OTTAWA GARAGE DOOR REPAIRS

Hiring & Quotes

Choosing a garage door company in Ottawa: no licence exists for the trade, what a written quote should itemize, and comparing quotes

10 Expert Answers from Garage Door IQ

ottawagaragedoorrepairs.ca/construction-brain

Table of Contents

1. How can I judge whether a garage door spring quote in Ottawa is fair?
2. My garage door is stuck shut in Nepean: who should I contact first?
3. Should a Nepean garage door quote say whether the visit charge is waived?
4. Do garage door technicians in Ontario need any licence at all?
5. Which questions should I ask a garage door company in Orleans before booking?
6. How do I compare two new garage door quotes from Barrhaven companies?
7. Alta Vista technician quoted a new door, not one panel: how do I check?
8. What should an Ottawa garage door repair quote list line by line?
9. Spring quote in Kanata says both springs: should I ask why?
10. Paying before a new door is ordered in Riverside South: what should the paperwork say?

Q1

How can I judge whether a garage door spring quote in Ottawa is fair?

Start with the published figures: 2025–2026 estimates from Ottawa garage door companies put a single spring replacement at about $200 to $350, and both springs at about $280 to $550. If the figure you were quoted sits outside those ranges, that is worth a conversation with the company before you agree.

Ask the company whether the price covers one spring or two, because some Ottawa companies replace both at once and some quote one. Ask whether the service call or diagnosis fee is included, or whether it is added on top. Ask whether rebalancing the door after the spring is replaced is part of the price, or a separate charge.

The Consumer Protection Act, 2002 has one rule on estimates: under s.10(1), "if a consumer agreement includes an estimate, the supplier shall not charge the consumer an amount that exceeds the estimate by more than 10 per cent." That applies to any consumer agreement that includes an estimate. If the technician finds something unexpected mid-job and wants to charge more, ask for a revised written estimate before the work continues. Questions about whether a specific bill crosses that line are for a lawyer, not a garage door company.

Springs hold the door's weight under high tension; leave them to a trained technician.

Here is a short list of what a fair spring quote should spell out:

- one spring or both, with the price for each option
- parts and labour as separate line items, or a clear all-in total
- the service or diagnosis fee, and whether it is waived if you proceed
- rebalancing included or priced separately

Make sure you have the full price, a clear description of exactly what it covers, and the date of the quote in writing before anyone touches the door.

Q2

My garage door is stuck shut in Nepean: who should I contact first?

A door that will not open is a job for a garage door company, not a first call to the City or ESA. Springs hold the door's weight under high tension; leave them to a trained technician. Cables are attached to the spring system, so the same applies.

The symptom tells you something about what the technician will look at. A door that feels very heavy or will not lift at all points to a spring. A door that hangs crooked or sticks part-way suggests a cable. An opener that runs but the door does not move is a different problem from a door that will not budge at all. You do not need to diagnose it yourself; describe what you heard or saw when it stopped working and let the technician assess it.

On cost: published 2025-2026 Ottawa estimates put a single spring replacement at about $200 to $350, both springs at about $280 to $550, and a cable repair at about $170 to $320. An opener repair runs about $150 to $450. Some companies say diagnosis is free if you go ahead with the repair; ask before booking.

When a company responds, ask for the price in writing before any work begins, with a clear description of what the quote covers: which parts, labour, and whether one spring or both are included.

Before you give the go-ahead, make sure you have the price, a description of exactly what it includes, and the date the work is to be done, all in writing.

Q3

Should a Nepean garage door quote say whether the visit charge is waived?

A quote for garage door work in Nepean should spell out the visit or diagnosis charge and whether it is waived if you go ahead with the repair. Some Ottawa companies say the diagnosis is free if you proceed. If the quote is silent on the visit charge, ask before anyone shows up.

The Consumer Protection Act, 2002 is the relevant rule here. Section 10(1) says: "If a consumer agreement includes an estimate, the supplier shall not charge the consumer an amount that exceeds the estimate by more than 10 per cent." How it applies to a charge that was not in the estimate is a question for a lawyer, so ask for every charge, the visit included, to be on the quote.

Here is what a complete Nepean garage door quote should include, so you can check it against what you receive:

- the visit or diagnosis fee, and whether it is waived if you proceed
- parts (named by what is being replaced, one spring or both, one cable side or both, and so on)
- labour
- any disposal or materials charge
- HST shown separately

If a company gives a figure over the phone without seeing the door, ask whether it is the price that will go into the written agreement.

Make sure you have the full price in writing, a clear list of what it covers, and the date of the quote, before any work begins.

Q4

Do garage door technicians in Ontario need any licence at all?

