



America's Favorite Garage Doors®

# CANYON RIDGE® COLLECTION

## CARE AND MAINTENANCE

***This manual covers the following:***

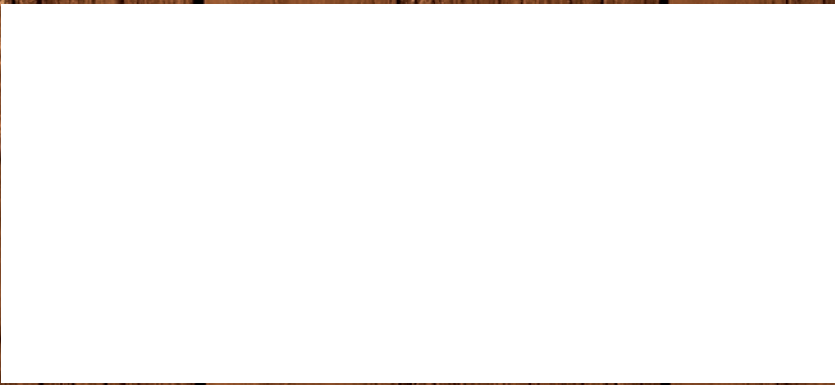
- ANNUAL MAINTENANCE
- CLEANING AND PRESERVING THE DOOR
- WINDOW CARE
- FINISHING
- REPAIR AND RE-FINISH
- WARRANTY INFORMATION

MODEL \_\_\_\_\_

SIZE \_\_\_\_\_

S/N \_\_\_\_\_

PID # \_\_\_\_\_



For any questions please contact Clopay Consumer Services at 800-225-6729  
or visit our chat line at [www.clopaydoor.com](http://www.clopaydoor.com)



To review our installation  
instructions visit:  
[clopaydoor.com/owners-manuals](http://clopaydoor.com/owners-manuals)



For how-to videos and additional  
service and support information visit:  
[clopaydoor.com/residential/support](http://clopaydoor.com/residential/support)

## ANNUAL MAINTENANCE

Your door will need regular inspection, lubrication and cleaning. The following information 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 supports are under high tension and can cause death or serious injuries if not properly handled. If the door is inoperable or difficult to move, **DO NOT** attempt these maintenance steps and contact your professional installing Clopay Dealer! <https://www.clopaydoor.com/where-to-buy>

### VISUAL INSPECTION AND LUBRICATING THE DOOR

Visually inspect the door at least twice per year for worn or broken parts using the checklist below. If something seems out of balance or adjustment, or you note any of the following, contact your Clopay Dealer for repair or replacement of any parts.

1. Visually inspect door for loose or bent hinges.

**▲ WARNING! DO NOT** loosen or remove bottom bracket with the spring tension engaged.  
*Failure to follow these instructions could allow the door to fall causing death or serious injury.  
Contact your Clopay Dealer for repair or replacement.*

2. Visually inspect rollers for broken wheels, bent shafts or worn out bearings.
3. Visually inspect door and track supports for loose or missing bolts, screws, etc.
4. Visually inspect track for creases or bends.
5. Visually inspect door panels for signs of cracking or fatigue.
6. Spring system:

- Visually inspect springs and components for damage. If the spring looks worn or broken it will need replaced.

**▲ WARNING! DO NOT** operate the door with a broken spring. Doing so can cause death or serious injury.  
*Contact your Clopay Dealer for replacement.*

- Visually inspect cables for wear at bottom bracket button and make sure they run properly in the drums.

7. Be sure all handles are properly attached and functioning properly before lifting the door manually.

**▲ WARNING! DO NOT** manually operate the door if handles are not installed.  
*Doing so can cause finger pinch injury or amputation.*

8. For 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.
- Retest monthly following manufacturer's instructions.

9. After you have visually inspected the door and all of its components it is time to check the door operation:

- With the door in the down position, detach the opener (if applicable) and lift the door manually to ensure the door is in good operating order.
- The door should lift and lower easily, but not be too difficult to move or move more quickly than the force applied.
- Be sure to reattach the opener once you ensure the door is operating properly.

