



RESIDENTIAL DOORS

Limited Warranties | Care & Maintenance | Painting Instructions

For limited warranty to be in effect, you must register this information online at:
www.raynor.com/homeowners/registration.cfm

Original Purchaser

Dealer

Address

Phone

City

Sales Order Number

State

Zip

____/____/____
Date Installed

Model

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LIMITED WARRANTIES

Aspen™ AP138, AP200, AP200N, AP200LV

Residential Garage Door Limited Warranty

Door Sections:

Single Family Residential:

Raynor® warrants the door sections against defects in material and workmanship, and deterioration due to rust (exterior only) for as long as the original purchaser owns the home. Raynor also warrants the door sections against delamination of the polyurethane foam insulation from the steel skins for as long as the original purchaser owns the home. Window components are warranted against defects in material and workmanship for three (3) years from date of delivery to the original purchaser. Climate seal is warranted against defects in material and workmanship for one (1) year from date of delivery to the original purchaser.

All Other Residential (including installation on rental properties, homes owned by common condominiums associations or similar organizations):

Raynor® warrants the door sections against defects in material and workmanship, and deterioration due to rust (exterior only) for three (3) years from date of delivery to the original purchaser. Raynor also warrants the door sections against delamination of the polyurethane foam insulation from the steel skins for three (3) years from date of delivery to the original purchaser. Window components are warranted against defects in material and workmanship for three (3) years from date of delivery to the original purchaser. Climate seal is warranted against defects in material and workmanship for (1) year from date of delivery to the original purchaser.

Hardware and Springs:

Single Family Residential:

EnduraCote™ Hardware: Raynor® warrants all hardware and spring components against defects in material and workmanship for as long as the original purchaser owns the home.

Galvanized Hardware: Raynor® warrants all hardware components against defects in material and workmanship for six (6) years and springs for three (3) years from date of delivery to the original purchaser.

Raynor Windload systems are warranted against defects in material and workmanship for three (3) years from date of delivery to the original purchaser.

All Other Residential (including installation on rental properties, homes owned by common condominiums associations or similar organizations):

EnduraCote™ Hardware: Raynor® warrants all hardware and spring components against defects in material and workmanship for three (3) years from date of delivery to the original purchaser.

Galvanized Hardware: Raynor® warrants all hardware and spring components against defects in material and workmanship for one (1) year from date of delivery to the original purchaser.

ColorWave™ Paint System

Raynor provides a five-year warranty for the ColorWave Paint System (exterior only) against chipping, cracking, and peeling (loss of adhesion) from the date of delivery to the original purchaser. This warranty covers defects in materials and workmanship under normal use and proper maintenance. Please note that fading, as well as chipping, cracking, or peeling caused by dents or scratches, are not included in this coverage. Additionally, for doors made with polyurethane insulation, a solar reflective paint formulation is required to maintain the warranty. Ordering a color that does not meet this requirement will void the warranty for the ColorWave Paint System. Field applied paint is not covered by this warranty. This warranty applies only to the original purchaser and may be subject to inspection before approval of any claim.

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Encore™

Residential Garage Door Limited Warranty

Door Sections:

Single Family Residential:

Raynor® warrants the door sections against defects in material and workmanship, and deterioration due to rust (exterior only) for as long as the original purchaser owns the home. Raynor also warrants the door sections against delamination of the polystyrene insulation from the steel skins for as long as the original purchaser owns the home. Window components are warranted against defects in material and workmanship for a period of three (3) years. Climate seal is warranted against defects in material and workmanship for one (1) year from date of delivery to original purchaser.

All Other Residential (including installation on rental properties, homes owned by common condominiums associations or similar organizations):

Raynor® warrants the door sections against defects in material and workmanship, and deterioration due to rust (exterior only) for three (3) years from date of delivery to the original purchaser. Raynor also warrants the door sections against delamination of the polystyrene insulation from the steel skins for three (3) years from date of delivery to the original purchaser. Window components are warranted against defects in material and workmanship for three (3) years from date of delivery to the original purchaser. Climate seal is warranted against defects in material and workmanship for one (1) year from date of delivery to original purchaser.

