

PCR-PST-25-0134 Operator Training for CS, OE and Inside Sales



Janus International Group, LLC.

Engineering Department

Project Closure Report (PCR)



ENG Project #:	ENG-25-0004
ENG Project Description:	Training

Team Project #:	PST-25-0134
Business Unit:	Janus
Project Type:	Training
Project Description:	Operator Training for CS, OE and Inside Sales
Project Initiator:	Lori Solomon, Heather Cannon and Bridgette Blumenfeld
PCR Author:	Jeremy Pope
Project Initiation Date	2/3/2025
Date of Report:	3/18/2025

1.0 REVIEW OF OBJECTIVES

1.1 ORIGINAL OBJECTIVE SUMMARY

Train employees on operators offered by Janus, what doors each operator can be paired with and all external devices that are compatible with each operator.

1.1.1. ORIGINAL COMPONENTS

CO.	ITEM NUMBER	DESCRIPTION
LiftMaster	700037-0000	REMOTE/TRANSMITTER, 1 BUTTON (891LM)
LiftMaster	700012-0000	Remote/Transmitter, 2 Button, 892LT
LiftMaster	700055-0000	REMOTE/TRANSMITTER, 3 BUTTON, LIFTMASTER (893MAX)
LiftMaster	700014-0000	Remote/Transmitter, 4 Button, 894LT
Janus	700010-0000	Remote/Transmitter, Pantheon
Janus	700087-0000	PANTHEON WIRELESS KEYPAD (10247-07)
Janus	700019-0000	Control Station, 3 Button, Interior, Nema1, Surface Mount
ATA	200309-0000	Keypad, Wireless, ATA
Janus	200074-0000	Battery Back Up Kit - EZ Roller (ATA)
ATA	700085-0000	OPERATOR, ROLLING DOOR, EASY ROLLER 14, ATA, GDO-6

ATA	700095-0000	OPERATOR, RD, HIRO, ATA, GDO_12
Janus	780015-0000	OPERATOR, JANUS, 9-1/2", JSS, PANTHEON, W/ CARLO GAVAZZI PHOTO EYE
Janus	700005-0000	CONTROLLER, LOGIC, JSS-PANTHEON (Control Box Only)
Janus	780016-0000	OPERATOR, JANUS, 12", JSC-2, PANTHEON (DUAL MOTOR), W/ CARLO GAVAZZI PHOTO EYE
Janus	700006-0000	CONTROLLER, LOGIC, JSC-2-PANTHEON (Control Box Only)
LiftMaster	700084-0000	878MAX Wireless Keypad
LiftMaster	700039-0000	RECEIVER (850LM)
Janus	700008-0000	Receiver, Pantheon Long Range, with Remote (2)
ATA	700065-0000	OPERATOR, ROLLING DOOR, SHEDMASTER, ATA, GDO-8

1.1.2. PARTICIPANTS

NAME	DEPARTMENT
Bridgette Blumenfeld	Customer Service
Kim Flessas	Customer Service
Heather Cannon	Order Entry
Katie Reeves	Order Entry
Ashley Giles	Inside Sales
Melissa Moore	Inside Sales
Leigh Wilson	Inside Sales
Rhonda Milner	Inside Sales
Olivia Walker	Customer Service
Necia Woodall	Customer Service
Toshia Regan	Order Entry
Altrinise Portis	Order Entry
Ashley McDaniel	Order Entry

Jennifer Wilson	Inside Sales
Kim Smith	Inside Sales
Karen Wolfe	Inside Sales
Seena Jones	Customer Service (ASTA)
Christin Boyd	Customer Service
Sabrina Gates	Order Entry
Lindsey Huff	Order Entry
Susie Hopper	Inside Sales
Marie Barton	Inside Sales
Liz Dempsey	Inside Sales
Lori Solomon	Inside Sales
Dave Rose (teams)	Inside Sales
Denise Contreras (teams)	Inside Sales
Deanna Hagon (teams)	Inside Sales
Mike Calvillo (teams)	Inside Sales
Shelly Mandall	Customer Service
Melanie Edmunds	Customer Service
Jessica Painter	Order Entry
Deborah Staton	Order Entry
Christie Osborn	Inside Sales
Robbie Medlin	Inside Sales
Michelle Mahaffey	Inside Sales
Shannon Archer (teams)	Inside Sales
Brenda Brown (teams)	Inside Sales
Pauline Ervin (teams)	Inside Sales

