post said, "In the 23 years that I have been installing garage doors, a variety of jobs have made me proud. Some doors were huge, some more complicated, some were very expensive and custom-made.

"But the door that I am the most proud to have installed is this ordinary 9x7 Amarr Stratford 1000 paired with a LiftMaster 8010 I installed this morning."

And Mark has every reason to be proud.

Dick Schery didn't just take the gift and forget about it. On Monday morning, the very next business day, Dick drove to Crawford Door. Like a dutiful sailor, he had to thank Bob Hammersley and the crew for their kindness.

Editor's postscript

I hate publishing stories of "Bad Bobs" who rip off customers by selling standard garage doors for \$3,000 and openers for \$1,500. But I love stories like this. They show that "Bad Bobs" do not represent our industry.

Truth is, most garage door people are honest, hard-working, salt-of-the-earth folks who care about their customers, their employees, and their communities. Bob Hammersley is a Good Bob.

A very Good Bob indeed. ■



Before



After