

YOUR STEP-BY-STEP DIGITAL GUIDE

TO SMOOTH INSTALLATION
& SERVICE

Please Read This Before Our Arrival

FOR YOUR SANITY & OUR SURVIVAL



E1TM DOOR
COMPANY

WITH YOU THROUGH
THE UPS & DOWNS

A1Door.com
804-603-0100

5 STEPS TO ENSURE OUR TEAM EXCEEDS EXPECTATIONS:

STEP 1

When you call our experienced customer service team to schedule your free estimate, service, or installation, you'll receive an immediate text and email confirmation for your booking.

STEP 2

To get you fully prepared and familiar with our team, 24 hours prior to your appointment, you can expect to receive our Client Guide via email. Here you'll learn exactly what to expect from us, how you can prepare your space, and trust that you know who you'll be working with.

As you prepare for your appointment, ask yourself the following questions ...

- **Is the driveway clear?** (Can we drive our vehicle up to the garage door?)
- **Is there sufficient working space in the garage?** (We need a minimum of 10 feet back from the garage opening for new installations.)

If your answers to those questions are **yes**, you are well on your way to a successful appointment!

If you answered **no** to either of those questions, give us a call and let us know how we can help!

STEP 3

To secure your safety and schedule, on the day of your appointment you'll receive real time updates on your expert technician. Not only do we include their GPS location, estimated arrival time and a photograph, we also provide a short bio so you feel familiar with our team before they arrive.

STEP 4

Unparalleled garage door service! With our easy-to-read proposals and our 29-point inspection checklist, you'll feel confident in your decision to use A1 Door Company. We go above and beyond to educate and inform you throughout the process from start to finish on how to navigate your new/updated garage door. We'll even describe common issues to look out for.

STEP 5

100% satisfaction is our guarantee. After every service or installation, our team looks forward to following up with you on your experience!



WHY CHOOSE US OVER THE OTHER GUYS?

WE ARE A FAMILY-OWNED BUSINESS FOUNDED IN 2002.

Today, we are recognized in the Richmond, VA, area as one of the leaders in residential and commercial garage door service. Our licensed and insured service technicians bring a combined experience of over 200 years to our team. We take great pride in our friendly, honest, reliable service and we appreciate the relationships we've created with our customers.

We proudly serve the following areas: Richmond, Chesterfield, Glen Allen, Henrico & beyond.

We have proudly contributed to these charities & others: Make-A-Wish • Chesterfield County Food Bank
Central Chesterfield Little League • Local Teachers & Schools

WHAT SEPARATES US FROM THE REST?

Fully licensed, insured & bonded

Prompt & continuous
communications

100% customer satisfaction—
guaranteed

24/7 same-day service

Locally owned & operated

More than 1,000 google reviews

200+ years combined garage
door experience

Member of the International
Door Association

We are authorized dealers of these incredible brands:



WITH YOU THROUGH
THE UPS & DOWNS

WE'RE IN THIS TOGETHER, THROUGH THE UPS & DOWNS.

OUR “WHY” IS TO CREATE AN IMPACT IN THE
COMMUNITY AND CHANGE THE WAY PEOPLE VIEW
THEIR GARAGE DOORS.

Below, you will find our mission and the core values we live by.



OUR MISSION:

Consistently deliver extraordinary service and exceptional value
to our customers as Virginia's most trusted garage door company.

OUR CORE VALUES:

A	L	W	A	Y	S	U	P
ABOVE & BEYOND	LEVEL- HEADEDNESS	WISDOM	ACCOUNTABILITY	YES	SYSTEMATIC	UNIFIED	PASSIONATE
We make it our mission to identify our clients' needs and go above and beyond to exceed their expectations.	We remain calm, confident, and relentless while embracing challenges to find the best possible solutions.	We share knowledge with one another and stay sharp with the latest and greatest technology, making sure that from start to finish, our clients are served at the highest level.	We follow through on our commitments and hold each other to standards of professionalism and integrity in all that we do.	We say yes to every opportunity to provide outstanding quality workmanship and unsurpassed service, delivering premium value to our clients.	We prioritize structure and preparation to create an environment where all team members and clients are set up for success.	We work together with open communication between all departments to ensure that we become the most dependable garage door company in Virginia.	We are motivated and driven to accomplish our personal, company and client visions with our absolute best.

ALWAYS UP MAINTENANCE PLAN

**WE'LL MAKE SURE YOUR GARAGE DOOR
IS ALWAYS UP & RUNNING!**

Responsible property owners understand that wear-and-tear takes its toll on garage doors just like it does on heating, cooling or plumbing systems.

OUR YEARLY RESIDENTIAL MAINTENANCE PLAN

YOUR NEW RESIDENTIAL PLAN INCLUDES:

- **Annual Maintenance** that includes 29 point diagnostic of your garage door & opener
- **Priority Scheduling** appointment bumped to the top of our list
- **50% Off Emergency Dispatch Fee** we will be there within 24 hours of your call
- **10% Discount** on all future parts
- **5% Discount** on all future garage doors and openers
- **1 Free** Surge Protector
- **Auto-renewal** for uninterrupted coverage

CUSTOM COMMERCIAL MAINTENANCE PLAN

Our commercial and industrial clients love that we offer custom service plans to meet their needs, big or small. Plans include preventive maintenance not only on overhead doors but on loading dock equipment. If you'd like to learn more about what a plan could look like for you, call us today to discuss details.