2.0 SUMMARY REPORT

2.1.1 OVERALL

An email was sent to product support manager from order entry, customer service and inside sales asking for training on operators. Myself, Bridgette Blumenfeld, Lori Solomon and Heather Cannon determined the date that would work with all participants and the training invite was sent out to all employees from each department. With so many employees participating, 4 different classes had to be scheduled. Each training class was going to take 1hr and 30min to complete. PowerPoint presentation and physical parts were presented during the trainings. PowerPoint can be found in the project folder. In the training, we discussed ATA ShedMaster, ATA Easy Roller 14, ATA Hiro, Mini Pantheon and Commercial Pantheon (**Fig 1**). During conversation about Shed master, employees were informed this was the only operator that Janus offers that has a weather rating. Meaning this is the only operator that can be mounted in the weather. Shed master operators are only offered on Janus commercial bracketed doors with 12" drums (M2000, M2500, M3100, M3400 and M3652). This operator can only be installed on a door that is 165 sq ft or less and a max height of 12' (**Fig 2**). Janus only offers this operator on exterior mounted doors. All employees were informed what items were pre-packaged in operator box and what other components are available for the operator (**Fig 3**). Discussed if a customer wants another option of opening the door, a keypad will need to be ordered. Commercial bracketed doors have only two door modifications for installation of this operator. Blind nuts installed on inner cavities of drum and bottom bar punched for door weight received in operator box. Informed all participants of the reasoning behind the drum needing inner and outer blind nuts on the drum. During conversation about Easy Roller 14, employees were educated this operator does not have a weather rating. Meaning the operator can't be mounted in the weather. Easy Roller 14 is offered on mini bracketed doors (M650, M750, M1000 and M1100) and commercial bracketed doors (M1950, M2000, M2500, M3100, M3400 and M3652) (**Fig 4**). Operator can be installed on a 9 1/2" drum (M650, M750, M1000 and M1100 and M1950) if door is less than 180 sq ft and a max height of 12'. Operator can be installed on a 12" drum (M2000, M2500, M3100, M3400 and M3652) if door is less than 180 sq ft and a max height of 14'. Informed employees on how limit setting mechanism works in operator and that was the reason we are not allowed to offer this operator on taller doors. Everyone was informed that at this time when the door is prepped for ATA, this means the door will have a 2 1/2" drum inset, blind nuts installed, have 2 3/4" axle add to right-hand side, bottom bar punched for weight and all components needed in hardware box for installation (**Fig 5**). It was discussed that in the future, the meaning for prepped for ATA will be different on mini bracketed doors. In the future a prepped for ATA door will not need the 2 1/2" drum inset, blind nuts or extended axle or the extra components added to the hardware box. The only modification to the door that will be needed is the bottom bar punch for weight. When the door is prepped for ATA, the BOM will pull out a retro-fit kit (**Fig 6**) to be able to attach the operator to the mini bracketed door instead of the components in Figure 5. Commercial bracketed doors have only two door modifications for installation of this operator. Blind nuts installed on inner cavities of drum and bottom bar punched for door weight received in operator box. With the new drive head on the operator, inner blind nuts are no longer needed but will still

