



America's Favorite Doors®

# AVANTE®

COLLECTION

## CARE AND MAINTENANCE

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

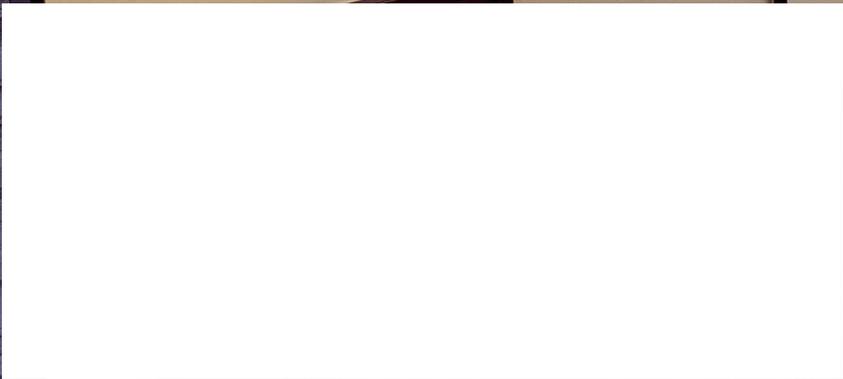
- ANNUAL MAINTENANCE
- CLEANING & PRESERVING THE DOOR
- REPAIRING OR PAINTING DOOR
- WINDOW CLEANING
- WARRANTY INFORMATION

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.
- 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.



To download a visual of the safety containment cable visit:  
[http://clopaypdfs.com/pdf\\_files/SUP-0137180\\_EN.pdf](http://clopaypdfs.com/pdf_files/SUP-0137180_EN.pdf)

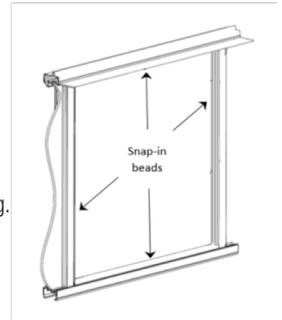
## INSPECTING WINDOW AND/OR ALUMINUM PANELS

We recommend that you inspect your window and/or aluminum panels every twelve months, at a minimum.

**▲ WARNING!** *If glass or retainers appear to be or feel loose, warped, cracked, broken, shrunken or misshaped, immediately discontinue use of the door. Failure to do so may result in glass falling out of the panel, causing property damage, serious injury or death. Contact your Clopay dealer or Clopay Consumer Services at 800-225-6729 for assistance.*

### □ Inspect the window and aluminum panels.

1. With the door closed and locked, disconnect the garage door opener.
2. From inside and outside the garage, visually inspect all panels to ensure they are not loose, cracked or warped.
3. From inside the garage, visually inspect the edge of each panel retainer for any shrinkage, loosening, cracking, warping or misshaping. Proper retainers should not show any gaps in the corner(s) of the window areas and should appear flat, straight and flush with the window/aluminum panel.
4. Physically inspect the retainers by pressing the center of each retainer. You should feel little to no movement and not be able to compress the retainer more than 1/8".



## DOOR OPERATION CHECKLIST

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

### □ 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.



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

## 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

Doors must be cleaned 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.**

- Helps prevent damage caused by foreign matter or salt adhering to the door.
- Assists to restore the look of factory-applied finish by removing dirt and chalking.

## CLEANING THE DOOR

- Working from top to bottom of the door sections, use a well soaked cloth, sponge or soft bristle brush.
- A household liquid dishwashing detergent may be used to clean more soiled areas.
- A fine scouring pad may be used for heavy surface soils. Be sure to scrub with the direction of the metal grain and do not apply too much pressure.
- **DO NOT** use scouring powders or solvents, alkaline or acid cleaners. Avoid cleaning in the hot sun.
- 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.

## REPAIRING OR PAINTING THE DOOR

Surface damage can be easily repaired providing the damage is slight; such as a small scratch or rub mark.

### REPAIRING OR PAINTING — ANODIZED ALUMINUM FINISH DOOR

- Rub marks can be removed with a mild abrasive pad such as the Scotch-Brite™ pad prior to touch-up painting.

**NOTE: DO NOT** sand the anodized material when touching up.

- Clean the area to be touched up with denatured alcohol to remove moisture.
- Apply the provided touch-up paint very sparingly as this is intended for small blemishes less than a few square inches.

**NOTE:** For more severe damage or repainting we recommend contacting a professional who specializes in the refinishing of architectural metals.

## REPAIRING OR PAINTING — PAINTED ALUMINUM FINISH DOOR

- Minor damage to the painted surface should be sanded prior to application of the touch-up paint.
- Clean the area to be touched up with denatured alcohol to remove moisture.
- Apply the provided touch-up paint very sparingly as this is intended for small blemishes less than a few square inches.

**NOTE:** For more severe damage or repainting we recommend contacting a professional who specializes in the refinishing of architectural metals.

## WINDOW CARE

- Clean with a mild solution of a dishwashing detergent and a soft cloth. **DO NOT** use any ammoniated, abrasive or solvent-based cleaners of any kind.
  - For acrylic or polycarbonate 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!** DO NOT try to replace the glass yourself.

- If glass should need replacement, contact an authorized professional dealer.

## 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/INST-4150080\\_EN.pdf](http://clopaypdfs.com/pdf_files/INST-4150080_EN.pdf)



# LIMITED WARRANTY ALUMINUM 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 Corporation ("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
AV, AVI, AX, AXU	Single Family* – 5 Years Other** – 1 Year Color Blast® – 5 Years	3 Years	5 Years (insulated glass)	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 finish cracking, checking or peeling (i.e. losing adhesion) that occurs despite required cleaning and maintenance of your door.

Insulated windows are warranted for five (5) 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 [warranty@clopay.com](mailto:warranty@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.

If warranty is provided in multiple languages, the English language version governs.



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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.										
Visual inspection of door components.										
Lubricated all moving parts of the 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)**