Raynor Track and Hardware:

Single Family Residential:

EnduraCote™ Hardware: Raynor® warrants all hardware and spring components against defects in material and workmanship for as long as the original purchaser owns the home.

Galvanized Hardware: Raynor® warrants all hardware components against defects in material and workmanship for six (6) years and springs for three (3) years from date of delivery to the original purchaser.

Raynor Windload systems are warranted against defects in material and workmanship for three (3) years from date of delivery to the original purchaser.

All Other Residential (including installation on rental properties, homes owned by common condominiums associations or similar organizations):

EnduraCote™ Hardware: Raynor® warrants all hardware and spring components against defects in material and workmanship for three (3) years from date of delivery to the original purchaser.

Galvanized Hardware: Raynor® warrants all hardware and spring components against defects in material and workmanship for one (1) year from date of delivery to the original purchaser.

Industry Track and Hardware:

Single Family Residential:

Raynor® warrants the hardware and counterbalance system (springs) for a period of three (3) years to be free of defects in material and/or workmanship. Raynor wind load systems are warranted against defects in material and workmanship for three (3) years from date of delivery to the original purchaser.

All Other Residential (including installation on rental properties, homes owned by common condominiums associations or similar organizations):

Galvanized Hardware: Raynor® warrants all hardware and spring components against defects in material and workmanship for one (1) year from date of delivery to the original purchaser.

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TradeMark™, BuildMark®

Residential Garage Door Limited Warranty

Door Sections:

Single Family Residential:

Raynor® warrants the door sections against defects in material and workmanship, and deterioration due to rust-through for as long as the original purchaser owns the home. Window components are warranted against defects in material and workmanship for three (3) years from date of delivery to the original purchaser. Climate seal is warranted against defects in material and workmanship for one (1) year from date of delivery to the original purchaser.

All Other Residential (including installation on rental properties, homes owned by common condominiums associations or similar organizations):

Raynor® warrants the door sections against defects in material and workmanship, and deterioration due to rust-through for three (3) years from date of delivery to the original purchaser. Window components are warranted against defects in material and workmanship for three (3) years from date of delivery to the original purchaser. Climate seal is warranted against defects in material and workmanship for one (1) year from date of delivery to original purchaser.

Hardware and Springs:

Single Family Residential:

Raynor® warrants all hardware components against defects in material and workmanship for six (6) years and springs for three (3) years from date of delivery to the original purchaser. Raynor wind load systems are warranted against defects in material and workmanship for three (3) years from date of delivery to the original purchaser.

All Other Residential (including installation on rental properties, homes owned by common condominiums associations or similar organizations):

Raynor® warrants all hardware and spring components against defects in material and workmanship for one (1) year from date of delivery to the original purchaser.

ColorWave™ Paint System

Raynor provides a five-year warranty for the ColorWave Paint System (exterior only) against chipping, cracking, and peeling (loss of adhesion) from the date of delivery to the original purchaser. This warranty covers defects in materials and workmanship under normal use and proper maintenance. Please note that fading, as well as chipping, cracking, or peeling caused by dents or scratches, are not included in this coverage. Additionally, for doors made with polyurethane insulation, a solar reflective paint formulation is required to maintain the warranty. Ordering a color that does not meet this requirement will void the warranty for the ColorWave Paint System. Field applied paint is not covered by this warranty. This warranty applies only to the original purchaser and may be subject to inspection before approval of any claim.

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Country Manor™

Residential Garage Door Limited Warranty

Door Sections:

Single Family Residential:

Raynor® warrants the door sections against defects in material and workmanship, and deterioration due to rust (exterior only) for as long as the original purchaser owns the home. Raynor also warrants the door sections against delamination of the polyurethane foam insulation from the steel skins for as long as the original purchaser owns the home. Window components are warranted against defects in material and workmanship for three (3) years from date of delivery to the original purchaser. Trim boards on Country Manor door systems are warranted against delamination for a period of five (5) years. Climate seal is warranted against defects in material and workmanship for one (1) year from date of delivery to the original purchaser.

