



FREQUENTLY ASKED QUESTIONS

INFORMATION SHEET



Other Manufacturers

How fast does the door open/close?

Powerful electric drives provide a standard, consistent opening speed of 18 ft/min, and are capable of restarting the door at any point in the cycle. Lift speeds can be further increased to suit specific application requirements.

Most manufacturers supply less costly, smaller openers producing lift speeds of 10-15 ft/min. Lift strap applications start very slow and commonly will not have sufficient power to restart the door (in "high-gear") when stopped partially open.

How does the door arrive onsite?

Doors up to 60' wide ship as one piece, ready for immediate installation to your building.

Doors ship in pieces, often requiring significant on-site assembly time, before it can be installed.

If the power goes out, can the door still be operated manually?

Lift motors come equipped with a special hex extension providing a means to manually open or close the door in emergency situations. For remote, or off-grid applications, Diamond offers a battery powered opener.

Most manufacturers do not offer an emergency means of operating the door.

What wind speed is the door designed to?

Each door is designed for the specific application, location (wind loads), and other load factors that could affect its operation. Our doors have a proven track record, and can be designed to suit virtually any application.

Door designs can vary greatly, with some manufacturers making overstated wind speed claims. It is important to ensure the door is designed for the location and intended application.

What is the warranty period?

Diamond offers 2-year warranty on the entire door and opener, as well as an extended 10 year warranty on lift cables, and lifetime warranty on our industry exclusive polymer hinge bushings.

Warranty periods and what they include varies depending on manufacturer, but rarely do they include extended warranties on the moving parts (cables / hinge bushings).



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Is the electric opener tested or come with any certifications?

Diamond's Genesys electric opener goes through rigorous factory testing before shipping and is the ONLY bi-fold door opener in the industry certified to UL 325, the door industry's safety benchmark for door operators.

Most manufacturers do not factory test their electric openers before they arrive on your site. Some jurisdictions also require a UL 325 certified operator, requiring costly field evaluations to approve the installation.

What type of hinges is the door equipped with?

Diamond Doors' industry exclusive hinges utilize high strength steel and include high end polymer inserts, which provide a smooth, quiet and durable wear surface. Our design also includes more knuckles (typically 6 to 8), providing more shear points for a longer lasting design.

Hinges are of basic steel pin, rolling inside a steel pipe design. This design is prone to wear, requires continual greasing and maintenance, and the poor tolerances inherent in this design causes added wear and noise during operation.

What is the finish on the door frame?

Door frames come standard with an attractive charcoal colored, high quality 2-part urethane paint finish. Stainless steel frames, powder coat and other color/finish options are available for special applications.

Some manufactures simply provide a low-cost primer finish, or low quality paint, leaving your door prone to rusting and poor appearance.

How much onsite electrical assembly is required?

The complete electric opener is factory installed to the door. This allows us to test the opener and wiring ensuring everything works when it arrives onsite. Power & control wiring is also factory installed to the top of the door for a simple connection by your electrician.

Electric motors and components often arrive in boxes, requiring expensive field hook-up and installation. Power wire has to be supplied and installed to the door frame by your electrician requiring hours of extra time.

How much on-site assembly is required for the locking system?

Both our Manual Single Lever or optional Electric Autolock systems are factory installed and tested, requiring no onsite adjustments.

Locking hardware can require significant assembly onsite and repeated adjustments before operating correctly.



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