be called out on these doors. All employees were informed what items were pre-packaged in operator box and extra components that can be purchased (**Fig 7**). When discussing the battery backup, they were informed that it is easier for the customer to purchase it when ordering door and operator due to where the charge controller has to be installed. Communicated to all employees that motor installation instructions to Janus doors are not in the operator manual received in the box. Hiro operators are not offered on all Janus doors. Hiro operator is only offered on Janus M2000, M2500, M3100, M3400 and M3652 (**Fig 8**). Limitations for Hiro operators include max of 236 sq ft on Janus doors with wind locks (M3100, M3400 and M3652) and 300 sq ft on doors without wind locks (M2000 and M2500). Employees were informed this operator is only offered on commercial bracketed doors with 12" drums. While discussion the extra components that can be purchased, participants were informed that the battery back-up can be purchased after the operator is installed due to it does not have a charge controller that has to be installed and that it plugs directly into the back of the operator. During conversation about mini pantheon, employees were informed that this operator does not have a NEMA rating and is not meant to be installed outdoors. Mini Pantheon is offered on mini bracketed doors with 9 1/2" drums only (M650, M750, M1000 and M1100) (**Fig 9**). For the Pantheon to be installed on a mini bracketed door, the drum must be inset 5" and a special RH bracket is needed (**Fig 10**). Limitation for the mini pantheon include it can only be installed on doors less than 168 square feet. During the discussion about the mini pantheon, I pulled C1 up to go through building a M1000 with pantheon. While building a 12' x 13' door, I asked all employees if they noticed anything in the Operator Accessories section. They all stated the wall station had been selected (**Fig 11**). They were all asked if they seen be go to that section and physically select it and they stated no. I explained the reason that was already selected was because for any M1000 or M1100 over 10' tall, we are sending them the wall station at no charge to them. The reason behind this is because the limit wire and lead wires for the mini pantheon was only 7' long. When installed on a door over 10', the control box is typically installed where it can't be reached from the ground. The customer can then install the 3-button wall station around 5' from the ground and be able to operated the door. It was explained to everyone that they do not need to de-select that wall station. While in C1, employees were informed to not select ANY door as manual operation and then prep the door for either pantheon or ATA. The reason for this is because the hardware will read that it is a manually operated door and if the operator needs other components that is placed in the hardware they will not get them. During conversation about commercial pantheon, employees were informed that this operator does not have a NEMA rating and is not meant to be installed outdoors. Commercial Pantheon is offered on commercial bracketed doors with 12" drum only (M2000, M2500, M3100, M3400 & M3652) (**Fig 12**). Commercial Pantheon can only be installed on doors that is less than 256 square feet. It was explained that since the commercial pantheon can be installed on larger doors, the motor head has a built in chain hoist. It was explained that neither pantheon operators have a built in receiver. If the customer wants a liftmaster remote or keypad, they would need to purchase a liftmaster receiver and wire it into the operator. They were given the liftmaster accessories that Janus offers and that are compatible (**Fig 13**). They were also given

the pantheon accessories that Janus offers (**Fig 14**). Recording from each training can be found in the project folder.

2.1.2 NOTES

This is the second training that has been completed with the employees from these departments. The training is not meant for them to be able to answer difficult questions about all material discussed, but they should have a better knowledge of the components they are entering on an order.

2.1.3. PERSONNEL

STAFF NAME	DEPARTMENT	DATE CONTACTED	PRODUCT DISCUSSION
Bridgette Blumenfeld	Customer Service	1/8/2025	Training Topics
Lori Solomon	Inside Sales	1/8/2025	Training Topics
Heather Cannon	Order Entry	1/8/2025	Training Topics

2.2 RESULT

Operator product knowledge was shared with all participating employees. Retention of this information is unknown currently.

2.2.1 OBJECTIVE DEVIATION

No Deviation from original objective.

3.0 PROJECT ANALYSIS

3.1 HOURS

TEAM MEMBER NAME	ORG. EST. HRS	ACTUAL HOURS LOGGED	DEV. OF HRS
DEQWON GRIFFIN	9 H	10 H 21M	-1H 21M
JEREMY POPE	17 H 30 m	13 H 13 M	+4H 17M
TOTALS	26 H 30M	23H 34M	+2H 56M



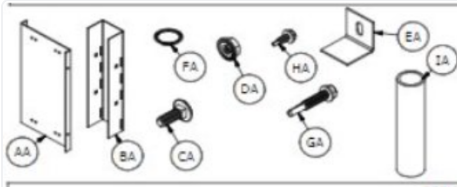
3.2 KEY MILESTONES

DESCRIPTION	START DATE	END DATE	NOTES
Training Requested	1/8/2025	1/8/2025	Specific Topics
Training Scheduled	1/20/2025	1/20/2025	No Issues
Order Placed for Components	2/20/2025	2/20/2025	No Issues
Training Completed	2/21/2025	2/21/2025	No Issues

4.0 SUPPORTING MATERIALS

4.1 IMAGES / DOCUMENTATION

ID	DESCRIPTION	IMAGE / DOCUMENT
FIG. 1	Operator Discussed	<div><div><p>Shed Master</p></div><div><p>Hiro</p></div><div><p>Easy Roller 14</p></div><div><p>ATA Dominator Series</p></div><div><p>Pantheon Mini</p></div><div><p>Pantheon Commercial</p></div></div>

