

Garage Door GENERAL INFORMATION



DIY RETAIL PRICING



Contents:

Policies and Procedures	GI 2
Garage Door Glossary	GI 3–GI 5
Garage Door Diagram	GI 6
How to Measure Your Door	GI 7



CANCELLATIONS, RETURNED GOODS AND CHANGE ORDERS

SPECIAL ORDER DIY DOORS ARE NOT RETURNABLE. Because special order doors are built to order, these doors cannot be returned. Clopay cannot be responsible for improper measurement or installation of its products (for do-it-yourself installations). Consult our How to Measure instructions or our Consumer Services Department at 1-800-2Clopay (225-6729) for how to measure and for installation assistance. **See page GI 7 for “How to Measure Your Door.”** Confirm consumer has properly measured opening, sideroom, headroom and backroom before ordering special order door(s).

CHANGES OR CANCELLATIONS WILL NOT BE ACCEPTED AFTER 3 BUSINESS DAYS.

SPECIAL ORDER DIY: In the case of a Special Order, whether it is to be delivered to the customer or to the store, it cannot be changed or cancelled after 3 business days from the date the Purchase Order was placed.

F&I ORDERS: In the case of an F&I transaction, orders cannot be changed or cancelled after 3 business days from the completed site check.

If an order needs to be cancelled within the applicable 3 day period, immediately call, email and FAX the location where the door(s) was ordered and notify them of the change/cancellation. **If beyond the 3 day grace period, the store must take delivery of the product.** If the store must generate a new P.O. to bring the cancelled door into the store, the new P.O. **MUST** reference the original P.O. in the special instructions. If the store fails to do this, the store will receive another door. If the cancelled door was to be professionally installed, The Home Depot will be charged a site check fee.

HOLDS AND CONFIRMATIONS

Incomplete purchase orders or orders in question will be placed on hold by Clopay. Stores will be contacted immediately and the order will not be processed until the information is obtained.

DAMAGED AND DEFECTIVE MERCHANDISE

Stock Doors:

Clopay will issue credit for merchandise found to be defective due to quality issues or manufacturing defects. No credit will be issued for merchandise damaged due to improper handling or storage. Product delivered by a Home Depot BDC is not returnable unless a manufacturing defect is discovered. An authorized Clopay representative must approve all requests and issue a credit. It is Home Depot's responsibility to destroy and dispose of the door(s).

Special Order Doors:

All “Special Order Doors” are delivered to the consumer's home and/or delivered to The Home Depot store. Orders shipped to the store will not be considered for credit unless manufacturing defects are discovered. Unless the entire door is damaged, only the damaged parts and/or sections(s) are to be destroyed and replaced.

Concealed Damage:

All Stock and Special Order garage doors must be inspected by the consumer within 14 days of purchase (STOCK) or receipt of product (SPECIAL ORDER). Any damages must be reported to Clopay within the 14 day period. Damages reported after 14 days will not be considered for replacement. Stock product shipped from the BDC is not returnable unless a manufacturer's defect is discovered.

MISSING/BROKEN PARTS

Clopay makes every effort to ensure doors are shipped with all necessary parts for installation. If a customer has received a door with missing parts, there are 2 options.

- 1) Call Clopay at 1-877-526-2050 and the missing part will be mailed out.
- 2) Mark down the missing part (from the GDO bay) and provide it to the customer. Contact Clopay for credit for the part that was marked down.

DO NOT OPEN A CLOPAY DOOR TO PROVIDE A MISSING PART TO A CUSTOMER. CLOPAY WILL NOT RETURN OR PROVIDE CREDIT ON OPENED BOXES!

DAMAGED IN TRANSIT

Clopay Truck:

Receiving Manager – Do not accept merchandise with any visual damage to the packaging. Refuse the damaged items, note the bill of lading and notify the Millwork Department.

Millwork Associate – Damaged doors will not be automatically reordered. Please follow standard procedures for ordering new product.

Common Carrier:

Receiving Manager – Do not accept merchandise with any visual damage to the packaging. Refuse the damaged items, note the bill of lading and notify the Millwork Department.

Millwork Associate – Damaged doors will not be automatically reordered. Please follow standard procedures for ordering new product.

BDC:

Product delivered by the Home Depot BDC network cannot be returned unless a manufacturer's defect is identified. Please call Clopay at 1-877-526-2050 with a description of the manufacturer's defect and the door information label located on the end of the box. Clopay may request pictures of damage to determine whether there was a manufacturer's defect or transit damage.



