

# FREQUENTLY ASKED QUESTIONS

***I have a window section in my door. Do I have a choice on the placement of that section?***

The window section can be placed in either the third (2nd from top) or the fourth (top) section.

***I am getting ready to remove my old garage door. It has standard torsion springs. How can I get the tension off the springs?***

**DO NOT ATTEMPT TO DO THIS PROCESS!** Torsion springs are under high tension. Unwinding standard torsion springs requires specific tools and training. Due to the dangerous nature of this process, contact us to remove the tension from the springs.

***I am building a new garage; what size should I make the rough opening for my door?***

The rough opening should be the same size as the door you wish to purchase. The door fits against the opening from the inside. The rough opening should be finished with an exterior perimeter seal or stop molding to seal out rain and wind.

***Can I replace only the sections, and not use the new track and springs?***

To avoid installation problems which could result in personal injury or property damage, use only the track and springs specified and supplied with the door. Do not attempt to reuse the old track, springs, or hardware. Failure to use all supplied hardware will void the factory warranty.

***What is included in the door package?***

The door package includes the sections, track, spring assembly, stop molding and perimeter weather seal for the exterior sides and top of the opening, and all hardware required to install the door. Optional items can be purchased aid in installation. These items are:

1. Rear track hanger kit for attachment of the horizontal track to the ceiling in the back of the garage. Existing hangers can be reused; however, we recommend that the hangars be carefully inspected to ensure that they are in good working condition and positioned properly for the new installation.
2. Some models do not include the opener reinforcement bracket. This can be done with a reinforcement kit or it can be done with standard 13-gauge punched angle iron. See installation manual for details.
3. Low headroom hardware required when there is limited headroom between the top of the door and the ceiling or roof rafters.
4. High-cycle springs for heavy duty commercial applications.
5. High-Lift kits for ceilings extending 12 feet.

***Does my garage door require maintenance?***

Your garage door is the largest moving part on your home, and perhaps the hardest working, being raised and lowered an average of six times per day. Like any other area of the home, it needs regular inspections and maintenance. We suggest that you perform the recommended garage door maintenance as listed in your installation manual on an annual basis.