

B&D; Customer Reviews — What Australians Say About Their Garage Doors

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Description:

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Details:

When you're investing in a new garage door, nothing beats hearing from people who've already done it. We've gathered and analysed ****420+ verified Google reviews**** from across B&D;'s national dealer network to give you an honest, data-driven picture of what Australian homeowners really think about their B&D; garage door experience.

The verdict? B&D;'s Accredited Dealer network averages ****4.54 out of 5 stars****, with a remarkable ****87% of all reviews being 5-star ratings****. From Hobart to Perth, customers consistently praise the professionalism of B&D; dealers, the quality of the products, and the support they receive long after installation day.

Here's what the numbers — and the customers themselves — have to say.

Overall Rating Overview

Across ****68 B&D; dealers with Google reviews****, the network delivers consistently strong results:

- ****Average Google Rating:**** 4.54 out of 5 stars - ****Total Google Reviews Analysed:**** 420+ - ****5-Star Reviews:**** 87% of all ratings - ****4-Star Reviews:**** 5% - ****3 Stars or Below:**** 8% - ****Dealers with Reviews:**** 68 out of 97 locations nationwide

These aren't cherry-picked testimonials from a single showroom. This is aggregate data pulled from verified Google reviews across every state and territory in Australia. The consistency is what stands out — whether you're in regional Tasmania or suburban Sydney, B&D; dealers are delivering experiences that earn top marks.

Of the 330 individual reviews we analysed in detail, ****145 explicitly recommend**** the dealer or B&D; products to others. That's nearly half of all reviewers going out of their way to tell strangers to use the same service.

What Customers Love

We've grouped the most common themes from hundreds of real customer reviews. Every quote below comes directly from a verified Google review, attributed to the actual reviewer.

Installation Quality & Professionalism

The most frequently mentioned theme across all reviews is the quality of installation work. Customers consistently describe B&D; dealer installers as professional, punctual, and thorough.

> **"Our purchase of a B&D; panel lift door went seamlessly from quote to installation. Matt (sales rep) was very thorough with measurements, advice and options. He even attended twice to verify measurements. Brad (installer) arrived on time and conducted himself in a professional tradesman like manner, he clearly knew his trade. On completion he thoroughly took us through the workings and operations of the door, until we were comfortable using it."** > — **Tony D**, B&D; Garage Doors Melbourne East & South East

> **"Alex did an amazing job installing our new garage door motor — fast, professional, and super knowledgeable. He even went above and beyond by installing a pool gate latch for us as a favor, which we really appreciate. His workmanship is top-notch, and he made sure everything was working perfectly before he left."** > — **Nancy**, Advanced Garage Door Systems

> **"I could not be happier with the installation of my B&D; Roller door. The installer said that he would be there at 7.00am and he was. He was very competent and professional in his approach and a credit to B&D;."** > — **Andrew Foster**, B&D; Garage Doors Melbourne East & South East

> **"Just had my new B&D; Panelift Icon door installed and I couldn't be more happy with the result or more impressed by the service provided by Tom Moore & Son. From my first enquiry to the final installation every touch point was efficient and professional."** > — **Kate Goodman**, Tom Moore & Son Garage Doors Hobart

Product Quality & Durability

Customers frequently comment on the build quality and performance of B&D; products, from roller doors to panel lift systems.

> **"Outstanding service and a top quality product! It was very reassuring to know that I was dealing with true professionals, they made the selection and fitting of a new garage door very straight forward. I have no hesitation in recommending them!"** > — **Geoffrey Bailey**, B&D; Garage Doors Gippsland

> **"We have an old garage tilt door which has always been clunky. All Doors fixed a bearing on it and installed a new motor and it's better than new. The mechanic set up the motor for a soft open and close so I think the door will now last another 50 years."** > — **Andrew T**, All Doors Toowoomba

> **"New garage doors installed today, so happy with them. Installers Kev and Tom did a great job, cleaned up and answered all our questions. A pleasure to deal with."** > — **Lisa H**, B&D; Garage Doors Gold Coast

Customer Service & Responsiveness

Perhaps the most impressive finding in the reviews is how often customers praise the responsiveness and helpfulness of B&D; dealers — particularly the technical support team.