The elements of all sectional garage doors are essentially the same. Framework, panels or skin, track, springs, hardware and accessories are easily identified once you know where and what to look for. This glossary of door industry terms defines the most common elements of a garage door.

Refer to "Garage Door Diagram" on page GI 6 for visual descriptions.

Astragal

A fancy name for the bottom weather-strip. Wood doors usually require a molded vinyl astragal nailed to the bottom of the bottom rail. All steel doors come with a vinyl astragal which slides down a rust-free aluminum channel mounted to the bottom of the door. When the door is closed, the astragal helps create a seal against the garage floor.

Backroom

The backroom is the distance from the garage door opening toward the back wall of the garage. The door height plus 18" is required for proper door installation. (See **"How to Measure Your Door" on page GI 7.**) **Additional backroom may be required for installation of an automatic garage door opener.**

Bow

Garage doors are said to be bowed when the door sections are not level or straight. Picture a closed door that appears to be "smiling," i.e. the corners (ends) are turned up. On wood doors, bowing is often caused by deteriorating rails, usually due to moisture. On steel doors, excessive bowing occurs when the door is not properly reinforced.

Brackets

Bottom brackets are affixed to the bottom corners of a garage door. They serve two functions: 1) each holds a roller and 2) provides the point of lift for the cable. All Clopay residential steel doors use Safe-T-Brackets®. Under normal conditions these bottom brackets cannot be removed while the door is under tension.

Top brackets are located near the top corner of each door. These brackets also serve two functions: 1) each holds a roller and 2) are adjustable to provide a tight fit against the jamb when the door is in the closed position.

Cables

These multistrand wire cables are used to attach the door (Bottom Brackets) to the springs. On extension springs, the cable rides over pulleys while on torsion springs, the cable is wound on drums.

Double Door

Commonly used to refer to larger width doors usually on multicar garages. Clopay specifically defines them as widths **over** ten feet.

Embossed

This means that the steel surface has been raised in relief from the surface. This can provide a raised panel look or a woodgrain texture.

Extension Springs

Commonly called stretch springs, their function is to counterbalance the weight of the garage door. Extension springs are mounted to the rear track hangers on each side of the garage. They are attached, at the other end of the spring, to a pulley. As the door travels, the springs stretch, or compress, to balance the door weight. Clopay offers standard extension springs and EZ-SET® extension springs. Patented EZ-SET® springs are easier, faster and safer to install. The spring tension is set and adjusted in seconds using a 3/8" drill and eliminates the need to manually lift the dead weight of unsprung doors.

Flag Bracket

Piece of steel hardware that attaches the vertical track to the horizontal track and supports the horizontal angle at the jamb.

Flush

This describes a door with no raised or recessed panels.

Galvanized

In reference to steel, galvanized means the amount of zinc contained in the steel alloy. The quantity of zinc directly impacts the rust-inhibiting capabilities of the steel. Clopay doors use a hot-dipped galvanized steel to provide the most rust-resistant steel door available.

Gauge

This term refers to the thickness of the steel used in garage doors. The smaller the gauge number, the thicker the steel. Prevalent steel gauges used in Clopay garage doors are 24, 25, and 27.

Glazed, Glazing

A glazed section would be one with windows or lites. Glazing/lites are available in non-insulated single strength, obscure, and acrylic as well as insulated double strength and obscure glass.

Headroom

The measurement from the top of the door opening upward to the lowest obstruction on the inside of the garage. Use this measurement for clearance all the way back to the end of the horizontal track. Clopay headroom requirements are listed below: (See **Radius**)

Extension Springs		Torsion Springs	
Track Radius	Headroom Needed	Track Radius	Headroom Needed
12"	10"	12"	12"
15"	12"	15"	14"

Additional headroom is required for attachment of an automatic opener. Typically 3" is required for installation of an automatic garage door opener but check with manufacturer's specific requirements.

Special hardware is available for low headroom that can reduce the headroom requirements to as low 4 1/2":

1) Double Track Low Headroom Conversion Kit

Hardware to modify the standard track assembly that will reduce the minimum headroom requirement on standard extension or EZ-SET® extension springs to 4 1/2" and on standard torsion and EZ-SET® torsion springs to 9 1/2".

