1-) The make **CRAFTSMAN** and model **1/2** **HORSE**and/or number of the unit in question and do you have the manual for it?

Yes.

2-) how old it might be and if you are the original owner

The unit is 6 years old.

3-) there are 2 safety sensors on your door do both have an amber, or green light that is on steady and not flickering?

I see no amber lights; each has a green light that is on steady.

4-) can you tell me if you have a working wall control and how many working remotes

I have one wall control and two remotes.

5-) any flashing LED lights on the opener (ceiling unit) and how many times it blinks before pausing? Not getting any LED blinking. The color of the learn button is? Purple.

6-) has there been any kind of disruption that may have changed the dynamics with this opener....any wiring or perhaps the kids playing there or a recent power outage.

There has been a recent power outage.

7-) what happened that made it go from working to non-working ? One day it went from working fine to stopping half way.

8-) are you using only the equipment that came with this opener?

9-) do you have a chain......belt......or screw drive? **CHAIN**

10-) what exactly happens when you do click the transmitter?....... the door doesn't move but you hear the motor?......it goes partial way?........reverses?

11-) do you feel that you are capable of making simple adjustments and more than mechanical in making some harder ones if necessary?

We can start here and with the info you provide I will add steps toward our target as we proceed by our correspondence

If by some reason a resolution to the problem just isn't possible, I will do my best to supply you with any remaining options, from what other resources I can find.

Since we take pride in our good reputations, and you might feel the need to choose a bad service rating, I ask that you stop and consider replying back to me with any of your concerns.

Please always allow me time to prepare information for you. In case I have to go offline I am always checking back to keep things moving and expedited.

And thank you for your help and assistance

eddie