



America's Favorite Garage Doors

WOOD

GARAGE DOORS

CARE AND MAINTENANCE

This manual covers the following:

- ANNUAL MAINTENANCE AND LUBRICATING THE DOOR
- UNFINISHED DOOR CARE
- PAINTED DOOR MAINTENANCE
- STAINED DOOR MAINTENANCE

Model:

Size:

S/N:

Let us know what you think!



REVIEW YOUR DOOR

clopaydoor.com/write-a-review

REGISTER YOUR DOOR

clopaydoor.com/warranty-registration



For any questions or concerns please contact Clopay Consumer Services at 800-225-6729.



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



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 or adjust the spring without proper training or tools, as unintended door movement or sudden release of forces 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, as either physical strain or unintended door movement could result in severe injury.
- ⚠ DO NOT** operate the door if glass or interior window retainer appears to be loose, cracked or warped, as they may either be sharp or result in glass falling out of the panel, causing property damage, serious injury or death.
- ⚠ DO NOT** remove screws on inside retainer. Doing 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 or Clopay Consumer Services at 800-225-6729. 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 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.
- ☐ Worn or frayed cables.



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

- ☐ 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 - at least twice per year after you have visually inspected the door and all of its components to - you:

Check the balance of the door.

- ☐ With the door in the down position, detach the opener (if applicable) by pulling down on the red manual release handle.
- ☐ 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.

- ☐ 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.

Check safety features on doors with automatic operators.

- ☐ 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.
- ☐ Make sure any door locks are disabled or removed if the door has an automatic operator.
- ☐ 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 to:

- ☐ 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

FINISHING THE DOOR

Wood doors can be ordered with factory paint, stain, primed or raw wood. If your door is unfinished (primed and raw wood), you will need to finish the door sections with either paint or stain prior to installing the door. Unfinished wood doors (both primed and raw) must be finished within 5 days of receipt and prior to installation otherwise the warranty is void.

NOTICE

Wood products require additional care when storing and finishing. In order to ensure that all door surfaces are properly finished, it is required that the door sections are finished prior to installation. Failure to follow these instructions may result in voiding the warranty of your door.

- Wood doors can absorb moisture during shipping and storage. DO NOT leave or store unfinished doors outside or in humid environments.
- **DO NOT** finish under humid conditions or in direct sunlight.



For a how-to video to inspect the door visit:
<https://vimeo.com/106430735>

- All six sides of each door section, including the interior, exterior, sides, top, bottom and joints, must be finished.

NOTE: Differences in grain and color variations are indicative of natural wood and are not considered product defects. Some variations in stain penetration may occur between materials from which the door is constructed (i.e. plywood panel vs. wood frame).

PAINTING THE DOOR

SURFACE PREPARATION

Cleaning:

- ❑ Clean all door surfaces with a stiff bristle brush to remove surface dirt, dust and loose fibers.
- ❑ Surfaces must be free of any substance or material that will prevent paint adhesion.
- ❑ Any scarring or stains that occur during transportation, handling or storage must be re-sanded to the original condition with 180 grit sandpaper going with the grain only.

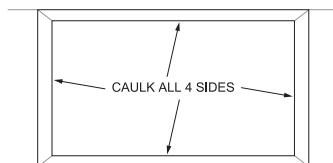


Fig. 1

Caulking:

- ❑ Prior to painting you must first fill any gaps or voids within wood surfaces with an exterior grade paintable caulk. **Do not use silicone as it cannot be painted.**
- ❑ Caulk must be applied to the spaces between the rails or stiles and all 4 sides of the door panel at all panel perimeters (Fig. 1).
- ❑ When required, nail, staple or screw holes should be filled with an exterior grade wood filler, sanded and finished along with the rest of the door.

NOTE: Light sanding may be required to ensure the surface is properly prepped to accept all finishes.

PRIMING THE DOOR

- ❑ Before finish painting, the door section must be primed on all sides using a high quality oil or latex-based exterior primer that is compatible with the finish paint and for the specific species of wood substrate being finished. Carefully follow the manufacturer's instructions, including recommendations for temperature and drying time.