FIG. 2	ShedMaster Information	<div><div><h2>Shed Master</h2></div><div><h3>Utilization</h3><ul style="list-style-type: none">Exterior Mount Only<ul style="list-style-type: none">Only operator with weather rating (IP24)Must come with a HoodOnly offered on 12" DrumsJanus International Doors<ul style="list-style-type: none">M2000M2500M3100M3400M3652</div></div>																														
FIG. 3	ShedMaster Components	<div><div><div><h3>DOMINATOR™ SHEDMASTER</h3><p>SELF STORAGE AUTOMATION</p><p>OPERATING MODES & FEATURES</p><ul style="list-style-type: none">Weather ResistantService IndicatorLockout System<p>SAFETY & SECURITY FEATURES</p><ul style="list-style-type: none">Intelligent Safety SystemDoor Profiling128 TrioCode™128<p>KEYED & ELECTRONIC LOCKOUT</p><p>As the Shedmaster can be installed in exposed locations, a keyed lockout is included to stop unwanted persons reaching over the fence and disengaging the door to manual mode. Also, the control panel can be similarly locked out to prevent unauthorized usage.</p></div><div><p>IP24 RATED</p><p>COMES WITH</p><p>2 KEY CHAIN TRANSMITTERS + PHOTO SENSORS</p></div></div><div><h3>Applications</h3><ul style="list-style-type: none">EXTERIOR MOUNTSRETROFITS POSSIBLE<h3>Models</h3><ul style="list-style-type: none">M3100M2000M3400M2500M3652<h3>Optional Accessories</h3><ul style="list-style-type: none">Additional Keychain TransmittersWall Button TransmitterWireless KeypadKey Release Keyed same or random</div></div>																														
FIG. 4	Easy Roller 14 Information	<div><div><h2>Easy Roller 14</h2></div><div><h3>Utilization</h3><ul style="list-style-type: none">No Exterior MountJanus International Doors<table><tr><th>Doors with 9-1/2" Barrell</th><th>Doors with 12" Barrell</th></tr><tr><td>M650</td><td>M2000</td></tr><tr><td>M750</td><td>M2500</td></tr><tr><td>M1000</td><td>M3100</td></tr><tr><td>M1100</td><td>M3400</td></tr><tr><td>M1950</td><td>M3652</td></tr></table></div></div>	Doors with 9-1/2" Barrell	Doors with 12" Barrell	M650	M2000	M750	M2500	M1000	M3100	M1100	M3400	M1950	M3652																		
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FIG. 5	Hardware Components Needed	<div><div></div><table><tr><th>QTY</th><th>ITEM</th><th>DESCRIPTION</th></tr><tr><td>1</td><td>200178-0000</td><td>Plate, Z-Motor, 12 GA-ATA</td></tr><tr><td>1</td><td>200310-0026</td><td>Channel, Spacing, 12", Mini, 2-3/4"x16 GA</td></tr><tr><td>2</td><td>600014-0002</td><td>BOLT, CAR, 1/4-20 X 5/8"</td></tr><tr><td>2</td><td>600008-0001</td><td>W/INUT, HEX, 1/4-20 UNC, GRS</td></tr><tr><td>1</td><td>200226-0075</td><td>SUPPORT ANGLE ATA</td></tr><tr><td>1</td><td>600275-0000</td><td>RETAINING RING, EXT, SELF LOCKING, (TX100)</td></tr><tr><td>3</td><td>600022-0027</td><td>SCREW, SD, TEK, H/WH, #14 X 1</td></tr><tr><td>4</td><td>600022-0562</td><td>SCREW, SD, H/WH, #8 X 1/2 - GALV.</td></tr><tr><td>1</td><td>200345-0000</td><td>Axle Sleeve</td></tr></table></div>	QTY	ITEM	DESCRIPTION	1	200178-0000	Plate, Z-Motor, 12 GA-ATA	1	200310-0026	Channel, Spacing, 12", Mini, 2-3/4"x16 GA	2	600014-0002	BOLT, CAR, 1/4-20 X 5/8"	2	600008-0001	W/INUT, HEX, 1/4-20 UNC, GRS	1	200226-0075	SUPPORT ANGLE ATA	1	600275-0000	RETAINING RING, EXT, SELF LOCKING, (TX100)	3	600022-0027	SCREW, SD, TEK, H/WH, #14 X 1	4	600022-0562	SCREW, SD, H/WH, #8 X 1/2 - GALV.	1	200345-0000	Axle Sleeve
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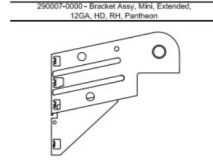
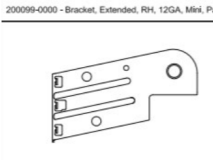




