

Clopay®

America's Favorite Doors®

COACHMAN®

GARAGE DOORS

CARE AND MAINTENANCE

This manual covers the following:

- ANNUAL MAINTENANCE
- CLEANING AND PRESERVING THE DOOR
- WINDOW CARE
- PAINTING DOOR
- WARRANTY INFORMATION

Model: _____

Size: _____

S/N: _____

Let us know what you think!

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REVIEW YOUR DOOR
clopaydoor.com/leave-a-review

open camera and point

REGISTER YOUR DOOR
clopaydoor.com/warranty-registration

For any questions please contact Clopay Consumer Services at 800-225-6729
or visit our chat line at www.clopaydoor.com

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To review our installation instructions visit: clopaydoor.com/owners-manuals

open camera and point

For how-to videos and additional service and support information visit: clopaydoor.com/residential/support

PERIODIC MAINTENANCE

Your door will need regular inspection, lubrication and cleaning. The following checklists will help keep your door and its parts in good working order and help protect it from the elements.

⚠ WARNING

A sectional garage door is a large, heavy object that moves with the help of springs under high tension. Springs, bottom brackets, cables and associated hardware are under high tension and can cause death, serious injuries or damage to the door if not properly handled. For your safety and the safety of others, follow these instructions:

⚠ ***DO NOT*** *loosen or remove bottom bracket with the spring tension engaged. You could suddenly release spring forces and risk severe injury.*

⚠ ***DO NOT*** *operate door with a broken spring. The sectional garage door is a large, heavy object that could cause physical strain and severe injury.*

⚠ ***DO NOT*** *manually operate door if handles are not installed or functioning properly. In particular, do not place fingers in section joints in order to close the door, as finger pinch, crush or amputation will result. The lift handles are located for safe operation as well as easy use.*

⚠ ***DO NOT*** *operate door if it is too difficult to move, opens too quickly or the rollers come out of the track. The sectional garage door that is difficult to move could cause physical strain and severe injury.*

⚠ ***DO NOT*** *operate the door if glass or interior window retainer appears to be loose, cracked or warped. Failure to do so may result in glass falling out of the panel, causing property damage, serious injury or death.*

⚠ ***DO NOT*** *remove screws on inside retainer. Failure to do so may result in glass falling out of the panel, causing property damage, serious injury or death.*

DO *review all warnings on the door. If warnings are missing, please contact your professional installing Clopay Dealer, as instructed below. For assistance with these maintenance steps, repair or replacement of any parts, please contact your professional installing Clopay Dealer: https://www.clopaydoor.com/where-to-buy*

VISUAL INSPECTION CHECKLIST

Monthly inspection of the door and all of its components is recommended. If something seems out of balance or adjustment, or you note any of the following, please contact your Clopay Dealer or Clopay Consumer Services at 800-225-6729.

Visually inspect the door when in the down position for:

- ❑ Loose or bent hinges.
- ❑ Broken wheels, bent shafts or worn out bearings on rollers.
- ❑ Loose or missing bolts, screws or other fasteners on the door or track.
- ❑ Creases or bends in the track.
- ❑ Cracking or fatigue of the door panels.
- ❑ Damaged or broken springs or spring components. If the spring looks broken, it will need to be replaced.
- ❑ Standard extension springs that run alongside the door should include a safety containment cable. For a visual of the safety containment cable, scan the QR code to the right.

Open camera and point. To download a visual of the safety containment cable visit: **http://clopaypdfs.com/pdf_files/SUP-0137180_EN.pdf**

Continued on next page

- ❑ Worn or frayed cables.
- ❑ Loose, cracked or warped glass panels or inside glass retainers. Inside the door, the plastic retainer holding the glass and its fasteners should appear secure.
- ❑ Tears or gaps in the bottom weatherseal or perimeter seal.
- ❑ Any covered, ripped, damaged or missing warning labels.
- ❑ Any missing, broken, loose or malfunctioning door handles. There should be two lifting points on the outside and two on the inside of the garage door.
- ❑ Any objects touching or leaning against the door or any obstruction that would interfere with door operation.
- ❑ Inspect the warning labels.

