

Annual Maintenance

- 1) Lubricate all moving parts of the door with light household oil, including:
 - a) Lift cables at the bottom bracket button
 - b) Bearing of the sheaves
 - c) Lock hardware where surfaces turn or slide
 - d) Full length of torsion spring to reduce friction between coils
 - e) Lubricate steel rollers. DO NOT lubricate nylon rollers.
- 2) Check for loose or bent hinges.
 - a) Tighten loose hinges.
 - b) Straighten or replace bent hinges.

Caution: To replace bent hinge(s) or broken roller(s):

Door must be locked and in the down position.

No more than 1 hinge is to be removed from the door at any given time.

Under no circumstances should you loosen or remove the bottom bracket without disengaging the spring tension. (Follow instructions for removing extension springs.)

- 3) Check roller for broken wheels, bent shafts, or worn out bearings
- 4) Check the door and track supports for loose or missing bolts, screws, etc. Be careful not to over tighten.
- 5) Check the extension cables. Are they running properly in the sheaves? Check for wear of the cable at the bottom bracket button.
- 6) Check for bent track. If bent, call an authorized professional dealer.
- 7) Extension spring hardware, including springs, cables, sheaves, sheave forks, bottom brackets, and containment cables, should be adjusted or repaired only when the spring tension is released (the door must be open). These repairs should be made by a qualified door technician or a mechanically experienced person with proper tools and instructions.
- 8) If your door has torsion springs, the spring assembly and wood anchor pad should only be adjusted or repaired by a professional door technician.

Cleaning the Door

In order to prevent damage (rusting) caused by foreign matter adhering to the door, the door should be cleaned at least twice a year (normal environments) or 4 times a year (coastal environments). The door may need to be cleaned more frequently if road salt accumulates in a winter climate. The door should be wiped down with a mild household detergent and rinsed with clear water.

NOTE: Be sure to clean behind stop molding on the sides and top of door.

Waxing the Door (Coastal and Harsh Environments)

For coastal and harsh environments, it will be necessary to wax the front side of the door following installation. Select a good quality car wax and apply according to wax manufacturer's instructions. Wax should be applied at least twice a year, immediately after cleaning (see cleaning instructions above).

Glass, Plexiglass, Stained Look, Leaded Look, Brilliance, and Studio Series Windows Cleaning and Care Instructions

Clean with a mild solution of a dishwashing detergent and a soft cloth. After cleaning, rinse thoroughly. DO NOT use any ammoniated, abrasive, or solvent-based cleaners of any kind.

Studio Series Windows Only:

Use a good grade of automotive paste wax and buff with a soft cloth. Windows should be cleaned and waxed at least once annually or more often based on the atmospheric conditions where installed.

Caution: Use care when handling decorative windows to avoid scraping or scratching the surface.

NOTE: Minor scratches or scuffs are not considered defects and will not be covered under the window warranty.

Replacement Parts

Replacement parts are available from an authorized professional dealer or a building supply retailer. When ordering repair parts, always provide the following: part name, model number, and door width and door height (W x H). For the location of the authorized professional dealer or a building supply retailer nearest you, please write or call:

Clopay Building Products
Consumer Services Dept.
101 Miller Rd.
Russia, OH 45363 USA

Call Toll Free: 1-800-225-6729
Hours of Operation (ET):
Monday – Friday, 8:30 AM - 7 PM
Saturday 8:30 AM - 5 PM.