



# Overhead Door Company of Albany

Dave Ripley - Owner

**Success Magazine:** Overhead Door Company of Albany has been servicing the region for over twenty years. How have you maintained success over the past two decades?

Dave Ripley: We maintain a high-quality product and stand by that product. Customer service and satisfaction is the most important thing we focus on.

**SM:** What did you do prior to OHDA?

DR: I am a twenty-year veteran of the United States Air Force.

**SM:** You offer a wide selection of garage doors, door openers, and awnings. What product lines do you carry, and why?

DR: Overhead Door is one of the most recognized and respected brands in the

garage door industry. Overhead Door is a leading provider of overhead and garage door systems. We offer a wide variety of residential and commercial doors and you can visit our Web site at [www.albanyohd.com](http://www.albanyohd.com) to see our full line of products.

**SM:** Do you offer installation services?

DR: Yes, we offer full take down and removal as well as installation of our products.

**SM:** What can a customer expect upon walking into your warehouse and showroom?

DR: We have fully functional garage doors and operators in our showroom, and we make sure our customers leave with all of the information they need to make a decision. We also carry a full line of replacement

parts for our do-it-yourself customers.

**SM:** What do you do to ensure customer satisfaction on each and every sale or service?

DR: We listen to what our customers have to say and provide them with quality products, and professional service and installation.

**SM:** In what ways has the company changed and grown since you started out?

DR: The products have changed a great deal. Wood and steel doors have been replaced with vinyl and fiberglass, and there are numerous designs you can choose from. The technology of the operator controls is a constantly changing item. The doors are also better insulated and sealed than they were when I started with the company.

**SM:** What is the most important lesson you have learned about yourself since owning and operating your own business?

DR: Every day is a new experience. I try to learn from these experiences and use them to help grow our business.

**SM:** Why should a potential customer choose Overhead Door of Albany?

DR: From commercial and industrial overhead doors and access systems to residential garage doors and openers, we combine quality, dependable products with reliable service to consistently give home and business owners confidence and peace of mind.

The Genuine. The Original.



Sales, Service, Parts, Emergency Repairs.

**Free Estimates**

Sales, Installation and Service for Doors, Operators and Loading Dock Equipment.

Repairs on all makes of Sectional Doors & Most Makes of Electric Operators

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