DOOR OPERATION CHECKLIST

We recommend that at least twice per year after you have visually inspected the door and all of its components to:

Open camera and point. For a how-to video to inspect the door visit: **https://vimeo.com/106430735**

❑ **Check the balance of the door.**

1. With the door in the down position, detach the opener (if applicable) by pulling down on the red manual release handle.
2. Next, lift the door manually up to the halfway point and gently release the door. A balanced door should hang in place and not raise or lower. If the door does not stay in place, contact your Clopay Dealer for adjustment.

❑ **Check the door operation.**

1. Once you have determined your door is in balance, lift the door up and down to ensure smooth operation. The door should be easily controlled when lifting and lowering.

NOTE: *Be sure to reattach the opener once you confirm the door is operating properly.*

❑ **Safety feature for doors with automatic operators.**

1. Make sure that the operator has a working safety feature. Photo eyes should be mounted to the left and right sides of the bottom of the door opening.
2. Make sure any door locks are disabled or removed if the door has an automatic operator.
3. Retest following opener manufacturer's instructions.

LUBRICATE THE DOOR

At least twice per year lubricate all moving parts of the door with Clopay Garage Door Pro Lube or a synthetic lubricant:

- ❑ Lift cables at bottom bracket button
- ❑ Lock hardware where surfaces turn or slide
- ❑ Full length of torsion spring to reduce friction between coils
- ❑ Rollers at the bearing (but not the tire)
- ❑ Hinges

CLEANING AND PRESERVING THE DOOR

Both the exterior steel of the door and the inside steel surface of the door should be cleaned and waxed at least twice a year, or four or more times a year for harsh environments (such as coastal regions and areas with high road salt, etc.). If salt or other corrosive materials build up on the door and are visible, the door must be cleaned to avoid rust or other issues. ***NOTICE*** **Failure to do so may result in loss of warranty coverage. For further questions about the requirements, contact Clopay Consumer Services.**

Continued on next page

CLEANING AND WAXING

- Helps prevent damage (rusting) caused by foreign matter or salt adhering to the door.
- Assists to restore the look of factory-applied finish by removing dirt and chalking.

Open camera and point.
For how-to video visit:
https://vimeo.com/106434183

CLEANING THE DOOR

Working from top to bottom of the door sections, use a well-soaked cloth, sponge or soft bristle brush with either of the following solutions:

- One cup of Simple Green® cleaning product or other non-toxic biodegradable cleaner (less than 0.5% phosphate) in two gallons of warm water
  - OR -
- Household solution such as Dawn® dishwashing detergent may be used to clean more soiled areas.
- **DO NOT** use scouring powders or solvents when cleaning the door. If preparing to paint, see cleaning instructions under "Painting" in this manual.
- Rinse door with clean water to complete cleaning and allow to dry.

NOTE: *Be sure to clean behind stop molding on the sides and top of the door. Refer to "Window Care" for detail on window cleaning see below.* ***DO NOT*** *use a pressure washer on the door.*

WAXING THE DOOR

After cleaning, use liquid car wax (not paste) to preserve the door's finish. This is especially important in coastal and harsh environments. Be sure to wax any surface that may be exposed to elements such as salt, including the interior of the bottom section of the door.

- Apply wax to the steel portion of the door following the manufacturer's instructions.

NOTE: *Be careful not to get wax on decorative hardware as this may cause discoloration.*

MOLD/MILDEW ON COACHMAN OVERLAYS

The following basic solution can be used for cleaning exterior mold and mildew:

- 1/3 c. powder laundry detergent, 2/3 c. trisodium phosphate (TSP), 1 qt. household bleach, 3 qt. water

NOTE: *A stronger concentration of cleaner can damage the surface.*

1. Always wear protective eyewear and skin protection when using harsh cleaning compounds.
2. Apply the solution with a soft bristle brush using medium pressure.
3. Rinse well with clear water after cleaning.

