Garage Door Not Working (opener or door)

In order to serve you best we would like you to try a the following before we call a serviceman out and have a service fee to either the owner or you... In many cases we can resolve this problem through the items below and if not, it will help us to diagnose and make sure the serviceman is prepared for your issue, so you can be back in service sooner.

Diagnostic:

- Please check to see if the photo eyes are aligned
- Please clean the photo eyes
- Please inspect to see if there are any severed wires
- Please check the spring above the door to see if it's broken, if it's broken you will see a break in the coil (if this is the case please take a picture and upload it into the resident portal)
- If you press and do not release the wall button, will the door stay closed?
- If YES then it's your photo eye
- Does the light bulb on the opener flash or blink?
- If YES then most likely it's your photo eye

Troubleshoot:

- Make sure nothing is blocking the way of the inferred beam
- Make sure there aren't any spider webs obstruction the lens of the photo eye
- Check each phot eye for a steady light (on the side of the black box facing towards the inside of the garage.)

****If one is flashing or not lit*****

Move the black box until steady light is on or wiggle the wires in the back of the photo eye

****Lights are not flashing and a light in each eye*****

Put your hand in front of the box with the green light and the green light will go out. Take your hand away and move the black box a little until the light goes out, now move the box back until a steady light comes on. (Sometimes it's just off a hair)

*************Still Fails**********************

Use your imagination and pretend the two photo eyes are looking into each other. You might have to move the photo eye a little.