2) Quick Turn Brackets (Extension Only)

Hinged arm bracket used to replace standard top roller brackets which will reduce the headroom requirement to 8" on 12" radius track doors. Not to be used in conjunction with other low headroom options.

Hinges

To make the independent sections act as a complete door, the sections must be hinged together. Hinges are found on the end stiles and center stiles at the meeting rails.

All hinges perform two basic functions: 1) With bolts or screws, they join the sections together and 2) they allow the sections to “break,” independent of each other, as the door travels.

Hinges on the end stiles perform two additional tasks: 1) They are designed to hold a roller, upon which the door travels and 2) they are offset to provide a flush fit to the door itself when in the closed position. (See **illustration on page GI 6.**)

Insulation

In an effort to reduce energy costs, improve comfort and provide quieter operation, many customers will look to insulated garage doors. Clopay residential doors use polystyrene insulation which is environmentally friendly (contains no CFC's) and does not lose R-value over time.

Jamb

Simply stated, this is the upright framing on each side of the door opening. The vertical track is mounted to the inside surface of the jamb, and the stop molding is nailed to the side surface within the opening. 2" x 6" jambs are recommended.

Lift Handle

This is the grip handle provided on the inside and the outside of the door to help manually open and close the door.

Lites

See **Glazed.**

Locks, Lock Bars, Snap Latch

There are several types of locking mechanisms used on garage doors, but all serve the obvious function of securing the door in the closed position. Whether the form is a lock handle, T-handle, slide-bolt, or 5-pin cylinder, the function is the same. The main difference is how the door is secured to the track.

With **Lock Bars**, the handle turns a cam-type plate, which is attached to long metal bars, each bar running to one side of the door. When locked, the bars extend through slots in the vertical track and the door is firmly secured.

With a **Snap Latch**, the cam plate pulls a cable, which is attached to a spring-loaded latch. When locked, the latch fits securely in a notched piece attached to the vertical track. If attaching an automatic opener, the spring latches and striker plates should not be installed.

The **Slide Bolt** lock attaches to the inside of the door and engages into the track. This lock does not have an outside keyed mechanism or outside handle. It is used primarily when an opener is installed and not being used.

Low Headroom

See **Headroom.**

Operator Reinforcement Brackets

A steel bracket that must be used when installing an automatic garage door opener. Provides proper reinforcement to the top sections and prevents damage to the garage door.

Panel or Skin

The framework members on wood doors encompass a true panel.

Many steel doors have a “panel look” stamped or embossed into the skin. This gives the visual impression of a raised panel.

Prepainted

Clopay steel doors are manufactured using factory prepainted steel. The galvanized steel is painted with a baked-on epoxy primer, then given a tough baked-on polyester top coat to help prevent rust and ensure long-term durability. Clopay residential doors do not require a finish coat, but may be painted with a high quality exterior latex paint to match the house trim. (See **instruction manuals for details.**)

Prime Painted

Clopay wood doors have the option of being painted with a primer coat at the factory. This coat is sprayed on all sides of the sections and oven baked dry. **Prime painting must never be considered as the finished coat.**

Radius

This is the curved portion of the horizontal track, which allows the door to go from vertical to horizontal (and vice versa) in its movement. The curve is measured in inches, thus determining headroom requirements. Clopay uses a 12" or 15" radius. (See **Headroom.**)

Rails

The horizontal members of the door's framework are called rails. There is a top rail, a bottom rail and several meeting rails. This term is typically used with wood doors.

Raised Panel

A raised panel differs from a smooth panel because it provides a third dimension to the door's appearance. The panel is raised in relief from the surrounding panel surface and is available in standard and long designs.

Rear Track Hangers

Often constructed of punched angle iron, these hangers attach the end of the horizontal track to the garage ceiling.

Rollers

Think of these as little wheels on long axles. The axles fit into the hinges or brackets and the wheels roll in the track during the door's travel. Clopay uses high quality nylon rollers.

R-Value

Thermal transmission measurement of heat transfer. The higher the R-value, the better the resistance to heat transfer. Inverse of U-value.

Safety Spring Containment Cable

An extra cable used with extension springs to prevent pieces of the spring from causing damage or injury in the event the spring breaks. The cable is threaded through the center of the spring and is secured on both ends of the horizontal tracks. All Clopay doors equipped with extension springs include the safety spring containment cable.