The following brand name products may also be used for cleaning and preventing mold and mildew:

- For Cleaning: Mold Armor® Mold & Mildew Stain Remover or Zep® Mold Stain & Mildew Stain Remover.
- For Prevention: Mold Armor® Mold Blocker or Zep® Clear Shell™ Mold & Mildew Inhibitor.
- These products can be found online or at your local hardware store (check for availability). Use and reapply as necessary according to the instructions on the bottle/container.

WINDOW CARE

WINDOW GRILLE REMOVAL

Decorative window grilles on your door can be removed for cleaning or painting purposes. The grille is held in place with plastic clips located at the bottom of the vertical grille sticks and the ends of the horizontal grille sticks. To remove grille:

1. Squeeze the clips and slide them toward the center of the window (Fig. 1).
2. Rotate bottom of grille out from the door and remove from top notches.

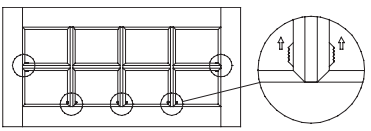


Fig. 1 ◯ = Clips in these locations

Reverse the process to reinstall grilles.

WINDOW CLEANING

- Clean with a mild solution of a dishwashing detergent and a soft cloth. **DO NOT** use any ammoniated, abrasive or solvent-based cleaners of any kind.
  - For acrylic impact windows: These windows **CAN ONLY** be washed using a clean, soft sponge or cloth with a mild dish soap and lukewarm water. Dry with soft cloth or chamois to prevent spotting. **DO NOT** brush, scrub or scrape these windows.
- After cleaning, rinse thoroughly.

NOTICE *Use care when handling decorative windows to avoid scraping or scratching the surface.*

GLASS REPLACEMENT

⚠ WARNING If you do not have experience replacing glass, DO NOT try to replace the glass yourself. Replacing glass may cause the glass to shatter and/or fall out, causing property damage, serious injury or death.

⚠ WARNING *To avoid injury, use extreme caution in handling glass window pane. When frame is removed, exposed steel edge of door may be sharp and may cause lacerations, cuts and puncture wounds. Avoid contact with steel edges. Always wear safety glasses and gloves.*

If the door is equipped with windows, and glass should need replacement, follow the steps below:

1. With someone holding outside frame, remove screws from inside retainer.
2. Pull inside retainer out of door. Carefully remove broken or old glass.
3. Insert new glass.
4. With someone holding outside frame, reinsert screws into inside retainer, securing glass.

PAINTING DOOR

Read these instructions completely prior to painting your door.

NOTICE *Failure to follow these instructions may cause damage to your door, which will result in loss of warranty.*

REQUIRED PAINT

Your garage door can be painted with high quality 100% acrylic latex (flat, satin or semi-gloss) exterior grade paint.

NOTICE ***DO NOT*** *use any type of oil-based paint or alkyd modified paint. These paints will void the warranty of your door.*

NOTICE *For your Coachman® garage doors, you must check the Light Reflectance Value (LRV) of the paint color. We strongly recommend all doors are painted with solar reflective paint when available. These paints help reflect more sunlight keeping the surface of the door cooler. Tested and approved solar reflective paint is required for darker colors (when the Light Reflective Value (LRV) of the color is between 13 – 38). Black and very dark colors (when the Light Reflective Value (LRV) is 12 or less) are NOT permitted.*

For more information and a list of pre-approved paints, call Clopay Consumer Services at 800-225-6729 or visit info.garagedoors.com/lrv

Open camera and point. For a list of pre-approved paints visit: **info.garagedoors.com/lrv**

PREPARING SURFACE

Before painting, the door, window frames and inserts must be free of dirt, oil, caulk, waxes and mildew. To prepare window grilles and window frames:

- Lightly scuff the entire exposed surface of the overlays, window grilles and window frames with medium sandpaper (grit 60-100).