**▲ WARNING!** *If the door is too difficult to move, opens too quickly, or the rollers come out of the track, immediately discontinue use of the door. Failure to do so can cause death or serious injury. Contact your Clopay Dealer for assistance.*

10. Regularly lubricate all moving parts of door with Clopay Garage Door Pro Lube or a synthetic lubricant. This should be done at least every 6 months to the following parts:

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

## CLEANING AND PRESERVING THE DOOR

The Canyon Ridge® Collection contains both Limited Edition Series doors that consist of composite cladding and overlays and Ultra-Grain® Series doors which consist of composite overlays and Ultra-Grain® steel.

Both the Ultra-Grain® steel portion of the door and the inside steel surface of the door should be periodically cleaned and waxed at least twice a year or four times a year for harsh environments (such as coastal regions, high road salts, etc.). **Failure to do so may result in loss of warranty coverage. For further questions about the requirements, contact Clopay Customer Service.**

### CLEANING THE DOOR

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

- One cup of Simple Green® or other non-toxic biodegradable cleaner (less than 0.5% phosphate) into two gallons of warm water

- OR -

- Household liquid dishwashing detergent such as Dawn®. **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.*

### WAXING THE DOOR

After cleaning, use liquid car wax (not paste) to preserve the Ultra-Grain® finish and the interior steel surface between cleanings. This is especially important in coastal and harsh environments.

# WINDOW CARE INSTRUCTIONS

## 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:

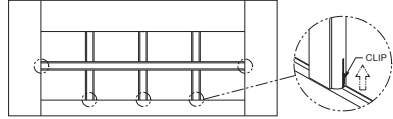


Fig. 1

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

Reverse the process to re-install grilles.

## WINDOW CLEANING

- Clean glass with a mild solution of a dishwashing detergent and a soft cloth.
  - For acrylic impact or decorative 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** use any ammoniated, abrasive or solvent-based cleaners of any kind. **DO NOT** brush, scrub or scrape these windows.
- After cleaning, rinse thoroughly.

**▲ CAUTION!** Use care when handling decorative windows to avoid scraping or scratching the surface.

## GLASS REPLACEMENT

**▲ WARNING!** To avoid injury, use extreme caution in handling glass window pane. When frame is removed, exposed steel edge of door may be sharp. 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 the outside frame, remove screws from the inside frame retainer.
2. Pull inside frame out of door. Carefully remove broken or old glass.
3. Insert new glass.
4. With someone holding outside frame, reinsert screws into inside frame, securing glass.

## MAINTAINING YOUR COMPOSITE OVERLAY FAUX WOOD DOOR

Proper care and maintenance are imperative for long-term appearance and performance of Canyon Ridge® Collection doors. Periodic inspection and maintenance of the composite cladding and overlays as well as regular inspection, lubrication and cleaning are required. The following information will help keep your door and its parts in good working order and help protect it from the elements.

## FINISHING INFORMATION

Canyon Ridge® Collection doors come pre-finished from the factory unless “No-Finish” has been specified.

### NO-FINISH LIMITED EDITION DOORS

If you have ordered your door without factory pre-finish, it is necessary to finish the door prior to installation.

- **Recommended finish:** Minwax® gel stain or high quality exterior grade latex paint.
- **Surface preparation:** Before finishing your door, the overlay and cladding surfaces must be prepared and cleaned.
  - Clean with a mild store-bought paint surface preparation cleaner.
  - 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.
  - Allow to dry.
- **Pre-test paint:** All paints are not created equal, the following test needs to be performed:
  - Apply paint on small area of door (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 there may be a problem with the paint or surface preparation. **DO NOT PROCEED!** A new paint or further preparation of surface is needed.