> **"I recently had a problem re-establishing my B&D; Smart Roller Door — late on an evening — starting on the cusp of support closing time. But Joanne not only patiently led me through the process without ever once raising the issue of time — she did it as deftly and methodically as if she was remotely instructing me to defuse a live bomb. And not once mentioning that we were now 30 minutes past closing time."** > — **Dion Komedionos**, B&D; Garage Doors Berwick

> **"Cant speak highly enough about Maria. 10/10 customer service. Took the time to understand my issue. Sought advice from specialists and came back to me with a solution quickly. Very impressive service."** > — **Gary Israelsohn**, B&D; Garage Doors Berwick

> **"Garage door jammed, 1pm Monday, fixed and all three doors serviced by 10.30am Tuesday. Scott explained the job before and after it was completed. Have had good consistent service from this company for many years and very reasonably priced."** > — ****Leonie Buchanan****, ACT Doorland

> **"Rang at 8am with urgent matter regarding roller door and spoke to a lovely lady by the name of Debbie, very helpful, had the service guys out by lunchtime. Highly recommend garage door solutions."** > — ****Ruth Downing****, Garage Door Solutions NW

Value for Money

While garage doors are a significant investment, many reviewers comment on the competitive pricing and value offered by B&D; dealers.

> **"Deal done after ten mins in showroom. Item installed when they said it would be (less than 24 hours later). Work was high quality and efficient. Price was 40 per cent less than others I spoke to. Great local business with decades of experience. They deliver what they promise."** > — ****M H****, ACT Doorland

> **"I had a few quotes before deciding to go with Dynasty to replace an old motor and springs because I found them trustworthy during the quotation process. They are informative, not pushy and offer a very competitive price."** > — ****Stanley FONG****, Dynasty Garage Doors

> **"Insulated our garage door and did a prompt, professional, and well-priced job for us. Very happy with Ryan and his offsider and highly recommend his business."** > — ****Brian Currie****, Bairnsdale & District Garage Doors

Smart Home Features & App Support

A growing number of reviews highlight the smart home capabilities of B&D; products, particularly the B&D; Smart Hub and app connectivity.

> **"I had a problem with my B&D; Smart Hub and called technical support. Joanne was amazing — she patiently walked me through all the steps to get it reconnected and explained everything clearly along the way. She was extremely knowledgeable and reassuring, and I can't thank her enough for getting my Smart Hub working again."** > — ****Tracey Kendall****, B&D; Garage Doors Brisbane

> **"Joanne was extremely helpful over the phone and guided us step by step through connecting our garage doors to the app, as well as setting up our garage remotes. She made the whole process easy and stress-free."** > — ****Kustom Cut****, B&D; Garage Doors Berwick

> **"I had my garage doors serviced recently and I had installed smart phone control kit and auto lock for panel max. It is working excellent and I am very happy for the product and the installation. I definitely recommend this product to the public without any hesitations."** > — ****Anil Unnithan****, B&D; Garage Doors Kilsyth

Reviews by State

B&D;'s dealer network spans every state and territory in Australia. Here's how the reviews break down geographically.

New South Wales — 19 Dealers | Highest Volume of Reviews

NSW leads the network with the most dealer locations and the highest average rating of ****4.74 stars****. Standout dealers include Mid Coast Door Services with a perfect 5.0★ across 184 reviews, and Shire Garage Doors with 4.9★ across an impressive 635 reviews.

> **"Brendon came out to service the garage door, removed the old broken motor and installed a new one. He was very professional and friendly. Now my garage door feels like brand new — very quiet and**

smooth with no more noise at all."* > — **Qianqian Ding**, Shire Garage Doors

Queensland — 14 Dealers | Strong Regional Presence

Queensland's 14 dealers average **4.29 stars** across over 1,500 total reviews. B&D; Garage Doors Gold Coast leads with 4.9★ from 35 reviews, while All Doors Toowoomba maintains 4.8★ across 135 reviews — proving regional dealers deliver the same quality as metro ones.

> **"Once contacted regarding our garage door opener issue, All Doors Toowoomba had a service technician arrive the following day. Our failed opener was replaced with a super quiet new one and we are extremely happy with the outcome. We received fantastic service and the very knowledgeable owners and staff couldn't have been more helpful."* > — **Tim Storck**, All Doors Toowoomba

Victoria — 14 Dealers | Melbourne Metro Strength

Victoria's 14 dealers average **4.17 stars**. The standout is Bairnsdale & District Garage Doors with a perfect 5.0★, while B&D; Garage Doors Melbourne East & South East earns 4.8★ from 68 reviews with consistently glowing feedback about their installation teams.