NOTE: *Sanding could remove rust-inhibiting compounds from the steel portion of the door, therefore, sanding should be done only to damaged areas where bare metal has been exposed. Refer to "Paint Repair" for details on repair on the next page.*

CLEANING DOOR FOR PAINTING ONLY

- Make a solution of trisodium phosphate also known as (TSP) using 1/3 cup of powder to 1-1/2 to 2 gallons of water. **⚠ WARNING NEVER BLEND CLEANERS OR AMMONIA WITH BLEACH. THIS COULD RESULT IN HAZARDOUS FUMES THAT MAY CAUSE DAMAGE TO THE THROAT, NOSE, EYES COUGHING AND DIFFICULTIES BREATHING.**

***NOTE: DO NOT** use the following steps if you are not planning to paint the door*

- Saturate cleaning pad (3M synthetic steel wool–gray not green) and rub with even pressure to lightly scuff surface while applying the cleaning solution over all surfaces to be painted.
- Rinse with clean water and sponge, changing water often.
- A final wipe and rinse with clean water and sponge should be done to remove any loose material.

***NOTE:** You must remove any wax applied to the door before cleaning (doors are not waxed in the manufacturing process). Using moderate pressure, wipe the door surface with a rag saturated with xylene (xylol).*

⚠ CAUTION *Xylene is a flammable substance; be sure to follow instructions when using.*

NOTICE ***DO NOT** allow xylene (xylol) to sit on door for extended time. Damage to your door's paint system can occur if overexposed to this or other solvents.*

PRE-TESTING PAINT

All paints are not created equal. The following test must be performed prior to application on the entire door:

- Apply paint on a small area of the prepared door surface (following instructions on paint container).
- Allow paint to dry and evaluate for any blistering or peeling.
- Perform adherence test by applying strip of masking tape over painted area and peel back tape. Check to see that paint adheres to door and not to tape.

***NOTE:** If paint shows signs of poor adherence (blistering or peeling) there may be a problem with the paint or surface preparation. **DO NOT PROCEED!** A new paint or further preparation of surface is called for.*

APPLYING PAINT

Follow directions on paint container and apply to door. Be sure to allow adequate drying time should you wish to apply a second coat.

***NOTE: DO NOT** apply paint when door surface temperature is different from manufacturer's suggested temperature range for application.*

PAINT REPAIR

Should the door's paint finish become damaged, exposing bare metal, it will become necessary to repair this area to prevent rust from forming.

- Damaged area should be lightly sanded with medium to fine sandpaper, making sure to remove all visible red and white rust.
- Wipe this area with dry, clean rag.
- Coat sanded area with high quality, rust inhibiting, zinc enriched primer. This can be found at most paint or hardware stores and should be labeled for covering bare and galvanized steel.
- Wait time specified on the primer's instructions before proceeding with painting door.

AUTOMATIC GARAGE DOOR OPENERS

If you are installing an automatic garage door opener, installation of a reinforced mounting point is required. To avoid damage to your door, you must reinforce the top section of the door in order to provide a mounting point for the garage door opener to be attached.

NOTICE ***DO NOT** use the bracket that came with your opener or attach it directly to the door. Failure to reinforce the door as required may result in damage to the door and result in loss of warranty coverage.*

For more information on how to attach an automatic opener, visit:
http://clopaypdfs.com/pdf_files/INST-4150077_EN.pdf

open camera and point

LIMITED WARRANTY

COMPOSITE OVERLAY GARAGE DOORS

Subject to the terms of this Limited Warranty ("Warranty") and any warranty policies and procedures in effect at the time a notice of a claim is received, Clopay Corporation ("Clopay", "we", or "our") will repair or replace (at our sole discretion) any garage door sections/section components, hardware, or springs/spring components (collectively, "Replacement Parts") that we determine to be defective in material or workmanship so long as timely written notice is provided within the applicable limited warranty periods provided below. This Warranty shall apply and benefit only the original purchase of a Clopay garage door product and is non-transferable.

