



ONLINE PORTAL



Easy Access to Sales Tools & Resources



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TALK TO THE TECH

Frequently Asked Questions Answered by Miller Edge Technical Support!

By George Technical Support Expert

Miller Edge has a dedicated Service call line for your technicians to contact with any questions or concerns about their installation or purchased product. Additionally, Miller Edge features specific product and common questions here in the Talk to the Tech Section of The Leading Edge!

TROUBLESHOOTING AN EDGE



Door & Gate Sensing Edges

Inspect your sensing edge for any cuts, scrapes, or punctures as these could allow moisture in and damage the internal switching mechanism.

Before you test the edge, always isolate your sensing edge when testing. Avoid testing the edge through reels or cords or any other wiring. If your edge is connected to the transmitter, it could have a false reading through the circuitry.



MET-101 Edge Tester

Use an Edge Tester to troubleshoot sensing edges in the field. The MET-101 can test 10K resistor, Diode-Capacitor, and non-terminated edges. To learn how to properly use our Edge Tester, visit our YouTube channel and view the Tech Tips playlist for the "Miller Edge Tester" video.

The Leading Edge

2021 Quarterly News from Miller Edge, Inc.

Volume 2 · Issue 2



Place & Track Orders 24/7



Manage Your Business Faster & Easier



Easy Access to Sales Tools Resources

Exclusive Never Looked So Good

MyEdge Online Customer Portal

Last year, Miller Edge launched an innovative and user-friendly online portal for Miller Edge customers to manage their accounts easier and faster. MyEdge is an online customer portal that allows users to manage their Miller Edge accounts, create quotes, check pricing, and access their account history, billing, and current orders all in one location.

MyEdge is more than just an online ordering tool. MyEdge users are eligible for exclusive programs, including our MyEdge promotions. Take advantage of our month-long promotions like product discounts, free merchandise, and more! MyEdge is about saving you time and money.

Additionally, MyEdge offers unique sales and marketing programs designed to make branding your showroom, truck, fleet, and marketing efforts very easy. This portal has been customized for

MyEdge users to stay up to date on Miller Edge news and updates, as well as downloadable resources.

24/7 access has been a key factor in MyEdge's success. Customers can access their account, day and night, to create quotes, place and track orders, and manage Miller Edge business. "MyEdge is one of the easiest to use portals I have ever seen —very intuitive and 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 and request access. Once you receive confirmation, explore with your team all the exclusive features MyEdge has to offer.

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FEATURE

Grow Sales & Save With Miller Edge

Join us July 20, 2021

Would you trade 60 minutes of your work day to grow sales and reduce your costs? We're betting you would. That's why we've developed an informative and insightful webinar for both distributors and installers, designed to help you grow your business as quickly and easily as possible. Miller Edge is not just a manufacturer of sensing edges and photo optics for door and gate applications – we pride ourselves on being your strategic partner.

Here's a line-up of what we'll be covering in our upcoming webinar, **Grow Sales & Save with Miller Edge:**

- Leverage New Products from Miller Edge to Grow Sales
- Reduce Call Backs
- Fortify Architect & General Contractor Relationships with Miller Edge Resources



- Streamline Miller Edge Account Management with MyEdge
- Enhance Customer Engagement with Miller Edge Sales Tools & Programs

We'll be sending out invitations to our free webinar soon with all the details. Make sure you're signed up to receive our email announcements so you don't miss it.

PRODUCT SPOTLIGHT

Armored Edge Cover

Sensing Edge Protection

Not only does Miller Edge want to protect doors and gates, we also want to protect the items doing the protecting. This issue's Product Spotlight is shining on our unique sensing edge protection product, Armored Edge Cover.

The Miller Edge Armored sensing edge cover is a flexible cover that provides abrasion and tear resistance in demanding environments. This product is most ideal for hard-use and high use environments; food processing, storage, chemical/recycling/waste treatment facilities, and even automated farm equipment.

The material contains thousands of small ceramic discs on a heavy-duty

fabric surface. These ceramic discs are extremely durable and provide a smooth, hard surface that will deflect minor cuts and scrapes that can damage a sensing edge.

To order the Armored Edge Cover for MT and MU sensing edge models, or design a custom option with mats or hangar door bumpers, log into your MyEdge™ account to create a quote, or contact your Miller Edge Inside Sales Representative.

To learn more about our Armored Edges, call our toll-free number 800-220-3343 to talk to a Miller Edge Sales Representative.



Close-up of ceramic discs on Armored Edge Cover

ARCHITECT'S CORNER

Supporting Architects Three-Fold

More and more, research is showing that Architects would benefit from a better working relationship with manufacturing companies. In order to create and maintain that relationship, Architects need at least three major areas covered by manufacturers: accessible resources, education, and expert knowledge.

ACCESSIBLE WEBSITE & RESOURCES

Miller Edge has already created multiple programs and tools to assist Architects in specifying products. Visit our website to access 3-part, MasterSpec format spec sheets, CADdetails, and a list of standards and codes for product specs. Gate, Door, Aviation, and Architect brochures are available in digital and print for on the go meetings and on-site job specifications.

EDUCATION

Continuing Education is important to Architects, and important to Miller Edge. We offer in-person and virtual Lunch & Learns for approved AIA credits in Health, Safety & Welfare. Our course, Entrapment Protection for Motorized Doors will help Architects understand the need for entrapment protection devices, properly specifying an appropriate level of safety, and assure compliance with ANSI/UL 325 safety standard for motorized doors. We also offer an online course through AECDaily that can be taken at your team's convenience. We want to provide Architects and their teams with new information, valuable AIA credits, and a continuing work relationship with a manufacturer.

EXPERT KNOWLEDGE

With Miller Edge representatives located throughout the East and West Coast, as well as Canada, we are offering hands on support to Architects. Miller Edge can help with specifying product, technical support, and making sure the job is meeting the most recent safety standards for motorized doors and gates.

Miller Edge is here to help Architects with whatever they need. To learn more about how Miller Edge is improving the tools and resources for Architects, contact your Miller Edge Regional Sales Manager or call 800-220-3343.

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



DEALER SPOTLIGHT

Integrated Technical Systems, Inc.

Wallingford, CT
In Business Since 1969

Originally operated under the name Industrial Time and Systems, Integrated Technical Systems, Inc. was known as the largest time clock and attendance providers in Connecticut. Eventually, ITS began selling parking access gates and revenue control systems and installed their first parking system in Bridgeport, CT in 1977. Since then, ITS has expanded their services throughout the Eastern region of the United States due to client references and acquisitions.

For over 10 years, Integrated Technical Systems has been using Miller Edge ME120 sensing edges, as well as the RBand Wireless Gate System. "We exclusively buy Miller Edge RB-G-K10 due to their high quality and reliability," said David Santilli, Director of Sales & Marketing.

24/7 customer support, certified ITS technicians and NICET-certified personnel, and a full range of services are just a few reasons why ITS is one of the largest, and most trusted, independent Systems Integrator in the Eastern Region. "By contacting ITS, you will receive one on one individual attention, product recommendations, a safe and accurate installation and basic training to get you up to speed on programming and using your new system products and solutions," said Santilli.

**Interested in being in our next Dealer Spotlight?
Reach out to your Miller Edge Sales Rep!**