> **"Could not be happier with my new roller door. Sean and Rohan were great to deal with throughout the process, from initial contact, through to quote through to installation, everything went well. Good communications, kept me informed throughout. Highly recommend them to anyone considering a new garage door."* > — **Megan Richardson**, B&D; Garage Doors Gippsland

Western Australia — 9 Dealers | Perth Powerhouses

WA's 9 dealers average **4.11 stars** across over 1,300 reviews. Dynasty Garage Doors stands out with 4.9★ from 634 reviews, and NWSM Garage Doors Perth matches that rating across 621 reviews.

> **"Service was fantastic. I had a brand new motor and service to my garage door all within 24hrs of my first phone call. My door is so much quieter than ever before. Highly recommend NWSM garage doors."* > — **sefton jones**, NWSM Garage Doors Perth

South Australia — 7 Dealers | Consistent Quality

SA's 7 dealers average **4.36 stars**. The Garage Door Guys Adelaide leads with 4.9★ from 506 reviews, while Riverland Steel Berri also earns 4.9★ in regional SA.

> **"Well, once again I had All Style Garage Doors install a new panel lift door. Our second one from this great company. Right from the start as soon as you contact them until the final payment the service is excellent. A very seamless process. I would have this company quote and install any new garage door."* > — **Jacquie Hordacre**, AllStyle Garage Doors & Window Shutters

Tasmania — 3 Dealers | Near-Perfect Ratings

Tasmania's 3 dealers deliver the highest state average at **4.97 stars**. Tom Moore & Son Garage Doors Hobart carries a perfect 5.0★ from 88 reviews, and Garage Door Solutions NW matches that with 5.0★ from 12 reviews.

> **"Contacted Tom Moore & Son because our roller doors were stuffed! The staff was friendly, attentive to my problem and very professional stating they would send someone at a time that would suit me. The operator arrived on time and fixed the doors. Recommend them to anyone."* > — **GLENN DRISCOLL**, Tom Moore & Son Garage Doors Hobart

ACT — 2 Dealers | Capital City Quality

The ACT's 2 dealers average **4.70 stars**. Canberra Garage Doors leads with 4.8★ from 71 reviews.

> **"Very impressed with the service provided. Arrived on time, very courteous and job completed professionally. Price was much much better than any of the others I got quotes from."* > — **Kate

Hart**, Canberra Garage Doors

Top 10 Highest-Rated B&D; Dealers

Based on Google ratings (minimum 10 reviews), these are the top-performing B&D; Accredited Dealers in Australia:

Rank	Dealer	State	Rating	Reviews	
1	Mid Coast Door Services	NSW	5.0★	184	
2	Tom Moore & Son Garage Doors	Hobart	TAS	5.0★	88
3	Bax Garage Doors	Hornsby	NSW	5.0★	77
4	The Doorman	NSW	5.0★	36	
5	Mal Smith Garage Doors	NSW	5.0★	31	
6	Safe & Secure Garage Doors — B&D;	Bendigo	VIC	5.0★	29
7	Advanced Garage Door Systems	NSW	5.0★	24	
8	Shire Garage Doors	NSW	4.9★	635	
9	Dynasty Garage Doors	WA	4.9★	634	
10	NWSM Garage Doors	Perth	WA	4.9★	621

What's remarkable about this list is the combination of perfect ratings with high review volumes. Mid Coast Door Services maintaining a flawless 5.0★ across 184 reviews is exceptional, while Shire Garage Doors and Dynasty Garage Doors prove that even with 600+ reviews, near-perfect ratings are achievable when the service is consistently excellent.

What Customers Say About Specific Products

While many reviews focus on the overall service experience, a significant number mention specific B&D; products or product categories. Here's what customers are saying.

Roller Doors

Roller doors are the most frequently mentioned product category, appearing in **70 reviews**. Customers consistently praise their reliability, quiet operation, and the ease of motorised systems.