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

- ▲ **CAUTION!** Do not use any type of oil-based paint or alkyd modified paint. These paints will void the warranty of your door.

- Finishing: Follow directions on the paint or stain container and apply to the door. Be sure to allow adequate drying time between coats and prior to installation.

### FACTORY PRE-FINISH LIMITED EDITION AND ULTRA-GRAIN® DOORS

Unless you purchased the door with “No-Finish”, your door has been factory pre-finished. Limited Edition Series doors consist of composite cladding and overlays that must have periodic maintenance performed to the finish. Ultra-Grain® Series doors consist of composite overlays that must have periodic maintenance performed to the finish and Ultra-Grain® steel that does not require this finish maintenance other than periodic cleaning (see **CLEANING AND PRESERVING THE DOOR**).

- Annual inspection: Inspect the finish for discoloration and coating delamination every 12 months and more frequently if exposed to direct sunlight or harsh environmental conditions.
- Maintenance coat: The composite portions must be recoated at least every two years for maximum longevity with an exterior grade, UV resistant, clear protective top coat. In locations of severe weather exposure, more frequent maintenance may be required.
  - Recommended finish: Minwax® Helmsman® Spar Urethane or Minwax® Clear Shield™. (Use painter's tape to mask off the Ultra-Grain® steel from the overlays.)

## REPAIR AND RE-FINISH

Should your door's composite wood overlay or cladding become damaged or discolored, they can be repaired using the following instructions.



**NOTE: DO NOT** apply recoat or re-finish when door surface temperature is different from manufacturer's suggested temperature range.

- First, fill any gaps or voids in the composite surface with a paintable wood putty or urethane caulk and let dry completely.



For how-to video visit:  
<https://vimeo.com/216025923>



**NOTE:** For Ultra-Grain® Series doors, mask off the steel surface using painters tape.

- To bring out light and dark highlights of the composite texture, two coats are needed (a lighter base coat and a darker top coat). This can be accomplished one of two ways, a combination of paint and gel stain, or two coats of paint.



For how-to video visit:  
<https://vimeo.com/216025923>

**NOTE:** Be sure to follow the Pre-test paint instructions to ensure proper adhesion, then follow the directions on the container to apply to the door.

1. Exterior Grade 100% Acrylic Latex Paint bottom coat with darker Gel Stain top coat.
  - Brush lighter base coat of paint completely into composite texture for full coverage. Allow to dry overnight.
  - Brush darker top coat gel stain onto the door thoroughly; **BEFORE THE GEL STAIN DRIES**, use a cloth rag to wipe off a little or a lot of the stain (depending on your preference) to reveal areas of base coat. Use paint brush to even out coat. Allow to dry overnight.
2. Exterior Grade 100% Acrylic Latex Paint base coat and top coat.
  - Brush lighter base coat paint completely into the composite texture for full coverage. Allow to dry overnight.
  - Brush darker top coat paint onto the door; **BEFORE THE TOP COAT DRIES**, use a cloth rag to wipe off a little or a lot of top coat (depending on your preference) to reveal areas of base coat.
  - Once finish coats are dried, apply layer of exterior grade, UV resistant, clear protective top coat (such as Minwax® Clear Shield™ or Minwax® Helmsman® Spar Urethane). Allow to dry. (Required for gel stain top coat, optional for paint top coat). Use brush to even coat out. Allow to dry overnight.

**NOTE:** Remove painters tape **AFTER** clear coat.

## 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.

**▲ CAUTION!** 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 loss of warranty coverage.

For more information on how to attach an automatic openers visit:  
[http://clopaydfs.com/pdf\\_files/SUP-0137393\\_EN.pdf](http://clopaydfs.com/pdf_files/SUP-0137393_EN.pdf)



# COMPOSITE OVERLAY FAUX WOOD DOOR

## Steel Door Limited Warranty Information

We will repair or replace (at our option) any garage door section or hardware that is defective in material or workmanship pursuant to the terms of this limited warranty. This warranty extends to and benefits only the original purchaser of the garage door. This warranty does not apply to commercial, industrial or any other non-residential installation.