The Warranty period begins from the date of delivery. Proof of purchase is required. Once we have verified any defect(s) with your Product through persons authorized by Clopay, we will provide – at no cost to you – Replacement Parts to the extent necessary to repair or replace any such defective sections, hardware, or springs/spring components. We reserve the right to inspect and/or verify any claimed defect, as well as the right to replace Product(s) or its components with a similar or like product or component, all within the sole discretion of Clopay. All labor costs associated with any warranty claim (including removal, reinstallation, installation, and/or finishing) will be your responsibility.

The applicable Warranty periods are as follows:

MODEL NUMBER	PAINT FINISH	SECTIONS/ DELAMINATION	WINDOWS	HARDWARE/ SPRINGS
CGU, CG, CD CXU, CX, CF SXU, SX, SF	Overlay – 5 Years Steel: Single Family* – Lifetime Other** – 10 Years Color Blast® – 5 Years	5 Years	10 Years (insulated glass)	Hardware: 5 Years Springs: Torsion – 5 Years Extension – 3 Years

* Applies to residential single family installations.

** "Other" refers to all other residential installations (including installations on facilities owned in common by condominium associations or similar organizations).

ADDITIONAL INFORMATION REGARDING YOUR WARRANTY

Clopay warrants the sections of the Models listed above against the paint finish cracking, checking or peeling (i.e. losing adhesion). We warrant our rust prevention system against rust through for perforation(s) caused by corrosion originating at the steel layer. Surface rust – and rust through caused by untreated surface rust – is not covered under this warranty. Surface rust (a coating that forms on the surface when exposed to moisture) can result from failure to properly clean and maintain your door (particularly in, but not limited to, high-salt or acidic environments) or damage to the door (such as scratching).For more information about our rust prevention system and how to care for your door visit: info.garagedoors.com/maintenance

Window components such as frames, grilles, inserts, and clear acrylic are warranted for ten (10) years from manufacturing defects and excessive yellowing. Insulated windows are warranted for ten (10) years for material obstruction of vision resulting from film formation or dust or moisture collection between the interior surface of the insulating glass. No warranty is available for single pane glass. No warranty is available for decorative hardware.

EXCLUSIONS TO COVERAGE

This Warranty shall not extend to damages or defects caused by any of the following:

Paint or Stain Not Applied per Manufacturer Specifications after Delivery of Door	Failure to Follow All Installation Instructions	Failure to Follow Maintenance Instructions	Faulty or Defective Installation(s)
Fire	Radiation (UV or Other)	Foreign Substances	Accident or Casualty
Harmful Fumes	Vandalism	Act(s) of God	Physical Damage
Salt Spray or Exposure	Normal Wear and Tear	Chemical Action	Abrasive Materials
Operation Beyond Rated Capacity	Improper Use or Abuse	Improper Installation or Handling	Exposure to Coastal Weather Conditions
Alteration, Modification or Use of Non-OEM/Clopay-Approved Parts or Products	Other Painted Parts Not Part of a Door Section (such as stop mold)	Normal Fading or Discoloration from Usage, Age or UV Exposure	Thermal bow as described in DASMA Technical Data Sheet 185 www.dasma.com

If you make any repair or alteration without first providing notice to and receiving authorization from us, or use any parts, accessories, or attachments other than authorized by Clopay for use in its products, you will be solely responsible for any such repairs or parts and you may void this Warranty. Routine maintenance and related items, as well as minor adjustments or damage caused by your installer either during delivery or installation, are excluded from this Warranty. For purposes of this Warranty, minor scratches will not be considered a defect.

