



**WELCOME  
TO YOUR NEW HOME!**



**CREATIVE DOOR**

Toll free number: 1.888.621.DOOR (3667)

After hours emergency: 780.918.9754

[creativedor.com](http://creativedor.com)



Dear homeowner,

We have designed this Preventative Maintenance Package with your overhead door needs in mind.

With over 45 years of experience in the distribution, service, and installation of residential, commercial, and industrial overhead doors and security products across Western Canada, we are committed to excellence. Expertise comes from both skill and knowledge, and we bring a skilled team with practical industry knowledge to each job, every time.

Please contact us today to set up a tailored Preventative Maintenance Program for you. For after hour emergencies, please contact us at 780.918.9754.

# Value Through Preventative Maintenance

Creative Door's Preventative Maintenance Program is designed to improve and prolong the life of your overhead door and operator equipment. Preventative maintenance will:

- Ensure continuous and reliable operation of your overhead door and operator equipment
- Save costs for emergency repairs and/or replacement calls
- Provide premises security
- Maintain an inventory record allowing you to respond quickly with required parts
- Provide you with a single source to handle all of your door and operator needs
- Increase site safety and protect you from serious injury due to equipment malfunction and/or failure

*"It is critical that our overhead doors are working properly at all times. Our Preventative Maintenance Program and relationship with Creative Door has been exemplary over the past 10 plus years. The Preventative Maintenance Program has proven to reduce the number of service calls we make—ultimately reducing downtime and additional costs."*

*Creative Door saves the Edmonton Police Services time and money. I would strongly recommend Creative Door to any company or homeowner who wants their overhead doors to operate for a longer period of time and to save money."*

*- Jerry Juzwa  
Director of Facility Management  
Edmonton Police Services*

# Customize Your Preventative Maintenance Program

Contact our team of experts today to tailor a Preventative Maintenance Program that fits your needs and your budget.

Regular servicing will consist of the following:

- Inspection of system components including couplers, drums, chains, and track brackets
- Inspection of cables, rollers, track, hinges, and door sections
- Ensuring all operating functions of the door, electric operator, and related equipment are in working order
- Checking spring tension to ensure the electric operator is not operating under extreme loads
- Providing a prompt report of any damage and/or required repairs to ensure your system is operating at its best



## Our Service Commitment to You



### For manually operated doors, we will:

1. Check, balance, and adjust as required
2. Check cables for wear and adjust if required
3. Check crossbar latch and adjust if required
4. Check vertical and horizontal guides
5. Lubricate hinges, guide rollers, and track
6. Check lubricate on shaft bearings
7. Check and lubricate shaft
8. Check and lubricate hand chain gears for alignment and lubricate where required
9. Check and adjust stops to ensure smooth operation

### For electrically operated doors, we will:

1. Service as manually operated
2. Check and adjust limit switches
3. Check and adjust push button controls
4. Check, clean, and adjust electrical contacts

## The Creative Door Experience

Our vision is to provide creative solutions at the highest standard for building access and security products. We guarantee our service ensuring that we do it right the first time.

Our team of experts include experienced journeymen electricians, Canadian Door Institute trained technicians, and COR and WHMIS Certified professionals who are dedicated to the consistent delivery, installation, and service of our products.

Contact one of our eight branches today at [creativedor.com](http://creativedor.com) or via phone at **1.800.621.DOOR (3667)** to set up a customized Preventative Maintenance Program today!





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