Section and Sectional Door

"Sectional door" defines a door having independent sections of framework, panels or skin. Each section is stacked, one on top of another, to create a sectional garage door. Steel residential door sections are either 18", 21" or 24" in height to make up various door heights.

Shiplap

This defines a step pattern configuration of the meeting rails or sections. When closed, the shiplap helps prevent rain, wind and light from infiltrating the door between the sections.

Sideroom

A measurement from each side of the door opening, outward to the nearest obstruction within the garage. 3 $\frac{3}{4}$ " is required on each side for installation of vertical track for standard extension, standard torsion or EZ-SET® torsion springs; 5 $\frac{1}{2}$ " for EZ-SET® extension springs.

Single Car Door

Commonly refers to door width frequently seen on one-car garages. Clopay specifically defines them as widths up to and including 10 feet. 8' and 9' wide doors are common single car widths.

Snap Latch

See **Locks**.

Stiles or Mullions

The door's vertical framework pieces are referred to as stiles. There are end stiles, oftentimes a center stile, and several intermediate stiles. It is important to note that almost all sectional doors are framed in this manner, whether the framework is wood, aluminum or steel. The amount and dimension of the framework determine the basic structural integrity of the section.

Stop Molding

Sometimes called door stop or perimeter weatherseal, it is usually vinyl with a flexible strip, and it serves to seal the perimeter of the door against weather and light infiltration. Stop molding is nailed to the jamb, outside the door, and is one of the final steps in the installation process.

Struts, "U" Bars, Trusses

Also called trusses, these "U" shaped metal reinforcement members are attached to the inside of the door to add strength and rigidity. Struts are necessary on wide and heavy doors to prevent sagging, bowing and to support operator attachment and on doors to meet high wind load standards.

Tog-L-Loc®

Method of mechanically securing two pieces of steel together without welding, riveting or bolting the section together. Eliminates rust where the steel is secured.

Tongue-and-Groove

A joint with an interior raised portion, fitting with an interior lowered portion to create a weather-tight seal between door sections. When the door is closed, the tongue-and-groove joint helps seal out wind, rain and light.

Torsion Springs

This spring system performs the same counterbalancing function as extension springs. Clopay offers both Standard torsion springs, which are manually wound, and the patented EZ-SET® torsion spring, which is wound using a $\frac{3}{8}$ " drill. Both types of springs are mounted above the door opening, wound, or charged, then set to a shaft, which runs through the spring. The spring actually turns the shaft to raise or lower the door via the cables winding on drums. Clopay recommends that Standard (manually wound) torsion springs be installed, repaired or removed only by experienced, professional door installers. All Clopay doors sold at The Home Depot include EZ-SET® torsion springs as standard on all double doors (greater than 10' wide).

TORSION SPRING WARNING

For safety reasons, Clopay does not approve of the installation of Standard torsion springs by anyone other than a trained and experienced professional installer or contractor, using specialized tools. Clopay disclaims any and all liability, including any obligation or liability under indemnification agreements with distributors or retailers, for death, personal injury, expense or property damage incurred by consumers or installers who attempt to install or who install torsion springs. Clopay strongly recommends the use of our patented EZ-SET® torsion springs.