> "Absolutely brilliant service. I went from a tired old motorised roller door that had come off its rails to a new motor and perfect function roller within a day. Thanks Scott and team at ACT Doorland. Appreciate the no nonsense, good service." > — **Drew**, ACT Doorland

> "Extremely happy with the Quote and Installation of our new roller door. Courteous, knowledgeable, clean and tidy, friendly staff. A much easier door to use compared with the old tilt-a-door." > — **Lynette Green**, Tom Moore & Son Garage Doors Hobart

> "They have been brilliant to work with, very professional and courteous at all times. Would not hesitate to recommend them to anyone thinking about a new roller door. 10 out of 10." > — **warren wellington**, Shire Garage Doors

Panel Lift & Sectional Doors

Panel lift doors, including B&D's Panelift range, feature in **13 reviews** — with customers highlighting their modern appearance and smooth operation.

> "I am just the most impressed with the service, patience, clarity and assistance that I received from my call for help when I ran into problems trying to add my phone to the remote control of my B&D; Panelift door. The technician I spoke with was calm and professional and her explanation and direction was very easy to follow and simply put magnificent." > — **Kenneth Case**, B&D; Garage Doors Berwick

> "All Doors were fantastic when I needed assistance to complete the install of my panel doors. From first contact with office staff to the tradies who turned up. Polite, punctual and friendly. I'll be using All Doors for my ongoing services and maintenance." > — **Sherenne**, All Doors Toowoomba

> "I've used BHD more than once and have always been impressed with their service. When my single-panel door needed a lift system replacement, other companies insisted everything was too old and that I switch entirely to sectional panels — an expensive option. BHD just changed the lift system and got it working perfectly." > — **Ryan Reyes**, Baulkham Hills Doors

Openers & Motors

Garage door openers and motors are mentioned in **30+** reviews, with customers praising quiet operation, reliability, and ease of use.

> "Alex was amazing ■ a down to earth guy very professional and honest. He changed my garage door motor, told me which was the best and at a good price. I highly recommend Alex if you want an honest professional who does an excellent job." > — **Quentin Andrews**, Advanced Garage Door Systems

> "Our failed opener was replaced with a super quiet new one and we are extremely happy with the outcome." > — **Tim Storck**, All Doors Toowoomba

> "I used NWSM Garage Doors Perth for a garage door service as well as to replace a motor under warranty. I am extremely happy with their service and professionalism from both their office side as well as the service technician who attended." > — **Nathan See**, NWSM Garage Doors Perth

Smart Home & App Connectivity

With **11** reviews specifically mentioning smart features and over **20** mentioning remotes and app connectivity, B&D's smart garage technology is generating buzz — particularly the B&D; Smart Hub, app control, and WiFi connectivity.

> "Joanne went way and beyond in assisting us to get our ATS3 up and running. We had countless emails and phone calls to get our 2 doors working perfectly. Could not recommend her assistance more highly and the professionalism of B&D; Garage Doors Melbourne." > — **Bryza Miller**, B&D; Garage Doors Berwick

> "Had a problem with our smart hub and it was replaced and installed within 24 hours of contacting them. Highly recommend." > — **Bridget**, Garage Door Solutions NW

> "We got mucked around a couple of times with the installation of the roller-door, but when I called the Help and Advice number to program the controller, I had a fantastic experience. The lady was unbelievably patient and helpful, walking me through everything step by step." > — **Nat & Shaun Reid**, B&D; Garage Doors Perth

Insulation

A smaller but growing category, **garage door insulation** receives consistently positive mentions from customers noticing real temperature differences.

> "We recently had our garage roller door insulated by Allstyle. They did a fantastic job. The garage is now at least 10 degrees cooler on a hot day which makes a huge difference to the temperature in the rest of the house." > — **Emmil Priebe**, AllStyle Garage Doors & Window Shutters

> "We got insulation put in our garage and we are very happy with the result. No sudden drop in temperature at all. Feels like another room. Highly recommended!" > — **Brett Thurbon**, AllStyle Garage Doors & Window Shutters

How B&D; Dealers Earn Trust

Across hundreds of reviews, several consistent themes emerge that explain why B&D's dealer network maintains such high ratings.

Local, Family-Run Businesses

Many B&D; Accredited Dealers are local family businesses with deep community roots. Customers notice — and value — the personal touch that comes with dealing with someone who has a genuine stake in their community's reputation.

> **"Great local business with decades of experience. They deliver what they promise. Could not be happier. Highly recommended."** > — **M H**, ACT Doorland

> **"Thank you All Style Garage & Window Shutters for good old Australian service with a smile."** > — **Jacquie Hordacre**, AllStyle Garage Doors & Window Shutters

The Accredited Dealer Network

B&D's Accredited Dealer program sets standards that customers benefit from, even if they don't always know the specifics. The consistency of positive experiences across different states and different businesses suggests a network-level commitment to quality that goes beyond individual operators.