We will provide, at no cost to you, sections/section components, hardware or springs/spring components to repair or replace defective sections, hardware, springs/spring components. All labor costs associated with the removal and reinstallation of any repaired section/section components, hardware or spring/spring components, and the installation and finishing of replacement sections/section components, hardware or spring/spring components will be your responsibility. We reserve the right to inspect and/or verify any claimed defect. Clopay reserves the right to replace product in extreme exposure conditions with a similar or like product, as determined by Clopay.

The applicable limited warranty periods are as follows:

Model #	Paint System	Hardware	Springs	Sections/Delamination	Windows
CAN2, CRM2	5 Years – 5 Layer Lifetime – 4 Layer	5 Years	5 Years – Torsion 3 Years – Extension	5 Years	10 Years

Terms and limitations of the limited warranty are further detailed below:

### Finishing System Limited Warranty

Clopay warrants the sections of the Models listed above against factory applied paint finish cracking, checking or peeling (losing adhesion) as follows: (a) in residential single family installations for the years designated above from the date of installation to the original purchaser; (b) in all other residential installations (including installations on facilities owned in common by condominium associations or similar organizations), for five (5) years from date of installation to the original purchaser, pursuant to the terms of this limited warranty. Finishing System warranty does not apply to non-Clopay finished doors. The door's finish must be inspected and maintained pursuant to the Finishing Instructions as specified by Clopay Building Products Company.

### Hardware/Spring & Spring Component/Sections/Section Components Limited Warranty

We will repair or replace (at our option) any garage door hardware, sections/section components, spring and/or spring component that is defective in material or workmanship for the term defined in the chart above, pursuant to the terms of this limited warranty. In addition, we will repair or replace (at our option) any garage door section/section component that is defective in material or workmanship, including, but not limited to, delamination of the composite cladding and overlays from the steel skin and/or delamination of the overlay from the steel. The overlay is warranted against excessive discoloration under the terms of this warranty. No warranty is available for decorative hardware.

### Insulated Windows – 10 Year Limited Warranty

Insulated glass is warranted for a period of ten (10) years for material obstruction of vision resulting from film formation or dust or moisture collection between the interior surfaces of the insulating glass window. No warranty is available for clear glass.

WE WILL NOT PAY FOR ANY DAMAGES, INCLUDING INCIDENTAL OR CONSEQUENTIAL DAMAGES, CAUSED BY OR RESULTING FROM DEFECTIVE GARAGE DOOR SECTIONS OR HARDWARE. Some states do not allow the exclusion of incidental or consequential damages, so the above limitation may not apply to you.

Our warranty shall not extend to or cover deterioration due to damage to the garage door caused by fire, an act of God, other accident or casualty, vandalism, radiation, harmful fumes or foreign substances in the atmosphere, or occurring as a result of any physical damage or the failure of paint or stain that is not applied per the manufacturer's specifications after the garage door left our factory, or failure to follow all installation and maintenance instructions. Nor shall our warranty extend to or cover any damages due to normal wear and tear, or claims with respect to any products that in any way or degree have been altered, processed, misused or improperly handled or installed.

If your garage door does not conform to this warranty, notify us in writing at the following address promptly after discovery of the defect. Clopay Building Products, Attn: Consumer Services Dept., 1400 West Market Street, Troy, Ohio 45373. Additional copies of our installation and maintenance instructions may be obtained by calling 800-225-6729.

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.



**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.										
Visual inspection of door finish.										
Recoat with protective top coat. 1-2 years.										
Lubricated all moving parts of door.										



To register your door visit:  
[clopaydoor.com/warranty-registration](https://www.clopaydoor.com/warranty-registration)

## Let us know what you think!



Review your garage door here:  
<https://www.clopaydoor.com/leave-a-review>

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