There is no garage door licence in Ontario. "In Ontario, 144 skilled trades are prescribed under the BOSTA in the Prescribed Trades and Related Matters Regulation (O. Reg. 876/21)", and none of them is a door or garage trade.

The one trade licence that does apply on a garage door job is for electrical work. "Electrician, construction and maintenance" and "electrician, domestic and rural" are both compulsory trades under Ontario law, so if the job includes new wiring that you hire out, a Licensed Electrical Contractor does that portion and files the ESA notification.

Because there is no garage door licence to check, the practical question shifts to what you can verify before work starts. Ask the company for a written quote that names every part being replaced, whether the price covers one spring or both, whether a matching panel is still available for your door, and what the certification mark is on any new opener. Ontario law requires electrical products to carry a recognized certification mark (O. Reg. 438/07, s.5(1)), so that mark matters if an opener is part of the job.

The Consumer Protection Act, 2002 gives you one firm number to hold onto: s.10(1) reads "the supplier shall not charge the consumer an amount that exceeds the estimate by more than 10 per cent." That protection applies to any consumer agreement that includes an estimate, written or not, so get the estimate in writing before anyone touches the door.

If the company is coming to your home to do the work, the agreement is a direct agreement under the Act. Any direct agreement over $50 must be in writing and delivered to you, and you may cancel from the date of entering into the agreement until 10 days after you receive that written copy.

Ask the company to put both the repair price and the full replacement price in writing so you can compare them before committing to either.

Q5

Which questions should I ask a garage door company in Orleans before booking?

Orleans is in the City of Ottawa, so the same rules apply there as anywhere else in the city. The questions below are the ones worth asking any garage door company before you commit.

What to ask before booking

About the quote itself:

- Is the price in writing before work starts, and does it cover parts and labour separately?
- Does the quote cover one spring or both, and if both, why?
- If a panel needs replacing, is a matching section still made for this door?
- What is the diagnosis fee, and does it disappear if you go ahead with the repair?

  About the work:

- Will the job need a new outlet or circuit? If so, who files the ESA notification, and are they a Licensed Electrical Contractor?
- If the opening is being widened or a new opening is being cut, has the company confirmed whether a City of Ottawa building permit is needed?

  About the opener, if one is being installed:

- Does the new unit carry a recognized certification mark, as required under Ontario law (O. Reg. 438/07, s.5(1))?
- Has the company checked Health Canada's recalls database for the model being supplied?

  About the contract:

- Under the Consumer Protection Act, 2002, s.10(1), if a consumer agreement includes an estimate, the supplier shall not charge more than 10 per cent above it. Ask for the price in writing so you both know what was agreed.
- If the agreement is made at your home, ask for a written copy of the contract: the cancellation window runs from the date the agreement is made until 10 days after you receive that written copy.

One thing worth knowing: there is no garage door licence in Ontario, so asking about a licence is not the right filter. Instead, ask for the written quote, ask who files any ESA notification, and ask whether a permit applies to the specific work being done.
The last question is the simplest: will you put the full scope and price in writing before you start?

Q6

How do I compare two new garage door quotes from Barrhaven companies?

Two written quotes make comparison straightforward, but only if each one breaks down the same items. Here is what to line up side by side.

What each quote should itemize

Ask both companies to put these in writing before you agree to anything:

- The door itself: size, whether it is insulated or not, and the panel style
- Tracks, springs and hardware included with the door
- Removal and disposal of the old door
- The opener, if it is part of the job, and whether it carries a recognized certification mark as required by Ontario law (O. Reg. 438/07, s.5(1))
- Labour, separately from parts
- Any permit cost, if the opening is being widened or is a new opening

Once you have that list from both companies, you are comparing the same scope of work, not two different packages at two different prices.
Published 2025-2026 Ottawa estimates put a new single insulated door installed at about $1,400 to $2,500 or more, and a double insulated door typically at about $2,200 to $3,500, before tax. Your quotes will differ. If one quote sits well below that range, ask what it leaves out. If one sits above, ask what it adds.

If the job is a straight replacement in the same-size opening, the City of Ottawa's exempt list covers it and no building permit is needed. If either quote involves widening the opening, that is a structural alteration and a City of Ottawa building permit is required.

The single most useful question to put to each company before you agree: ask them to confirm in writing exactly what the price includes and what, if anything, would cause it to change before the job is done.

Q7

Alta Vista technician quoted a new door, not one panel: how do I check?

A technician recommending a full door replacement instead of a single panel swap comes down to one question: is a matching replacement panel still made for your door? If no matching section is still made, a panel swap is not possible, and the comparison becomes a new door against living with the damage. Ask the technician to confirm in writing whether a matching panel is available and from which supplier.