<p>FIG. 9</p>	<p>Mini Pantheon Information</p>	<div> <div> <h3>PANTHEON MINI (JSS)</h3>   </div> <div> <h4>Utilization</h4> <ul style="list-style-type: none"> • No Exterior Mount • Janus International Doors </div> <div> <div>Doors with 9-1/2" Barrel</div> <div> M650 M750 M1000 M1100 </div> </div> </div> <div>  </div>
<p>FIG. 10</p>	<p>Mini Pantheon RH Bracket and Drum Inset</p>	<div> <div> <h3>PANTHEON MINI</h3>  </div> <div> <h4>Door MFG Modifications</h4> <ul style="list-style-type: none"> • Drum Inset (5") • RH Pantheon Bracket </div> <div> <div> <div>290007-0000 - Bracket Assy, Mini, Extended, 12GA, HD, RH, Pantheon</div>  </div> <div> <div>200099-0000 - Bracket, Extended, RH, 12GA, Mini, Pantheon</div>  </div> </div> <div> <div>Doors w/ Mini Brackets</div> <div> M650 M750 M1000 M1100 </div> </div> </div>
<p>FIG. 11</p>	<p>Wall Station added</p>	<div> <div> <div>Mounting Plates <input type="button" value="No"/></div> <div>Inner Blind Nuts <input type="button" value="Yes"/></div> <div>Foam Closure (FS) <input type="button" value="No"/></div> </div> <div>Operator Accessories</div> <div> <div>Additional Control Stations</div> <div> 3B Control Station, Int. - N1 </div> </div> <div>  </div> </div>
<p>FIG. 12</p>	<p>Commercial Pantheon Information</p>	<div> <div> <h3>PANTHEON COMMERCIAL (JSC-2)</h3>   </div> <div> <h4>Utilization</h4> <ul style="list-style-type: none"> • No Exterior Mount • Janus International Doors </div> <div> <div>Doors with 12" Barrel</div> <div> M2000 M2500 M3100 M3400 M3652 </div> </div> </div> <div>  </div>

FIG. 13	LiftMaster product that is compatible with Pantheon	<div data-bbox="609 94 1502 598"> <p>PANTHEON ACCESSORIES (LM)</p> <p>LM 850 LM 860 LM 878 Max 891 LM 892LT</p> <p>893 Max 894LT</p> <table border="1"> <tr> <td>891LM, 1 Button Remote (700037-0000)</td> <td>Receiver, 850LM (700009-0000)</td> <td>KEYPAD, WIRELESS, LM877MAX (700050-0000)</td> </tr> <tr> <td>892LT, 2 Button Remote (700012-0000)</td> <td></td> <td></td> </tr> <tr> <td>893MAX, 3 Button Remote (700025-0000)</td> <td></td> <td></td> </tr> <tr> <td>894LT, 4 Button Remote (700014-0000)</td> <td></td> <td></td> </tr> </table> <p>JANUS INTERNATIONAL GROUP</p> </div>	891LM, 1 Button Remote (700037-0000)	Receiver, 850LM (700009-0000)	KEYPAD, WIRELESS, LM877MAX (700050-0000)	892LT, 2 Button Remote (700012-0000)			893MAX, 3 Button Remote (700025-0000)			894LT, 4 Button Remote (700014-0000)		
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893MAX, 3 Button Remote (700025-0000)														
894LT, 4 Button Remote (700014-0000)														
FIG. 14	Pantheon Accessories	<div data-bbox="609 630 1502 1134"> <p>PANTHEON ACCESSORIES</p> <p>Pantheon Remote</p> <p>Pantheon long range Receiver W/x2 remote</p> <p>Pantheon Wireless Keypad</p> <table border="1"> <tr> <td>Pantheon Remote (700010-0000)</td> <td>Pantheon, Long-Range (700008-0000)</td> <td>Wireless Keypad, Pantheon (700087-0000)</td> </tr> </table> <p>JANUS INTERNATIONAL GROUP</p> </div>	Pantheon Remote (700010-0000)	Pantheon, Long-Range (700008-0000)	Wireless Keypad, Pantheon (700087-0000)									
Pantheon Remote (700010-0000)	Pantheon, Long-Range (700008-0000)	Wireless Keypad, Pantheon (700087-0000)												

5.0 REVIEWERS

5.1 REVIEW IDENTIFIER

NAME	ROLE	DATE OF REVIEW
DEQWON GRIFFIN	PRODUCT SUPPORT TECHNICIAN	3/19/2025
JEREMY POPE	PRODUCT SUPPORT MANAGER	3/18/2025
BOBBY ABERCROMBIE	ENGINEERING PROJECT MANAGER	3/20/2025
CURT SCHROEDER	DIRECTOR OF ENGINEERING	4/1/2025

