



America's Favorite Garage Doors®

# CANYON RIDGE® COLLECTION

## CARE AND MAINTENANCE

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

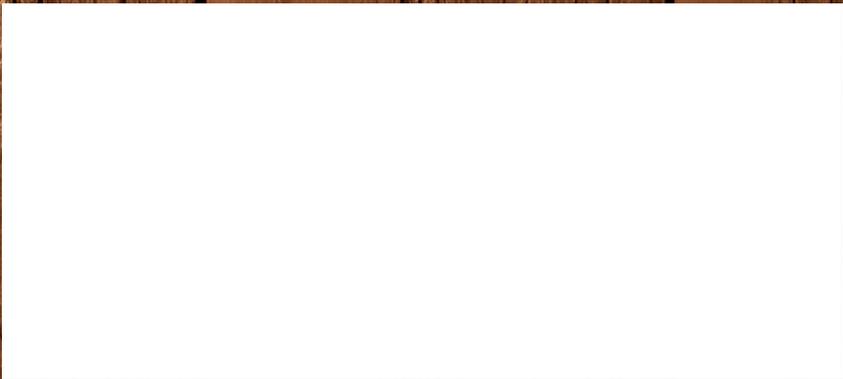
- ANNUAL MAINTENANCE
- CLEANING AND PRESERVING THE DOOR
- WINDOW CARE
- FINISHING
- REPAIR AND RE-FINISH
- WARRANTY INFORMATION

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)

## 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.
- **DO NOT** operate door with a broken spring.
- **DO NOT** manually operate door if handles are not installed or functioning properly.
- **DO NOT** operate door if it is too difficult to move, opens too quickly, or the rollers come out of the track.
- **DO NOT** operate the door if glass or interior window retainer appears to be loose, cracked or warped.
- **DO NOT** remove screws on inside retainer.
- 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 above.



To download a visual of  
the safety containment  
cable visit:

[http://clopaydfs.com/pdf\\_files/SUP-0137180\\_EN.pdf](http://clopaydfs.com/pdf_files/SUP-0137180_EN.pdf)

- ❑ 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 weather seal 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.

## DOOR OPERATION CHECKLIST

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

### ❑ 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

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.**



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

## 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.

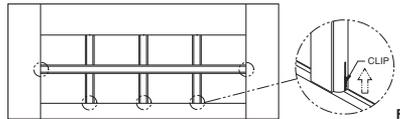
## WAXING THE DOOR

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:



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 two materials, composite overlays and Ultra-Grain® steel. Composite overlays must have periodic top coat maintenance performed to the finish. Ultra-Grain® Steel doors require only 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 painter's 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/216026336>

**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 painter's 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://clopaypdfs.com/pdf\\_files/INST-4150077\\_EN.pdf](http://clopaypdfs.com/pdf_files/INST-4150077_EN.pdf)



# LIMITED WARRANTY

## COMPOSITE OVERLAY FAUX 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 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	WINDOWS	HARDWARE/ SPRINGS
CAN201, CAN211, CAN212, CAN213, CAN221, CAN222, CAN223, CAN231, CAN232, CAN233, CAN234, CAN235, CAN236, CAN237, CAN238, CRM2	5 Layer – 5 Years  4 Layer: Overlay – 5 Years Steel Paint – Lifetime  Color Blast® – 5 Years	5 Years	10 Years (insulated glass)	Hardware: 5 Years  Springs: Torsion – 5 Years Extension – 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 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. 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 <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.										
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>**

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