NOTE: If your door is factory primed, you can proceed to "Finish Painting" using a latex-based paint.

NOTE: If you are painting a Redwood or Cedar door, the primer **must contain** a tannin blocker. Using a primer without tannin blocker could result in discoloration of the door after painting.

FINISH PAINTING

NOTICE *Dark colors are not recommended especially when the door has a direct southern exposure. Dark colors cause excessively high heat absorption and surface temperatures on the door and coating which can lead to shrinking, bowing and cracking of the wood as well as premature deterioration of the finish.*

- ❑ Finish paint all six sides of each door section using a quality oil or latex-based exterior paint compatible with the type of primer used. For factory primed doors, you must use a latex-based finish. Carefully follow all manufacturer's application instructions, including recommendations on temperature and drying time.
- ❑ A minimum of one (1) coat of primer and two (2) coats of exterior grade finish paint applied to all surfaces of wood parts is recommended.

STAINING THE DOOR

NOTE: The following door models cannot be stained: Model 10 any model ending in "G" or "P". If your door is one of these models, refer to the painting instructions in Painting the Door.

SURFACE PREPARATION

Cleaning:

- ❑ Clean all door surfaces with a stiff bristle brush to remove surface dirt, dust and loose fibers.
- ❑ Surfaces must be free of any substance or material that will prevent paint adhesion.
- ❑ Any scarring or stains that occur during transportation, handling or storage must be re-sanded to the original condition with 180 grit sandpaper going with the grain only.
- ❑ When required, nail, staple or screw holes should be filled with an exterior grade wood filler, sanded and finished along with the rest of the door.

NOTE: Light sanding may be required to ensure the surface is properly prepped to accept all finishes.

STAINING

- ❑ Select a quality exterior oil-based penetrating stain (transparent, semi-transparent or solid) that is mildew resistant, UV resistant and water repellent. Do NOT use non-breathable, film-forming finishes such as varnishes or urethanes which do not penetrate the wood.

Clopay recommends PPG ProLuxe® Cetol® Wood Finishes, specifically Cetol® 1 and Cetol® 23 Plus. One coat of Cetol® 1 and two coats Cetol® 23 Plus. Allow 24 hours minimum drying time between coats.

NOTICE Selection of an improper stain or finish may result in voiding the warranty of your door. Dark colors are not recommended especially when the door has a direct southern exposure. Dark colors cause excessively high heat absorption and surface temperatures on the door and coating which can lead to shrinking, bowing and cracking of the wood as well as premature deterioration of the finish.

- ❑ Apply stain to all six sides of each door section per stain manufacturer's instructions, including recommendations on temperature and drying time.
- ❑ Scuff sanding between coats is required using 220 grit sandpaper.

Caulking

After staining the door, fill any gaps or voids within wood surfaces with a clear silicone caulk.

- ❑ Caulk must be applied to the spaces between the rails or stiles and all four sides of the door panel at all panel perimeters (Fig. 1).
- ❑ Use masking tape to avoid an uneven caulk line that could affect the appearance of the door. Prior to caulking, apply masking tape to both the panel and the stile or rail along the entire joint leaving a gap of 1/8". Then fill the gap along the joint with a bead of caulk, smoothing with a finger. Remove the tape (Fig. 2).

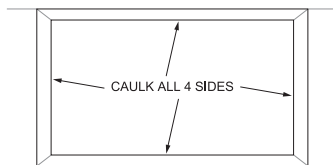


Fig. 1 1/8" GAP FOR CAULK

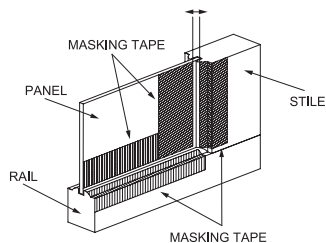


Fig. 2

MAINTAINING YOUR DOOR'S FINISH

A wood garage door requires annual inspection and regular maintenance to protect it from the environment and ensure longevity. The two major contributing factors to the breakdown of the door's finish are sun and moisture. Proper maintenance and finishing of the wood substrates protects your door from the effects of moisture and sunlight which is critical in maintaining your warranty and aesthetics of wood garage doors.

