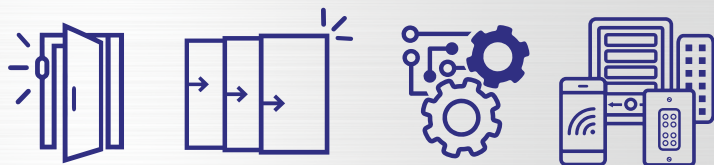


Customer Success Story



SUMMIT AUTOMATION

Bringing Doors to Life!



"Scott called up Marcos and said, 'You need to get over there and take care of things' as there was some worry it could be a problem with the motor. Marcos came over right away. You guys were incredibly attentive to getting things together and both making sure that the door was functional and there wasn't a real big problem."

Dr. Bruce Snyder
Homeowner

Background

Dr. Bruce Snyder and his wife Julie work together in the medical field and enjoy their beautiful Las Vegas area home. They learned about Summit in 2016 when they purchased a 20 foot multi-slide door with Summit's Peak Automation System through a door manufacturer. The door was "catching", but diagnosing why wasn't easy. Bruce initially called the manufacturer and they sent over a technician to take a look at the door. Even though steps were taken to figure out why the issue was happening, the weather was a bit cooler than it had been when the issue made itself known, and unfortunately, diagnosing and fixing the problem did not happen that day. At that point, Summit was contacted and Marcos (Epsilon Windows & Doors) was dispatched to lend his expertise. Marcos, due to his extensive experience with automating doors and windows, was able to quickly diagnose the issue. There was some heating up and expansion that occurred, thanks to the extremely hot summers of the Vegas area desert.

Challenge

When door systems face the western sun in the summer months, the doors expand when subjected to the brutal summer sun. Consequentially, the door expanded and thusly when sliding under the return pulley the top edge of the door would clip the edge of the pulley ever so slightly as the clearance changed.

Another issue arose when they had their house painted. The exposed motion sensor wire was damaged by the painters. While the motor still worked, the motion sensor was not operational.

Our Solution

Marcos was able to thin out the piece of return pulley steel so there was more room for expansion when the door heated up. While on site he was able to diagnosis the motion sensor cable.

Outcome

Once Marcos thinned out the return pulley, the door was able to move freely again despite its expansion and contraction. The damaged motion sensor wire shorted out a fuse on the motor circuit board. Marcos was able to easily fix the cable, replace the fuse eliminating the issue.