Warranty & After-Sales Support

When warranty issues arise, B&D; dealers step up. Multiple reviewers specifically mention warranty-covered repairs being handled smoothly and without hassle.

> **"Super positive experience from start to finish. Jack fixed my garage door efficiently and Rebecca got it sorted under warranty, which saved me time and money. Communication was clear, the work was quick, and they handled everything smoothly!"** > — **Peter Serpell**, B&D; Garage Doors Melbourne East & South East

> **"I am very happy with my new garage door and motor plus the service I received from B&D; Gold Coast. Peter their representative was friendly, helpful, knowledgeable and very professional. He went above and beyond to help me match the door."** > — **Kim Sumpton**, B&D; Garage Doors Gold Coast

Going Above and Beyond

Time and again, reviewers describe dealers going beyond what's expected — staying late, handling urgent repairs after hours, or throwing in small extras that make a big difference.

> **"5.30pm in the evening Dean from AWDG appeared within 15 mins of making our call for help. The door was reinstalled and follow up maintenance organised."** > — **Peter Robertson**, Albury Wodonga Garage Doors

> **"Huge Thankyou to AWGD who helped us out with an urgent door malfunction this morning despite the fact that they were fully booked. Cannot get better service than that!"** > — **Heather O'Connor**, Albury Wodonga Garage Doors

> **"The service was excellent. From the first phone call at 3pm to the fix of our garage door at 4.30pm. The repair men were friendly and knowledgeable. Certainly will recommend them."** > — **Brigitte Corrigan**, Mid Coast Door Services

Areas for Improvement

No network is perfect, and the 8% of reviews below 5 stars offer constructive feedback. The most common themes in lower-rated reviews involve **"communication during the scheduling process"**, **"wait times for installation on new orders"**, and occasional **"coordination issues between sales and installation teams"**. These are areas B&D; and its dealers are continually working to improve, and they

represent a small fraction of overall customer experiences.

Frequently Asked Questions

What's the average rating for B&D; dealers?

B&D;'s Accredited Dealer network averages ****4.54 out of 5 stars**** across 420+ verified Google reviews. An impressive 87% of all reviews are 5-star ratings, making it one of the most consistently highly-rated dealer networks in the Australian garage door industry.

How do I find a top-rated B&D; dealer near me?

Use the [B&D; Dealer Directory](/dealers/) to find your nearest Accredited Dealer. Each dealer page shows their Google rating, customer reviews, and contact details. You can browse by state or search by suburb to find dealers in your area.

What do customers say about B&D; garage door installation?

Installation quality is the most praised aspect across all reviews. Customers consistently describe B&D; installers as punctual, professional, and thorough. Many reviewers specifically mention that installers explained the operation of the door and controls after completing the work, cleaned up the site, and took away old materials. As Tony D from Melbourne put it: **"Brad arrived on time and conducted himself in a professional tradesman like manner, he clearly knew his trade."**

Are B&D; garage doors worth the investment?

Based on customer reviews, the overwhelming answer is yes. Multiple reviewers mention receiving competitive quotes, with one ACT customer noting prices were **"40 per cent less than others I spoke to."** The combination of product quality, professional installation, and strong after-sales support — including smart home connectivity and responsive technical support — means customers consistently feel they've received good value. Over 145 of the 330 detailed reviews we analysed explicitly recommend B&D; to others.

How does B&D;'s warranty affect customer satisfaction?

B&D;'s warranty support is highlighted in multiple positive reviews, with customers praising how dealers handle warranty claims efficiently and without fuss. Peter Serpell described his experience as a **"super positive experience from start to finish"** after getting his door repaired under warranty. The backing of a national manufacturer combined with local dealer service means customers have confidence that their investment is protected long-term.

What smart home features do B&D; garage doors offer?

B&D; offers smart home connectivity through their Smart Hub and companion app, allowing homeowners to control their garage door from their phone. Reviews highlight easy app setup with dealer support, remote monitoring and control capabilities, and integration with existing home automation. Technical support for smart features receives particularly high praise, with multiple customers singling out the team's patience in walking them through setup and troubleshooting.

Data sourced from verified Google reviews across 97 B&D; dealer locations nationally. Review analysis current as of July 2025. Individual dealer ratings may change over time as new reviews are posted.