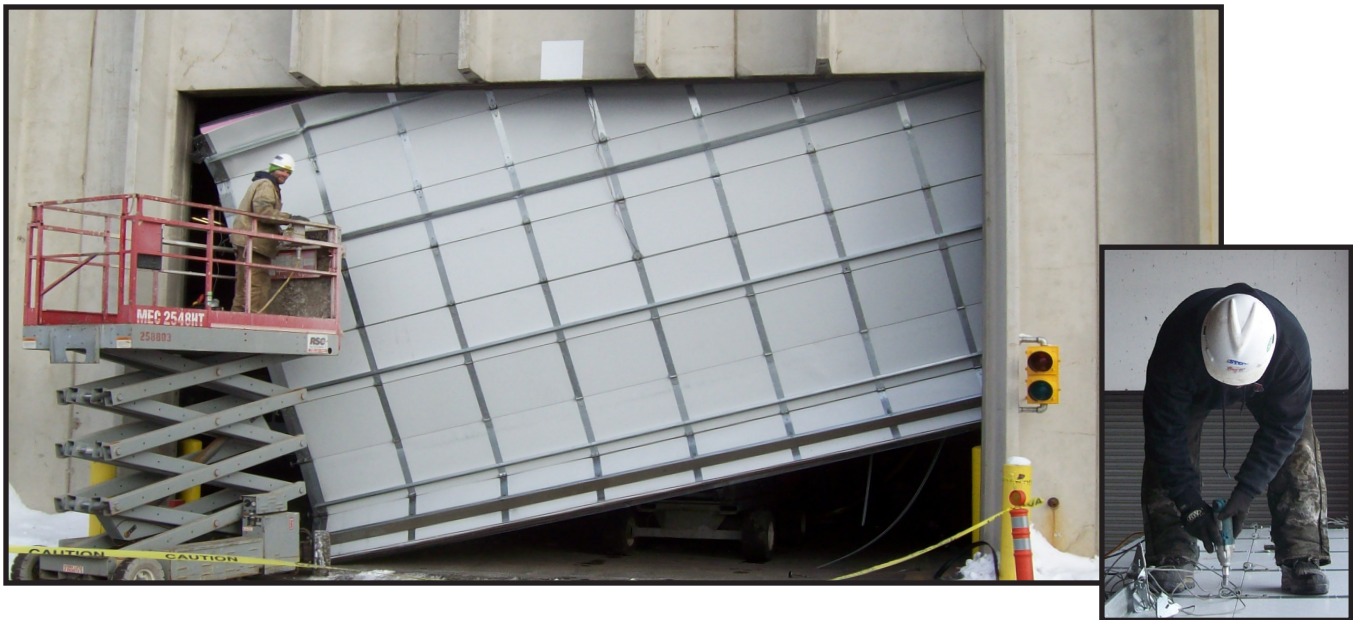


UPSIDE DOWN, INSIDE OUT



January 21, 2010 — On the morning of January 11, a worker at SouthWest Metro Transit in Eden Prairie, Minn., pressed the automatic garage opener to lift a garage door with a broken cable. All of the rollers instantly fell from the bent tracks. The 24-foot-wide-by-16-foot-high garage door flipped upside down and inside out.

SouthWest Transit called upon **TWIN CITY GARAGE DOOR CO. (TCGD)**, the largest full-service garage door company in Minneapolis and St. Paul, Minn., to fix the problem.

“This is the first time I’ve ever seen this big of a door upside down and inside out during my 25 years in the business,” said TCGD Field Manager John Reno.

The TCGD service team arrived to the site and immediately isolated the tension from the eight commercial spring assemblies attached to the garage door. They used three scissor lifts to remove the sections from the door one by one. One of the lifts was supplied by the customer, and the other two were rented from local aerial equipment dealer API Supply Lifts.

“We thank the President of APi Supply, Wayne Berry, for his personal delivery of the scissor lifts,” Reno said. “His swift response allowed us to take care of the problem right away.”

TCGD used three Come Along tools to help lower the panels, disassemble the doors and remove all damaged sections. To secure and keep heat from escaping the SouthWest Transit building, TCGD bolted the sections then restacked it into the garage opening. The company ordered the new sections and expects to install a brand new garage door for SouthWest Transit next week.

Both companies look forward to continue their four-year business relationship.

SouthWest Metro Transit is a public transit service with more than 60 buses to transfer customers to and from downtown Minneapolis, the University of Minnesota, Edina, Chanhassen, Chaska, and Eden Prairie, Minn.

With three metro area locations, Twin City Garage Door installs and services all types of residential and commercial doors.

To request a bid call (763) 533.3838 or visit **TWINCITYGARAGEDOOR.COM**.



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