OTTAWA GARAGE DOOR REPAIRS

Openers & Sensors

Opener repairs and new openers, safety sensors and auto-reverse, without brand advice

6 Expert Answers from Garage Door IQ

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Q1

My opener in Barrhaven reverses before the door closes: what should I ask a technician?

When a garage door reverses before it fully closes, the door's entrapment protection system is doing its job, but something is triggering it that should not be. A technician can find the cause; the published repair range for an opener is about $150 to $450, before tax, based on 2025–2026 Ottawa estimates, and your quote will differ.

There are a few things that can cause this. The safety sensors near the floor on each side of the door send a beam across the opening; if that beam is interrupted or the sensors are out of alignment, the opener reads it as an obstruction and reverses. The opener's force or travel settings can also cause a reversal if they are set so that any resistance at the end of travel triggers the reverse. A technician will diagnose which of these is at play before quoting the repair.

Ask the technician to tell you, in plain language, exactly what is causing the reversal and what the fix involves. Specifically, ask whether the job is a sensor adjustment, a settings change, a parts replacement, or something else, and whether the parts and labour are both included in the quoted price. If a part needs to be replaced, ask whether the replacement carries any warranty and how long it covers.

One thing worth checking before the technician arrives: a search of Health Canada's recalls database found one recent federal recall involving a wall control panel sold with certain wall-mount residential openers. The notice says the panel can allow the operator to unintentionally override the secondary entrapment protection system when paired with an external keypad and the door is closed from the keypad with an obstruction present. Check Health Canada's recalls database against your opener to see whether it is affected.

Before the technician starts any work, get the price in writing, confirm exactly what that price covers, and note the date the work is expected to be done.

Q2

The opener light blinks and my Kanata garage door won't close: who fixes that?

A blinking opener light and a door that will not close points to the opener itself, a sensor or the logic board. A garage door company diagnoses and fixes that.

The sign for each part, as a starting point for the technician's diagnosis:

- Opener (gears, logic board): the door may not respond at all, or respond only sometimes.

- Safety sensors (the small units near the floor on each side of the opening): a blinking light on the opener is a common indicator that the sensor beam is interrupted or the sensors are out of alignment.
- Lift cable: the door can hang crooked or stick part-way.

Published 2025-2026 Ottawa estimates put opener repair at about $150 to $450. We did not find two independent Ottawa prices for sensor work on its own, so ask the company to break that out separately in the quote.
If a new opener is the answer, published Ottawa estimates put a new belt-drive opener, installed, at about $500 to $950. Ask for both the repair price and the replacement price in writing before any work starts, so you can compare them directly.

One thing worth asking before you agree to anything: what exactly does the quote cover, parts and labour both, and is the diagnosis fee included or added on top?

Q3

My opener hums but the door doesn't move in Nepean: opener or springs?

A hum with no movement can come from the opener or from the door it is trying to lift, and the technician confirms which. The signs: a broken spring leaves the door very heavy or unable to lift; an opener fault shows up as an opener that hums, stalls, reverses or ignores the remote.

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

If it is a spring, the technician replaces it and rebalances the door; some companies replace both springs at the same time, so ask whether the quote covers one or both. Published 2025-2026 Ottawa estimates put a single spring at about $200 to $350, and both springs at about $280 to $550. If the opener is the problem, published estimates put a repair at about $150 to $450 and a new belt-drive opener, installed, at about $500 to $950. Your quote will differ.

Ask for both prices in writing before any work starts: the repair price and, if the opener is older, the replacement price.

Once the technician has looked, ask which part has failed and show you the written price for that repair alongside the price to replace the whole opener, so you can compare them side by side.

Q4

A snow shovel knocked my Gloucester garage door sensors out of line: what now?

Sensor alignment is a job for a garage door company to sort out; we did not find two independent Ottawa prices for sensor or photo-eye repairs, so no published range applies here.

Sensors are part of the opener's entrapment protection, which is meant to stop the door closing on a person or object. When the door will not close, or reverses for no reason, tell the company what happened with the shovel and what the door does now.

Ask whether the quote covers parts and labour together, or whether a bent bracket or damaged wire is priced separately, and whether the reversing function is tested after the repair. Some Ottawa companies say diagnosis is free if you go ahead with the repair; ask before booking.

Health Canada's recalls database is also worth a check for your wall control: a 2023 recall covered certain wall control panels, sold between March and October 2022 for wall-mount openers, that could override the secondary entrapment protection.

Get the scope in writing first, so a second visit for a damaged bracket or wire is not a surprise.

Q5

What should an Ottawa opener repair quote say actually failed?

An opener repair in Ottawa is about $150 to $450 before tax, according to published 2025–2026 estimates from local garage door companies. A quote that just says "opener repair" tells you nothing useful; the itemised description of what failed is the part that lets you compare quotes and decide whether repair makes sense.

A fair opener repair quote should name the specific component that failed and the part number or description, the labour charge listed separately from parts, and whether any diagnostic work is included in that price or charged on top. If the technician found more than one problem, each item should appear on its own line.

Here is what to look for on the quote itself:

- The failed component named in plain language, such as a gear, a sensor or the logic board.
- The replacement part cost and the labour cost as separate figures, not a single combined number.
- Whether the quote covers one repair or a full inspection of the opener's other components.

- The warranty on parts and on labour, stated in writing.

One thing worth asking before the technician starts: if the repair uncovers a second problem mid-job, will they call you before adding to the price? 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 for the repair price and a new-opener price side by side in writing, so you can compare them on paper rather than on the spot.

Q6

Can an opener be added to a manual garage door in Nepean?

Yes, a motorised opener can be added to an existing manual garage door in Nepean. The door itself stays in place, and the opener, its wall control and its safety sensors are added to it.

Ask whether the quote includes checking the door's balance first, and whether any spring or hardware work is priced separately. Springs hold the door's weight under high tension; leave them to a trained technician.

Published 2025-2026 Ottawa estimates put a new belt-drive opener, installed, at about $500 to $950 before tax. Your quote will differ. We did not find two independent Ottawa prices for chain-drive or wall-mount installs, so we have no published range for those.

Ontario law requires electrical products to carry a recognised certification mark before they are sold or installed (O. Reg. 438/07, s.5(1)). The Electrical Safety Authority says to look for that mark before you buy, install or use an electrical product. Ask the company to confirm the opener carries one. If the job needs a new outlet or circuit, that is electrical work: a Licensed Electrical Contractor files the ESA notification.

Before agreeing, ask whether the price covers the opener fully installed with its sensors, wall control and remotes, or whether any of those, or new wiring, are billed on top.

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.