



# COMMERCIAL SECTIONAL DOOR SYSTEMS TECHNICIAN CERTIFICATION

INSTITUTE OF DOOR DEALER  
EDUCATION AND ACCREDITATION

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## *Qualifications... Experience... Skills... Professionalism...*

These terms reflect the growing demands in commercial construction and facility maintenance throughout North America. As more industries have developed standards and professional designations demonstrating the unique expertise required in trades, owners and managers have increasingly demanded only the best for their property needs.

To meet these public demands, IDEA has developed a program to identify knowledgeable, skilled technicians for the installation and service of commercial sectional door systems.

IDEA Commercial Sectional Door Systems Technician Certification is available for qualified individuals. The designation is earned by demonstrating a high level of expertise regarding the products, accessories, installation and servicing methods associated with commercial sectional door systems.

Commercial Sectional Door Systems Technician Certification is met by successfully completing a 200-question written examination based on a comprehensive Study Guide developed by the IDEA Board of Directors. In addition to serving as an examination textbook, the Study Guide will also expand the scope of expertise among even the most experienced technicians.

# Preparing for Examination Through a Unique and Thorough Course of Study

IDEA has created a comprehensive curriculum for the Commercial Sectional Door Systems Technician Certification program. This course of study is designed to both measure and enhance expertise.

## Introduction

- Industry Organizations
- IDEA Programs and Services
- A Brief History of Sectional Doors
- Description of Sectional Doors
- Quality
- Productivity

## Understanding Codes and Standards

- Published Standards
- Building Codes
- Licensing
- NEMA Standards
- Seismic Qualification
- Wind Load Requirements
- Garage Doors and High Wind Events
- Vertically Reinforced Sectional Garage Doors for Wind Load Conditions

## Commercial Sectional Door Construction

- Types of Commercial Sectional Door Sections
- Section Joint Profiles
- Sectional Door Lites
- Weatherseals
- Insulation

## Commercial Sectional Door Product Components

- Hardware Components
- Counterbalance Components
- Types of Vertical Track Mounting
- Types of Jambs
- Track Components
- Types of Commercial Sectional Door Lifts
- Specialty Applications
- ANSI/DASMA 102 Standard

## Methods of Operation

- Manual Push-Up Operation
- Manual Chain Hoists
- Automated Door Systems
- Automatic Operators
- Special Operator Applications
- Operator Usage
- Operator Size
- Operator Clearances and Mounting Positions
- Electric Operator Compliance with UL 325
- Environmental Considerations and NEMA Standards
- Access Control Selection
- Control Wiring on the Operator
- Door Operator Access Controls
- Safety Accessories

## Obtaining and Installing the Correct Door

- The Bid Specifications
- Commercial Sectional Door Installation Instructions
- Special Applications
- Typical Installation Instructions for Electric Operators
- Setting Jackshaft or Trolley Operator Controls

## Service and Operation of Commercial Sectional Doors

- Servicing an Existing Sectional Door
- Removing an Existing Door
- Relocating an Existing Commercial Sectional Door
- Measuring a Spring
- Safe Operation of Commercial Sectional Doors
- Troubleshooting Commercial Sectional Doors
- Troubleshooting Commercial Sectional Door Operators
- Electrical Procedures
- Common Service Calls

## The Importance of Safety

- Safety and the Company
- Safety and the Certified Door Technician
- Personal Safety
- Tools and Equipment
- Safe Driving
- Safety at the Worksite
- Organizations and Federal Guidelines
- Hazard Assessment
- Eliminating and Controlling Hazards
- Introduction to OSHA
- General Types of OSHA Standards
- Non-Compliance is NOT an Option
- Recordkeeping and Documentation
- Shop and Jobsite Inspections
- Self-Inspection Guidelines
- General Workplace Environmental Concerns
- Required Inspections



# Eligibility Requirements and Program Rules

***Please read this section carefully, as it contains answers to most of the frequently asked questions regarding Commercial Sectional Door Systems Technician Certification, and identifies the criteria for earning the designation.***

1. Commercial Sectional Door Systems Technician Certification is eligible to individuals with two or more years of field experience installing or repairing commercial sectional doors. The two year requirement is initiated at the time an individual began working in the field with commercial sectional door systems and must be verified by at least one person with knowledge of the candidate's experience.
2. An original application must be submitted for each individual applying for the certification.
3. Certification is issued to the individual and is valid for three years. After three years, a renewal application and \$50 fee must be submitted to maintain the certification.
4. Candidates must be trained in the field of commercial sectional door installation and/or service. Training is documented by an IDEA-Sanctioned Trainer, or equivalent. An IDEA-Sanctioned Trainer is one who has attended the IDEA Train-the-Trainer class and received a certificate of course completion. Equivalent training documentation can be submitted from recognized industry training sources in lieu of a Sanctioned Trainer Statement.
5. Candidates must successfully complete a 200-question written examination based on the Commercial Sectional Door Systems Technician Certification Study Guide. Examinations are graded on a Pass-Fail basis with a minimum passing score of 70%. All questions on the examination are multiple choice, True-False or math problems.
6. Certified technicians may promote their designation as individuals without limitation on business cards, apparel and other items that may be used by an individual. Use of the term only to state or imply that no other certified technicians exist in a particular market area is prohibited.
7. There are strict rules pertaining to the advertising of certified technicians by companies:
  - a) Advertising the use of certified installers or technicians in general by companies is limited to those who have enrolled all eligible employees in the applicable certification program.
  - b) Individual installers used in advertising may be identified as certified provided no representation is made or implied that would mislead the general public into believing all company-employed installers are certified, if that is not the case.
  - c) Use of the term *certified* in advertising under this program must make clear the term relates to Commercial Sectional installation and service. Use of the term *certified* in any misleading or untruthful manner may result in legal action.
  - d) No representation may be made using the term *only* in advertising a company as having the only certified technicians in a particular market.
  - e) Any use of the IDEA Commercial Sectional Door Systems Technician Certification designation in advertising that is not specifically addressed in this document, must be pre-approved by IDEA in writing prior to publication or broadcast.
  - f) Companies desiring to advertise the use of certified technicians in any manner not specifically addressed herein, may petition the IDEA in writing or in person, but will be subject to administrative or legal action if prohibited advertising is conducted without such approval.
8. Certification is awarded under the strict adherence to all rules governing the program. Sanctioned Trainers are eligible to apply for certification under this program, but are not considered certified solely on the basis of their status as a Sanctioned Trainer. Training under this program is performed at the company level, and is a prerequisite to certification, but does not qualify as certification.
9. The total fee for Commercial Sectional Door Systems Technician Certification is \$200. The \$100 application fee covers the course Study Guide, which is shipped to the candidate at the time the application is received. The balance of \$100 is due prior to testing and must be received in order for the certification to be issued.
10. All IDEA program rules are established by the Board of Directors, and are published annually in the IDEA Official Policies and Procedures.

## **MAINTAINING CERTIFICATION**

Commercial Sectional Door Systems Technician Certification applies for a three-year period beginning with the effective date assigned by the IDEA after completing all of the program requirements. In order to maintain certification each applicant will be required to submit a renewal form with a renewal fee. In addition, certified installers must earn 9 Continuing Education credits (1 hour of education equals 1 CE) during the three-year renewal cycle. IDEA will provide certified installers with additional information regarding the availability of eligible CE courses.



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