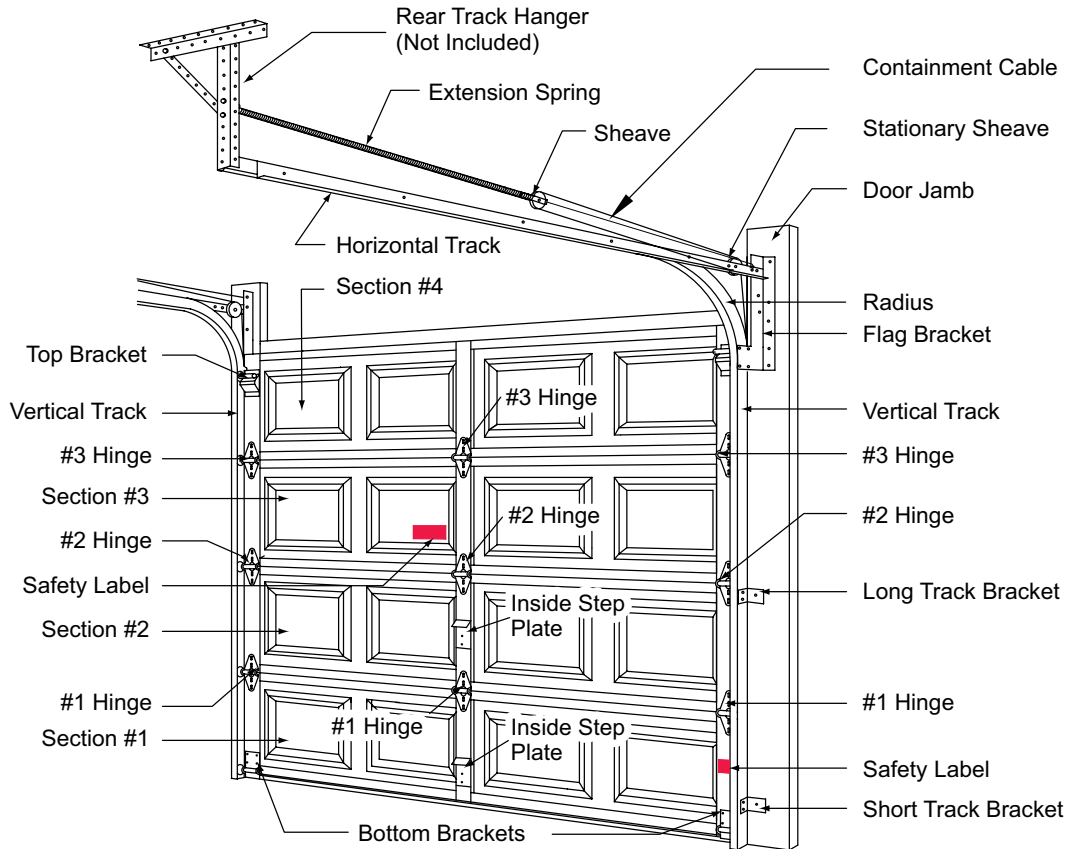
Track

Garage door track usually consists of 4 pieces (2 vertical and 2 horizontal). The purpose of track is to provide a roadway for the roller wheels. The vertical track is mounted to the jamb with brackets on each side of the door opening. The horizontal track is mounted to the top of the vertical track, the door jamb and the garage ceiling. The horizontal track contains a curved end called the Radius. (See **Radius**.) In the closed position, the door is resting in the vertical track. In the open position, the door is suspended from the horizontal track.

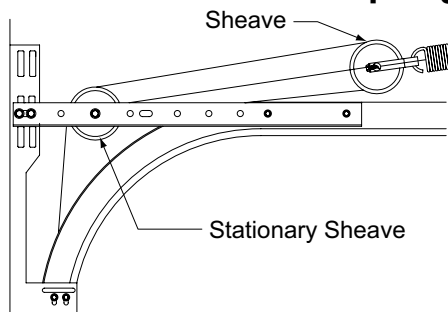
WINDCODE®

Clopay offers garage doors designed to meet specific wind speeds. These doors have added steel reinforcement struts, upgraded springing and heavy-duty commercial grade track and rollers to meet wind speeds and gusts ranging from 75 MPH to 170 MPH.

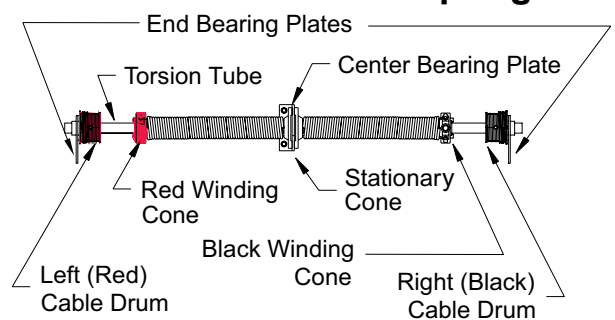
Extension Spring System Shown on Complete Door



