

# Maintenance

## 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. The door should be wiped down with a mild household detergent and rinsed with clear water.

Annually do the following:

## Lubrication

Lubricate all moving parts of the door with light household oil, including:

- Lift cables at the bottom bracket button,
- Bearing of the sheaves,
- Lock hardware where surfaces turn or slide,
- Full length of torsion spring to reduce friction between coils,
- Lubricate steel rollers. **DO NOT** lubricate nylon rollers.

## Check door hardware

1. Check for loose or bent hinges.
  - Tighten loose hinges.
  - Straighten or replace bent hinges.

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

A) Door must be locked and in the down position.

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

C) Under no circumstances should you loosen or remove the bottom bracket without disengaging the spring tension. (Follow instructions on page 10 for removing extension springs.)

2. Check roller for broken wheels, bent shafts, or worn out bearings.
3. Check the door and track supports for loose or missing bolts, screws, etc. and tighten. Be careful not to overtighten.

4. Check the extension cables. Are they running properly in the sheaves? Check for wear of the cable at the bottom bracket button.
5. Check for bent track. If bent, call an authorized professional dealer.
6. Extension spring hardware which includes 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), and these repairs should be made by a qualified door technician or a mechanically experienced person with proper tools and instructions.
7. If your door has torsion springs, the spring assembly and wood anchor pad should only be adjusted or repaired by a professional door technician.

## 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.  
312 Walnut St., Ste 1600  
Cincinnati, OH 45202-4036 USA

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