OTTAWA GARAGE DOOR REPAIRS

Springs & Cables

Broken springs and lift cables: what the repair involves, one spring or both, and why it is a trained-technician job

7 Expert Answers from Garage Door IQ

ottawagaragedoorrepairs.ca/construction-brain

Table of Contents

1. My garage door in Greely suddenly feels very heavy: what does the repair involve?
2. My door hangs crooked after a cable snapped in Nepean: what does the technician do?
3. Has Health Canada recalled any garage door springs sold in Ontario?
4. Frayed lift cable on one side in Westboro: should both cables be replaced?
5. Why do some Ottawa companies replace both springs when one breaks?
6. A garage door cable came off the drum in Vanier: what happens at the visit?
7. I heard a loud bang from my garage in Orleans: what should I ask?

Q1

My garage door in Greely suddenly feels very heavy: what does the repair involve?

A door that suddenly feels very heavy points to a broken spring. A technician replaces the spring and rebalances the door; some companies replace both springs at once, so ask which the quote covers.

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

Published 2025–2026 Ottawa estimates put a single spring replacement at about $200 to $350, and both springs at about $280 to $550. Your quote will differ.

Here is what a fair quote for this job should spell out:

- Whether the price covers one spring or both
- Parts and labour as separate line items
- The rebalancing work after the spring is in
- Any service or diagnosis fee, and whether it is waived if you go ahead

Ask the company whether a matching spring is available for your door, and whether the quote changes if both need to come out.
When you have two written quotes in front of you, line them up on these points: what each one charges for parts alone, what each charges for labour, whether one covers both springs and the other only one, and whether the rebalancing is included or listed as a separate item.

Q2

My door hangs crooked after a cable snapped in Nepean: what does the technician do?

A snapped lift cable leaves the door unbalanced, which is why it hangs crooked or sticks part-way. The technician replaces the cable and squares the door back up.

Cables are attached to the spring system, so the same applies: springs hold the door's weight under high tension; leave them to a trained technician.

Published 2025–2026 Ottawa estimates put cable repair at about $170 to $320. Ask whether that figure covers one side or both, because some companies price per cable.

Here is what a fair quote should spell out before any work starts:

- which cable or cables are being replaced
- labour to re-square and re-hang the door
- whether the springs are being inspected or adjusted as part of the job
- the total price in writing

Once you have a written quote, Ontario's Consumer Protection Act, 2002 (s.10(1)) says a supplier shall not charge an amount that exceeds the estimate by more than 10 per cent.
Before you agree, ask the company whether the quote covers both cables or just the one that snapped.

Q3

Has Health Canada recalled any garage door springs sold in Ontario?

A search of Health Canada's recalls database found no garage door spring recall.

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

The one garage door recall a search did turn up is a 2023 federal notice, issued jointly with the US Consumer Product Safety Commission, covering certain wall control panels sold with wall-mount residential openers between March 2022 and October 2022. The notice says the panel "can allow the operator to unintentionally override the secondary entrapment protection system" when paired with an external keypad and a wall-mount opener and the door is closed from the keypad with an obstruction present. As of February 3, 2023 there was one reported incident in Canada and no reported injuries. Check Health Canada's recalls database for your opener to see whether it is affected.

When a technician replaces a spring, the job covers the spring itself and rebalancing the door. Some companies replace both springs at once; ask whether the quote covers one spring or two, and ask why they are recommending that approach. The published 2025-2026 Ottawa range for one spring is about $200 to $350; for both springs, about $280 to $550. Your quote will differ.

When you have two written quotes in front of you, line them up this way: what parts are listed (one spring or two, and any other components named), what labour is included, whether the door will be rebalanced after the work, and whether the service call or diagnosis fee is separate or folded into the total.

Q4

Frayed lift cable on one side in Westboro: should both cables be replaced?

A lift cable repair is about $170 to $320 before tax in published 2025–2026 Ottawa estimates, and some companies price that per cable, so ask whether the quote covers one side or both before you agree to anything.

On the second cable: we did not find a published Ottawa practice either way. Ask the company whether it recommends replacing one cable or both, and why, and get both options priced in writing so you can compare.

Cables are attached to the spring system, so the same applies: springs hold the door's weight under high tension; leave them to a trained technician. A cable job involves squaring the door back up after the work is done, so ask that the quote spells out what is included, parts and labour, and whether the door will be rebalanced as part of the price.

A frayed cable can leave the door hanging crooked or sticking part-way. That is the sign to call a technician; the diagnosis of what else may need attention is theirs to make on site.

Before you agree to the work, ask the company to put the full price in writing and confirm whether the quote covers one cable or two, so you know exactly what you are comparing.

Q5

Why do some Ottawa companies replace both springs when one breaks?

Some Ottawa companies replace both springs when one breaks. If yours quotes both, ask it to explain why for your door, and to price one spring as well.

That said, this is a company practice, not a rule. Some companies quote one spring; others quote both. The published 2025-2026 Ottawa estimates put a single spring replacement at about $200 to $350, and both springs at about $280 to $550. Those ranges overlap enough that it is worth asking what each quote covers before agreeing to anything.

Springs hold the door's weight under high tension; leave them to a trained technician. Whichever you choose, ask whether rebalancing the door is included in the price, and whether parts and labour are listed separately.

Before you agree to the work, ask the company to give you the price for one spring and the price for both in writing, so you can compare them side by side and decide.

Q6

A garage door cable came off the drum in Vanier: what happens at the visit?

A cable off its drum leaves the door hanging crooked or stuck part-way, and the fix is a technician's job: cables are attached to the spring system, and springs hold the door's weight under high tension; leave them to a trained technician.

At the visit, the cable is put back or replaced and the door is squared up in its tracks. Ask the technician to tell you, before any work, whether the cable itself is damaged and whether anything else needs attention.

Published 2025-2026 Ottawa estimates put a cable repair at about $170 to $320, before tax. Some companies price per cable, so ask whether the quote covers one side or both. If a spring also needs replacing, published estimates put one spring at about $200 to $350, or both at about $280 to $550. Some Ottawa companies say diagnosis is free if you go ahead with the repair; ask before booking.

Before the technician starts, get the price in writing, with parts and labour listed, and confirm whether it covers the cable alone or any spring work as well.

When two written quotes land in your inbox, put them side by side and check that each one names the same scope: cable (one side or both), any spring work, and labour, so you are comparing the same job, not two different ones.

Q7

I heard a loud bang from my garage in Orleans: what should I ask?

A loud bang followed by a door that feels very heavy or will not lift points to a broken spring, and the repair is a job for a garage door technician in Orleans like anywhere else in Ottawa.

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

Here is what to ask when you call a garage door company:

- Is it one spring or both? Some companies replace both at the same time; ask which the quote covers and get the price for each option in writing.
- What does the quote include? Parts, labour and rebalancing the door should all be listed separately.
- How much? Published 2025-2026 Ottawa estimates put a single spring at about $200 to $350, and both springs at about $280 to $550, before tax. Your quote will differ.
- Is there anything else? Cables are attached to the spring system, so the same applies. Ask whether a cable repair, if one is needed, is priced separately. Published Ottawa estimates put a lift cable repair at about $170 to $320.

Some Ottawa companies say diagnosis is free if you go ahead with the repair. Before the technician starts, ask for the price of one spring and of both, in writing, so you can choose.

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.