Here is what to check against the quote:

- Panel availability: the quote should state that a matching section is no longer available, or that it is available but the technician recommends replacement for another reason. Both are legitimate; you need to know which applies.
- Scope of work: a new door quote should list the old door removal, the new door and its hardware, and the opener reconnection or replacement as separate line items.
- Price comparison: published 2025-2026 Ottawa estimates put a single panel at about $300 to $700 per section, and a new single insulated door installed at about $1,400 to $2,500 or more. Ask for both prices in writing so you can compare them directly.
- What the quote covers: ask whether the price includes the tracks and springs, and whether the opener is included or is a separate cost.

The decision is yours to make, and the right information is a written quote for each option.
The single most useful request: written confirmation that the matching panel is discontinued or unavailable.

Q8

What should an Ottawa garage door repair quote list line by line?

A complete quote should break the job into parts so you can see exactly what you are paying for and compare it against another quote line by line. Here is what to look for:

- Parts, listed separately: the spring or springs (one or both), cable, opener, panel, seals, or whatever the job covers. Each part should carry its own price, not a single bundled number.
- Labour, as its own line. Ask whether labour covers the full job or whether there is a separate charge if the technician finds something else once the door is open.
- The service call or diagnosis fee, and whether it is waived if you go ahead with the repair.

- HST, shown as a separate line at the bottom.

A few things worth asking about before you accept the quote:
If the quote covers a spring, ask whether the price is for one spring or both, and whether rebalancing the door afterward is included. Published 2025-2026 Ottawa estimates put one spring at about $200 to $350 and both at about $280 to $550, so the quote should make the scope clear.

If a panel is being replaced, ask whether a matching section is still available for your door. If it is not, the quote should say so rather than leave that open.

If a new opener is part of the job, the quote should name the unit and confirm it carries a recognized certification mark, as Ontario law requires electrical products to bear one under O. Reg. 438/07 s.5(1). If the opener installation needs a new outlet or circuit, that is electrical work requiring an ESA notification filed by a Licensed Electrical Contractor, and the quote should show that cost separately.

Under the Consumer Protection Act, 2002, s.10(1), if a consumer agreement includes an estimate, the supplier "shall not charge the consumer an amount that exceeds the estimate by more than 10 per cent".

Before you agree, ask the company to put every line, with parts and labour separated, in writing.

Q9

Spring quote in Kanata says both springs: should I ask why?

Yes, ask. Some Ottawa companies replace both springs at once even when only one has broken, and knowing why helps you decide whether the quote makes sense for your situation.

Published 2025–2026 Ottawa estimates put a single spring replacement at about $200 to $350, and both springs at about $280 to $550. The gap between those two bands is worth understanding before you agree.

Springs hold the door's weight under high tension; leave them to a trained technician.

Here is what to ask the company directly:

- Which spring broke, and which is still intact?
- Why are both being quoted, and what is the price for one spring only?
- Does the quote include rebalancing the door after the work?
- Are parts and labour both listed separately on the written quote?

The reason the second spring is included matters. If the technician can explain their reasoning for your specific

door, you can make an informed call. The quote should name the number of springs being replaced, whether the price covers one side or both, and that the door will be rebalanced when the job is done.

Ask the company to give you the single-spring price and the two-spring price in writing, side by side, so you can see exactly what each option covers before you commit.

Q10

Paying before a new door is ordered in Riverside South: what should the paperwork say?

If a company asks for money before it orders your door, what the paperwork says before you pay is what protects you if the order changes or you cancel.

Under the Consumer Protection Act, 2002, if the agreement is made in your home, it must be in writing and a copy must be delivered to you. You may cancel a direct agreement "at any time from the date of entering into the agreement until 10 days after the consumer has received the written copy" (s.43(1)). These direct-agreement rules apply above $50 (O. Reg. 17/05, s.34). Wherever the agreement is signed, s.10(1) says that if a consumer agreement includes an estimate, the supplier shall not charge more than 10 per cent above it.

The written agreement should spell out at least these things before you sign:

- the door ordered: single or double, insulated or not, and the model class
- the full price broken down: door, tracks, springs, hardware and labour as separate line items, not a single lump sum
- the deposit amount, and what happens to it if you cancel
- when the balance is due
- whether an opener, removal of the old door and new tracks and springs are included
- the company's name, address and contact information

Before the deposit leaves your hand, ask the company to write the full price for the job into the agreement, not only the deposit.

Disclaimer: This guide is provided for informational purposes only by Ottawa Garage Door Repairs. It does not constitute professional advice. Always consult qualified contractors and your local building authority (the City of Ottawa) before changing a garage door opening. A wider or new opening needs a City building permit, and new electrical work is filed with the Electrical Safety Authority. Information is current as of November 15, 2026 and may change. Visit **ottawagaragedoorrepairs.ca** for the latest answers.