NOTICE The following instructions are required to maintain the warranty of the door.

- ❑ Annually examine your door for any signs of paint finish cracking or peeling, or for any cracks in the wood door section which reveals the extent of weathering and the possible need for refinishing. While inspecting the door, pay particular attention to the following areas:
 - Real wood door materials are natural organic building products that will respond to environmental conditions. Natural characteristics of real wood is to expand, contract, split and crack which are all perfectly normal and do not affect function of the door.
 - Top coat condition. Look for fading, peeling, chipping or any residual build up. In addition, if the door looks or feels "dry" it is probably a good indication as to the necessity of finish maintenance.
 - Shrinkage/expansion. This condition should be addressed by filling, caulking, sanding and applying another top coat of finish.

- Surface smoothness. Light sanding of the entire face of the door may be required prior to reapplication of any paint or stain.
- Integrity of the wood. Visually inspect the wood at all hardware attachment points. If any hardware appears to be loose, do not operate the door until inspected by a trained door systems technician. The bottom section is a location of most water infiltration due to moisture wicking up from the bottom, or pooling on a horizontal cross member.
- ☐ For painted doors, we recommend that it be repainted every 1-2 years to help protect or seal the door against the elements.
- ☐ For stained doors, reapply stain as needed per the stain manufacturer's recommendations. In general, the clearer the stain, the more it will need to be reapplied.

CLEANING YOUR DOOR

NOTICE *Never use a pressure washer on your garage door!*

General Cleaning:

- ☐ Thoroughly prerinse with warm water to loosen and wash away surface material, grit and grime.
- ☐ Use a soft microfiber cloth or moist non-abrasive sponge with a mild diluted soap (such as Murphy® Oil Soap) to gently wash the door.
- ☐ Rinse thoroughly with lukewarm clean water.

NOTE:

- Do not use abrasive cleaners.
- Do not use high alkaline cleaners (high pH or ammoniated).
- Do not use acid-based cleaners such as vinegar or citrus.
- Do not apply cleaners under direct sunlight or at elevated temperatures.

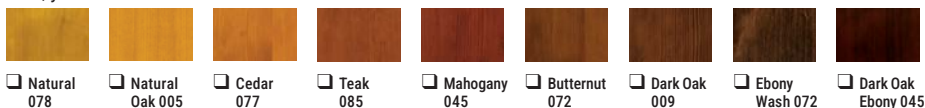
CAUTION *Do not use any window cleaning fluids, scouring compounds, gritty cloths or solvent-based cleaners of any kind on the wood surface.*

WOOD DOOR FINISHES

CLOPAY STAIN

Your wood door may have been factory finished by Clopay using PPG ProLux® Cetol® Wood Finish.

If so, your stain color is:



Your wood door may have been factory finished by Clopay using Sherwin-Williams® Paint, custom stained or painted by a professional other than Clopay.

If so, your paint color is:



☐ White
(paint)

☐ Sherwin-Williams® Paint – Please list paint name above.

☐ Custom Color (paint or stain) – Please list custom paint or stain above.

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-4150079_EN.pdf



LIMITED WARRANTY

WOOD 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	FACTORY PAINT	FACTORY STAIN	SECTIONS/ DELAMINATION	HARDWARE/SPRINGS
10, 20, 33, 44 RC, RH, RR, CC, CH, CR	1 Year	2 Years	1 Year	1 Year
CR800, CRD, MRD			5 Years	5 Years

ADDITIONAL INFORMATION REGARDING YOUR WARRANTY

Clopay warrants the sections of the Models listed above against the finish cracking, checking or peeling (i.e. losing adhesion) that occurs despite required cleaning and maintenance of your door.

Insulated windows are warranted for five (5) 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.

If 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.

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.

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
Visual inspection of door components.										
Visual inspection of door finish.										
Examined finish for cracking or peeling.										
Examined door for cracks in wood.										
If door is painted, repaint door every 1–2 years.										
If door is stained, reapply as needed. Check annually.										
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>

