



ONLINE PORTAL



Easy Access to Sales Tools & Resources



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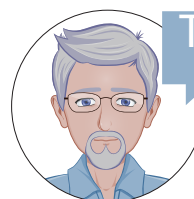


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TALK TO THE TECH

### Frequently Asked Questions Answered

By George Technical Support Expert

Ever had a door edge fail weeks or months after installation? Maybe you installed a job where the installation went smooth, the door system tested fine at the end of the installation process, and all seemed well until you received a call from your customer a few weeks or months after the job was completed.

If you've experienced this, then this article is for you. Miller Edge rarely gets reports from the field that edges are failing shortly after installation, but when we do, more often than not it is caused by over compression.

If an edge is over compressed when the door is resting in the closed position, then the active portion of the safety edge wears out much faster than is intended. To prevent these types of call-backs make sure, at the time of installation, that the down limit on the operator is set so that the edge just touches the ground. Remember, safety edges are not the same as astragal - if compressed, then

over time, the edge will wear out. You can check to make sure that your down limits are not set too low by wiring the safety edge to a Miller Edge Tester (part number MET-101) at the time of installation. Once the edge tester is wired to the edge, activate the door to travel to the closed position. If the Edge Tester indicator light activates during the process of the door closing, then you know the down limit is set too low. Adjust the limit up until the door closes completely without activating the edge. Doing this will ensure a long life for your Miller Edge, and no call backs from your customer due to excessive wear on the edge.



ME101 Edge Tester The Leading Edge - Miller Edge, Inc.

# The Leading Edge

2021 Quarterly News from Miller Edge, Inc.

Volume 2 - Issue 3



## Live Webinar Program a Success

MyEdge Online Customer Portal

With COVID-19, came massive changes to the way people in our industry interact. Since early last year, many manufacturers and dealers were limiting the number of visitors allowed in their buildings. This, combined with a large increase in the number of employees working from home, made sales calls and face-to-face interaction nearly impossible. And, although things appear to be moving closer towards normal, an increasing need for alternative ways for businesses and their customers to interact is still a glaring necessity.

Because of this necessity, Miller Edge launched its newest program - the Miller Edge Live Webinar Series. The Live Webinar Series' inception came from discussions internally at Miller Edge on how we could connect with customers about all the new things Miller Edge is doing. "Near the end of 2020 we knew there were many things on the cusp of launch that we needed customers to know about, but getting the word out was going to be difficult due to restrictions from COVID-19," said Dylan Fransen, Director of Sales & Marketing. "The Live Webinar Series was one strategy we implemented to bridge the communication gap with customers who we couldn't meet with, or with customers who had employees still working from home," said Whitney Marsden, Brand

Manager at Miller Edge.

The first webinar in the Live Webinar Series from Miller Edge, took place in July, and the response could not have been more positive. More than 68% of all those who were invited to attend, did attend; with almost zero no-shows. "We could not be more pleased with the level attendance and the level of attentiveness. It really demonstrates how hungry customers were for interaction with us, and how relevant they found the content to be once the webinar was underway," said Fransen. The theme of the first webinar in the Miller Edge Live Webinar Series was, "Grow Sales & Save with Miller Edge," featuring the following segments:

- Leverage New Products to Grow Sales
- Reduce Customer Call-Backs
- Fortify Architect Relationships
- Streamline Account Management
- Miller Edge Sales Tools & Programs

"We wanted to be certain that the content in our Live Webinar Series was extremely topical and relevant. With that goal in mind, what could be more relevant than growing sales and reducing costs," said Marsden.

Live Webinars Program Continued on Page 2



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## FEATURE

### Live Webinar Program Success Continued

If you were unable to attend the Grow Sales & Save Webinar, a recorded copy of the event can be provided. To receive a copy, email your request to [markeTEAM@MillerEdge.com](mailto:markeTEAM@MillerEdge.com).

The next live webinar in the Miller Edge Live Webinar Series will be held this winter, and will once again offer Miller Edge customers a convenient way to learn about products and services from Miller Edge. Invitations to this webinar will go out by early November. We hope to see you there!

customer friendly. It allows me to get the information I need back to customers faster," stated Ryan, Davis Door Service Representative.

If you haven't already, we encourage you to create an account for your Miller Edge business on MyEdge. Simply visit [myedge.milleredge.com](http://myedge.milleredge.com) and request access. Once you receive confirmation, explore with your team all the exclusive features MyEdge has to offer.



## PRODUCT SPOTLIGHT

### MWave Motion Sensor

Access Control Made Easy

In July of this year, Miller Edge announced its newest product – MWave™. MWave is a new access control motion sensor, automatically sensing people or vehicles as they approach garage door bays. MWave works with the garage door operator to automatically open and close the garage door without the need for someone to manually activate the door by pushing the wall control or a transmitter. MWave is an ideal solution for high-traffic garage bays. "We have been a leader in providing motion sensing entry/egress access control solutions to the door industry for many years, but many of our customers expressed interest in a more competitively priced alternative that offered more features and less setup time. In response to this demand, we worked to develop MWave. So far, the response from our customers has been very positive. We are pleased with the product's reliability and its quick acceptance from our

customers," said Kevin Ward, Miller Edge Senior Product Manager.

