



America's Favorite Garage Doors®

# GRAND HARBOR®

COLLECTION

## CARE AND MAINTENANCE

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

- ANNUAL MAINTENANCE
- CLEANING & PRESERVING DOOR
- WINDOW CARE
- PAINTING & PAINT REPAIR

**Model:**

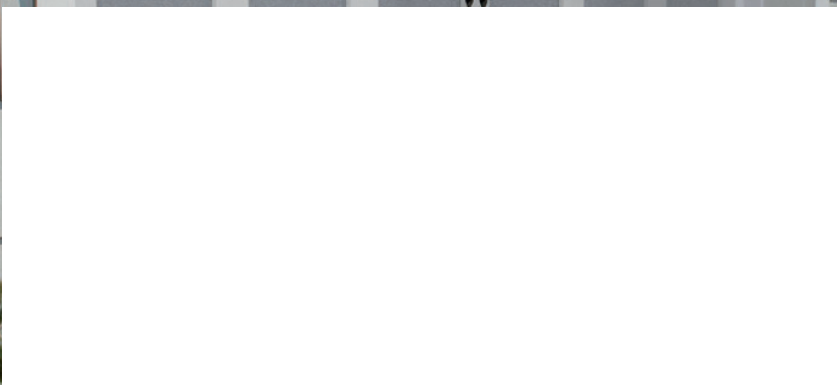
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**Size:**

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**S/N:**

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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 opener 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.

*Continued on next page*

- 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

Both the exterior steel 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 and areas with high road salt, etc.). **Failure to do so may result in loss of warranty coverage. For further questions about the requirements, contact Clopay Consumer Services.**

### CLEANING AND WAXING

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



For how-to video visit:  
<https://vimeo.com/106434183>

### CLEANING THE DOOR

Working from top to bottom of the door, use a well soaked cloth, sponge or 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 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.*

# WINDOW CARE

## SNAP-IN DECORATIVE INSERTS

- Decorative inserts are designed to snap in and out of the window frame and may be installed on the inside or outside of the window.

**NOTE: DO NOT** remove screws from the window frame.

## REMOVING WINDOW GRILLES FOR CLEANING AND PAINTING PURPOSES

- The grilles have tabs on each end of each leg.  
To remove pull the center of the insert firmly out of the window.
- Replacing the grilles is the reversal of the process described for removal.  
The four tabs must be pressed under the lip in the window frame.



For how-to video visit:  
[www.youtube.com/  
watch?v=7KzyaF16SfE](https://www.youtube.com/watch?v=7KzyaF16SfE)

## 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 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.

**▲ CAUTION!** 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.

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

We strongly recommend all doors are painted with solar reflective paint when available, especially when using darker colors and when the door is in direct sunlight or a high heat / high UV environment. These paints help reflect more sunlight keeping the surface of the door cooler.

For more information and a list of pre-approved paints, call the consumer hotline at 800-225-6729 or visit [info.garagedoors.com/lrv](http://info.garagedoors.com/lrv)



For a list of pre-approved paints visit:  
[info.garagedoors.com/lrv](http://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 know as TSP using 1/3 cup of powder to 1-1/2 to 2 gallons of water. **NEVER BLEND CLEANERS OR AMMONIA WITH BLEACH.**

**NOTE: DO NOT** use this 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 (xylo). Xylene is a flammable substance be sure to follow instructions when using. **DO NOT** allow it to sit on door for extended time. Damage to your door's paint system can occur if overexposed to this or other solvents.

## PRETESTING 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 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 (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. **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 opener, visit:

[http://clopaypdfs.com/pdf\\_files/SUP-0131171\\_EN.pdf](http://clopaypdfs.com/pdf_files/SUP-0131171_EN.pdf)



# 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 Building Products ("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, and does not apply to decorative hardware or to any commercial, industrial or other non-residential application/installation.

The warranty period begins from the date of delivery or installation, up to a maximum of one (1) year from the date of purchase. 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) with a similar or like product, 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	HARDWARE/SPRINGS
GH, GHV	Single Family* – Lifetime Other** – 10 Years Color Blast® – 5 Years	5 Years	3 Years

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

\* 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. 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, may result in surface rust, a coating that forms on the surface when exposed to moisture, which – if left untreated – may result in loss of warranty coverage. Surface rust is not covered under this warranty. For more information about our rust prevention system and how to care for your door visit: [info.garagedoors.com/maintenance](http://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. 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 <a href="http://www.dasma.com">www.dasma.com</a>

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 [BPcwarranty@clopay.com](mailto:BPcwarranty@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 Replacement Parts 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.



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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.										



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

**Let us know what you think!**



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

**[www.clopaydoor.com](http://www.clopaydoor.com) ■ 1-800-2CLOPAY (225-6729)**

