



Door Care, Maintenance and Troubleshooting

Problem	Possible Cause
Door is heavy to lift or binds when first starting to lift.	Insufficient winds on spring. Spring installed backwards or wound backwards. Extra weight added to door. Stops installed too tightly. Springs compressed too tightly together.
Door lifts up by itself.	Too many winds on springs. Some hardware items left off door.
Door lifts off floor 1 or 2 inches and stays there.	Springs compressed too tightly together. Cable not located correctly on drum.
One cable loose when door is fully open or door lifts off level.	Door and track are not installed level. Horizontal tracks installed incorrectly. Cable length is wrong.
Spring plugs come out of springs.	Springs are being wound backwards.
Springs make clicking noise as door is raised.	Springs compressed too tightly together. Rust on or between spring coils.
Door raises normally to halfway, then speeds up rapidly as it opens fully.	Too many turns on springs which are too light for the weight of the door.
Door raises very quickly from the floor to halfway point but will not stay open.	Not enough turns on springs which are too strong for the weight of the door. CAUTION: Both cables could fall off drums and door could free fall if forced fully open.
Door makes grinding noise during opening and closing cycle.	Sand in rollers or headshaft bearings. Door off level and roller brackets rubbing on tracks. Track spacing wrong or off level.
Door opens part way. If forced further, cables come off drums.	Springs may be installed backwards. Recheck Figure 8.
Door bows inward in cold weather & outward in warm weather.	This is normal. All urethane injected doors bow when subjected to significant temperature differentials between the interior and exterior steel sheeting.

MAINTENANCE

1. Inspect the lifting cables. Check the cable anchoring at the bottom roller brackets to determine that the sleeve is tight and that the cable is in good condition. Check the cable through the entire length and ensure that the cable is properly secured at the drum. If the cables have become snagged, bent, or tangled, they should be replaced. The cables could appear to be in good condition, however, internal damage may have been done and fracture of the cable could follow. Use extreme care when working with the cables; relieve spring tension first.
2. All of the bearings located throughout the hardware should be lubricated. The rollers on the door, as well as the bearings on the headshaft, should be cleaned and lubricated with No. 30 motor oil.
3. All of the roller brackets, the centre hinges and the trusses should be checked for security. Tighten any loose fasteners and replace any hinges or roller brackets which are worn or fractured in any way.
4. Check the fastening of the guide assemblies and the hanging of the horizontal tracks. Make sure that all fasteners are secure.
5. Examine the torsion springs. If replacement springs are required, we recommend a qualified door Contractor be contacted.

SAFETY PRECAUTIONS

This door is constructed of high quality components to provide years of continued service. Since it is a large moving object, periodic maintenance along with the following cautionary directions should be observed to ensure safe and reliable operation.

1. Operate door only when it is properly adjusted and free of obstructions.
2. Door is constantly under extreme spring tension. Repairs and adjustments, especially to cables and spring assembly, can be hazardous and should be performed by qualified door service people only.
3. Do not permit children to play with garage door or electric controls.
4. If door is now, or later becomes electrically operated, pull down rope must be removed.
5. Avoid standing in open doorway or walking through doorway while electrically operated door is moving.
6. Should door become hard to operate or completely inoperative it is recommended that a qualified door contractor be contacted.
7. Keep fingers away from exterior of door while closing.