JOIN THE FAMILY!



**WITH YOU THROUGH
THE UPS & DOWNS**

OPEN THE DOOR TO OUR INCREDIBLE SERVICES

WE ARE PROUD TO BE YOUR RESIDENTIAL & COMMERCIAL GARAGE DOOR SPECIALIST

OUR RESIDENTIAL SERVICES INCLUDE:

GARAGE DOOR REPAIR, SERVICE & INSTALLATION

We repair and install residential garage doors that will transform the exterior of your home. When you need a replacement, you can choose from a wide variety of features and styles, including classic, farmhouse, contemporary and custom garage doors.

GARAGE DOOR OPENERS

We enhance the lives of our clients by offering garage door opener services to residents throughout Richmond and the surrounding Tri-Cities. We offer a huge selection, including smart Wi-Fi openers. Our technicians will install your opener flawlessly for quiet and effortless operation. We also specialize in repairs for existing units and service all makes and models.

GARAGE DOOR SCREENS

Enjoy the seasons much more with a fully retractable garage screen installed by one of our professionals. These screens mount just below your existing garage door and can include a retractable man door in the center so you can easily open and close the door without lifting the screen.

OUR COMMERCIAL SERVICES INCLUDE:

COMMERCIAL DOORS

We offer commercial garage door services that keep your business operational—overhead doors, motors, security gates, dock equipment and more. We are available 24 hours a day, 7 days a week to provide repairs, service and replacements. Call us for the following: commercial sectional doors; rolling, coiling doors; high-speed fabric doors; fire doors; loading dock equipment and more!

OVERHEAD DOOR & GATE OPERATORS

Our automatic operators make your commercial doors operate smoothly, safely, and efficiently—24/7.

LOADING DOCK EQUIPMENT

We can repair or replace existing dock equipment as needed, including dock levelers, truck restraints, pit levelers, edge of docks (EODs), dock bumpers, dock shelters, dock seals, dock pads and more!



OUR WARRANTY



NEW DOOR INSTALLATIONS:

We offer a **1-year workmanship warranty** in addition to the manufacturer's warranty. We also offer a 3-year counterbalance warranty and lifetime panel deterioration warranty as long as you own the home.

SERVICE:

You receive a **90-day workmanship warranty** plus the part manufacturer's standard warranty. (This warranty can be extended when you sign up for our Always Up, Never Down Maintenance Plan.)

We are proud of the fact that we have very few warranty claims. However, should anything occur, all you need to do is:

1. Contact our office and explain your situation.
2. We'll promptly send a team member to visit in person and inspect the issue.
3. We'll make things right in a timely manner and stand behind our work.



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CLIENT SATISFACTION IS OUR HIGHEST PRIORITY

CREATING RAVING FANS IS WHAT WE'RE KNOWN FOR

With over 1,000 reviews, you can expect the same 5-star service!

"A1 was awesome. They worked me in on a busy day for them. Even though the repair could not be done until the next day, they were able to get our door up so we could get our cars out. The fix was done the next day. Communication was excellent. Texted when they were on their way and came when promised. Each employee was awesome. I would not hesitate to recommend A1 door."

ANN K.

"A1 Door did an excellent job installing our new garage door from communication to cleanup. The door is beautiful and solid. I highly recommend them. If you have to wait, it's worth it. I'm very picky about how my house looks inside and out. The door is an improvement hands down. Well insulated and the trim around the door is thick and tight. A1 number 1 in Virginia."

SHANNONT.

"Great company. From the sale to the install, top notch. Brandon was great coming to give me a price to checking the readiness of the site. The office staff was very pleasant and on point. The installers were perfect—knew their job and got to it. The two installers worked as a team. I'll never go anywhere else for doors."

JOHN E.

"They were the first to respond, texted with me after business hours, had the parts and reserved a spot for me the very next day. The technician who performed the installation was fast, efficient and knowledgeable. Great attention to detail. The fixed door is quieter than ever and they even checked out the other door. I highly recommend A1 Door!"

DAN C.

"A1 Door company is wonderful. The process of replacing my garage door was easy due to the company having doors in stock. Due to the damage to our home, we could not wait 4 months for a door like other companies said it would take. Everyone from the young lady who scheduled my appointment to the salesman Brandon and Austin the technician were great. Everyone was professional and knowledgeable. I am happy with their service."

HEATHER M.

"After a horrendous experience with a previous company whose warranty was no longer valid, A1 Door Company was a dream come true. They were efficient in scheduling a technician to come out in a timely manner. The technician was very knowledgeable and helped ensure that everything was prepared in the correct way and educated me on what I needed to know going forward. (They were) affordable and customer friendly".

LETITIA C.

*“Thank you for opening your door to us.
We look forward to helping you for years
to come and to being a trusted partner
for all of your garage door needs.”*

RYAN, STEPHANIE & CHRIS

Owners



VISIT US: A1Door.com
CALL US: 804•603•0100



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