f you would like to submit a Warranty claim, notify Clopay Customer Service promptly after discovery of the defect by sending an email to warranty@clopay.com or calling 800-225-6729. Please be prepared to send us a proof of purchase and complete description with photographs of any issues. YOU MUST REPORT ANY MANUFACTURING DEFECTS THAT ARE IMMEDIATELY OBVIOUS OR VISIBLE AT THE TIME OF INSTALLATION (SUCH AS INCORRECT OR INCONSISTENT PAINT COLOR, MANUFACTURING DEFECTS (E.G. SURFACE CONTAMINANT(S) OR SMUDGES), VISIBLE PHYSICAL DAMAGE, OR MAJOR SCRATCHES) WITHIN FORTY FIVE (45) DAYS FROM DELIVERY OR YOUR CLAIM MAY BE BARRED. Additional copies of our installation and maintenance instructions may be obtained by calling 800-225-6729.

UNDER NO CIRCUMSTANCES SHALL WE BE LIABLE FOR ANY CONSEQUENTIAL OR SPECIAL DAMAGES WHICH ANY PERSON OR ENTITY MAY INCUR OR CLAIM TO INCUR AS A RESULT OF ANY DEFECT IN THE PRODUCT OR IN ANY CORRECTION OR ALTERATION THEREOF MADE OR FURNISHED BY US OR OTHERS. OUR MAXIMUM LIABILITY UNDER THIS WARRANTY SHALL BE THE PURCHASE PRICE PAID TO US WITH RESPECT TO THE GARAGE DOOR TO WHICH SUCH WARRANTY IS CLAIMED. THE LIMITATION OF LIABILITY PROVISIONS HEREIN SHALL APPLY TO ANY AND ALL CLAIMS OR SUITS BROUGHT AGAINST US, INCLUDING ANY CLAIM BASED UPON NEGLIGENCE, BREACH OF CONTRACT, BREACH OF WARRANTY, STRICT LIABILITY OR ANY OTHER THEORIES UPON WHICH LIABILITY MAY BE ASSERTED AGAINST US.

This Warranty constitutes our entire and exclusive warranty as to the Product and is the sole and exclusive remedy for product defects in material and workmanship. We do not assume (and have not authorized any other person to assume on its behalf) any other warranty or liability in connection with any product covered by this warranty. WE MAKE NO OTHER WARRANTIES, REPRESENTATIONS OR COVENANTS, EXPRESS OR IMPLIED, WITH RESPECT TO THIS PRODUCT, INCLUDING BUT NOT LIMITED TO WARRANTIES, REPRESENTATIONS OR COVENANTS AS TO WORKMANSHIP, DESIGN, CAPACITY, QUALITY, CONDITION, MERCHANTABILITY OR FITNESS FOR ANY PURPOSE OF THE PRODUCT, EXCEPT FOR ANY "IMPLIED WARRANTY" AS THAT TERM IS DEFINED IN THE MAGNUSON-MOSS WARRANTY-FEDERAL TRADE COMMISSION IMPROVEMENT ACT, SUCH IMPLIED WARRANTIES TO BE LIMITED IN DURATION TO A PERIOD OF ONE YEAR FROM THE DATE OF PURCHASE.

This Warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

Clopay® CORPORATION

To the extent of any conflict between this Warranty and any other document, this Warranty shall control. If Warranty is provided in multiple languages, the English language version shall govern.

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DOOR INSTALLED ON DATE:

INSTALLED BY:

CONTACT YOUR CLOPAY DEALER FOR YOUR ANNUAL MAINTENANCE CHECK ON:

DOOR INSPECTION AND MAINTENANCE CHECKLIST:

	Years									
	1	2	3	4	5	6	7	8	9	10
Cleaned door.										
Waxed door.										
Visual inspection of door components.										
Lubricated all moving parts of the door.										

www.clopaydoor.com ▪ 1-800-2CLOPAY (225-6729)

Patents can be viewed at https://www.clopaydoor.com/patents-trademarks

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