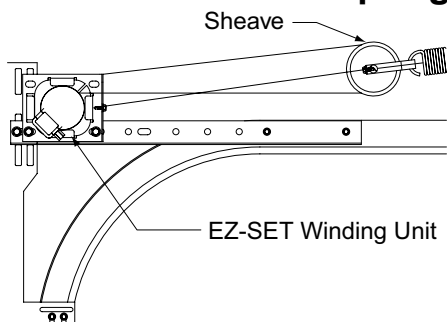
Standard extension spring



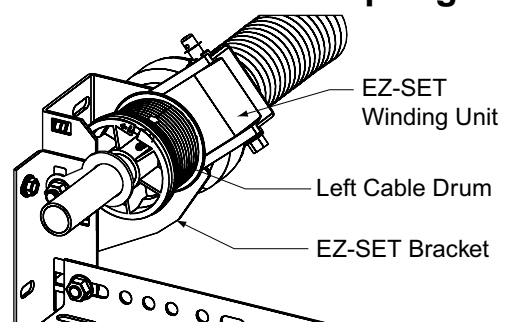
"Double" torsion spring



EZ-SET® extension spring



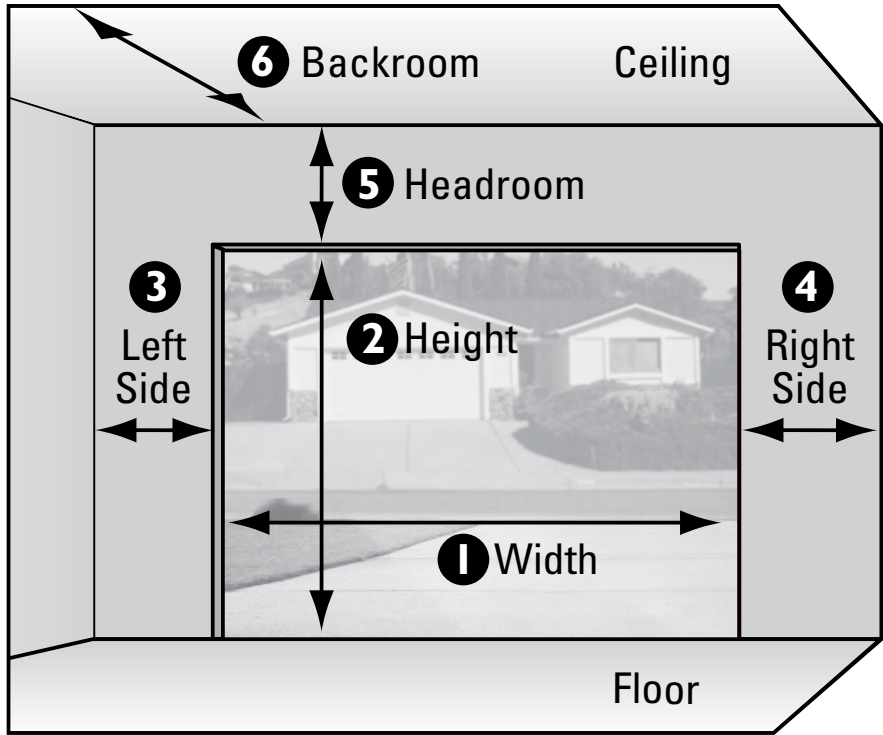
EZ-SET® torsion spring





How to Measure Your Door

Please take the following measurements to determine the size of your new Clopay garage door.



Step #1

Measure existing doors width and height in feet and inches. This determines the size of door(s) needed. The rough opening should be the same size as the door(s).

- 1. Width _____ ft. _____ in.
- 2. Height _____ ft. _____ in.

Step #2

Measure for sideroom: 3¼" is required on each side for installation of vertical track for standard extension, standard torsion or EZ-SET® torsion springs; 5½" for EZ-SET® extension springs.

- 3. Left Sideroom _____ in.
- 4. Right Sideroom _____ in.

Step #3

Measure area labeled "headroom," distance between the top of the door opening ("jamb header") and the ceiling or first obstruction (e.g., light fixture). 10" is required for standard or EZ-SET® extension springs; 12" is required for standard or EZ-SET® torsion springs. 14" is required for Reserve® Collection doors. If you have restricted headroom, special hardware is available. Add 3" for automatic garage door opener.

NOTE: If door height extends above the opening, the headroom measurement should be adjusted proportionately.

- 5. Headroom _____ in.

HEADROOM REQUIREMENTS:

Extension Springs		Torsion Springs	
Track Radius	Headroom Needed	Track Radius	Headroom Needed
12"	10"	12"	12"
15"	12"	15"	14"

Step #4

Measure area labeled "backroom." Distance is measured from the garage door opening toward the back wall of the garage. Door height plus 18" is required. Additional backroom may be required for installation of an automatic garage door opener.

- 6. Backroom _____ ft. _____ in.

EXAMPLE: 8' high door, backroom equals 9'6"