MWave is not your typical motion sensor, featuring a unique dual relay design. Unlike other sensors available in the market, the dual relay design allows MWave to detect pedestrians versus vehicular traffic, as well as approaching versus cross traffic. This extra functionality allows MWave to prevent vehicles from entering a garage while a pedestrian is approaching from the other side, or provide a visual or audio warning for the same scenario.

MWave can also operate two separate openings – one being a garage door, and the other being a pedestrian door. MWave can discern between pedestrians and vehicles, unlocking a man door for foot traffic, and opening the garage door for vehicle traffic, without an additional module required. Programming the MWave is easy, shipping already pre-programmed to operate in the majority of applications. For the rare instances where sensitivity changes may be required, MWave can be programmed from the ground, using the MWave remote. With

MWave Access Control System



easy-to-understand directions and simple steps, MWave's functionality can be quickly adjusted to accommodate any installation environment. And, with MWave's low introductory pricing, it has become a popular option for many installers. MWave is available now for ordering through your Miller Edge Inside Sales Representative, or by accessing your MyEdge account online. For any questions regarding MWave, access the MWave sell sheet from [MillerEdge.com](http://MillerEdge.com), or by contacting your Regional Sales Manager.

## ARCHITECT'S CORNER

### Getting Credit Where Credit is Due

As we near the end of the year, Architects will become increasingly mindful of their need to meet the American Institute of Architects (AIA) continuing education requirements. Even though the AIA does offer a waiver exception due to COVID-19, their annual 18 learning units (LU's) requirement is still in effect. In addition, 12 of those 18 credits can only be attained by attending AIA accredited courses within the Health, Safety and Welfare (HSW) accredited course curriculum. HSW accredited courses must be administered in a, "structured environment," according to [aia.org](http://aia.org), which means the only way architects can meet this 12 credit requirement is through an accredited CES provider course.

The good news is that Miller Edge Inc. is an accredited CES provider and does offer a HSW accredited course. The even better news is that Miller Edge's HSW course is worth a whopping three credits. In contrast, other manufacturers in the door industry, although they also offer HSW accredited courses, their traditionally only account for one credit. This means that by attending the Miller Edge HSW course, architects receive three times as many credits as they would traditionally from other sources.

The Miller Edge HSW course is titled,



"External Entrapment Protection for Motor Operated Doors and Gates," and serves as a comprehensive training session that not only helps architects meet their continuing education requirement faster than other courses, but also helps to ensure they are fully versed in designing safe building envelopes that incorporate motorized gates and doors.

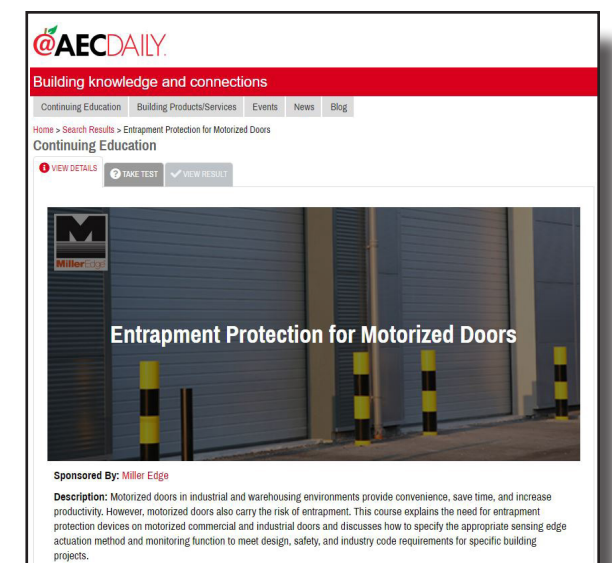
And, the Miller Edge HSW course is backed by a team of Miller Edge course administrators who are ready and willing to conduct courses with architects in your area. In fact, we have found that the best administered architect courses are those that are done in tandem with a dealer from the area where the architect tends to do their business. Call your Miller Edge Regional

Sales Manager to take advantage of this end of year push by architects to maintain their AIA accreditation and do a Joint Architect Call with your Miller Edge Regional Sales Manager today. This will not only help ensure the architects in your market know the latest information regarding entrapment protection, it will also allow you the opportunity to work directly with Architects, side-by-side with Miller Edge, helping ensure they know you as well.

### LUNCH & LEARN



Contact your Miller Edge Sales Rep to schedule your course:  
Entrapment Protection for Motorized Doors:  
Applying Safety Standards (1-hour = 1 LU HSW)  
Miller Edge is a registered provider of AIA Continuing Education



You can also access the Miller Edge CEC Course from [aecdaily.com](http://aecdaily.com), by searching Miller Edge in the search bar.