All Other Residential (including installation on rental properties, homes owned by common condominiums associations or similar organizations):

Raynor® warrants the door sections against defects in material and workmanship, and deterioration due to rust (exterior only) for three (3) years from date of delivery to the original purchaser. Raynor also warrants the door sections against delamination of the polyurethane foam insulation from the steel skins for three (3) years from date of delivery to the original purchaser. Window components are warranted against defects in material and workmanship for three (3) years from date of delivery to the original purchaser. Trim boards on Country Manor door systems are warranted against delamination for a period of five (5) years. Climate seal is warranted against defects in material and workmanship for one (1) year from date of delivery to original purchaser.

Hardware and Springs:

Single Family Residential:

EnduraCote™ Hardware: Raynor® warrants all hardware and spring components against defects in material and workmanship for as long as the original purchaser owns the home.

Galvanized Hardware: Raynor® warrants all hardware components against defects in material and workmanship for six (6) years and springs for three (3) years from date of delivery to the original purchaser.

All Other Residential (including installation on rental properties, homes owned by common condominiums associations or similar organizations):

EnduraCote™ Hardware: Raynor® warrants all hardware and spring components against defects in material and workmanship for three (3) years from date of delivery to the original purchaser.

Galvanized Hardware: Raynor® warrants all hardware and spring components against defects in material and workmanship for one (1) year from date of delivery to the original purchaser.

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RockCreeke™

Residential Garage Door Limited Warranty

Door Sections:

Single Family Residential:

Raynor® warrants the door sections against defects in material and workmanship, and deterioration due to rust (exterior only) for as long as the original purchaser owns the home. Raynor also warrants the door sections against delamination of the polyurethane foam insulation from the steel skins for as long as the original purchaser owns the home. Window components are warranted against defects in material and workmanship for three (3) years from date of delivery to the original purchaser. Climate seal is warranted against defects in material and workmanship for one (1) year from date of delivery to the original purchaser.

All Other Residential (including installation on rental properties, homes owned by common condominiums associations or similar organizations):

Raynor® warrants the door sections against defects in material and workmanship, and deterioration due to rust (exterior only) for three (3) years from date of delivery to the original purchaser. Raynor also warrants the door sections against delamination of the polyurethane foam insulation from the steel skins for three (3) years from date of delivery to the original purchaser. Window components are warranted against defects in material and workmanship for three (3) years from date of delivery to the original purchaser. Climate seal is warranted against defects in material and workmanship for one (1) year from date of delivery to original purchaser.

ColorWave™ Paint System

Raynor provides a five-year warranty for the ColorWave Paint System (exterior only) against chipping, cracking, and peeling (loss of adhesion) from the date of delivery to the original purchaser. This warranty covers defects in materials and workmanship under normal use and proper maintenance. Please note that fading, as well as chipping, cracking, or peeling caused by dents or scratches, are not included in this coverage. Additionally, for doors made with polyurethane insulation, a solar reflective paint formulation is required to maintain the

warranty. Ordering a color that does not meet this requirement will void the warranty for the ColorWave Paint System. Field applied paint is not covered by this warranty. This warranty applies only to the original purchaser and may be subject to inspection before approval of any claim.

Overlay Trim:

Single Family Residential:

Raynor® warrants the overlay trim boards against losing adhesion for a period of five (5) years and ten (10) years from discoloration if the overlay board is white, almond, desert tan, or has a factory painted ColorWave color with a light reflective value (LRV) of 50 or higher, on manufacturer's date of delivery to the original purchaser. LRV measures the percentage of light a paint color reflects and is measured on a scale ranging from zero (absolute black, absorbing all light and heat) to 100 (pure white, reflecting all light). Choosing a door that has a smaller LRV will soak up light and heat up faster, these color doors are not suitable for areas exposed to direct sunlight.

If overlay trim boards are black, bronze, brown, charcoal, sandstone, or factory painted ColorWave with a color that has a LRV of 50 or less, warranty is good for one (1) year against adhesion loss from date of delivery to the original purchaser. Doors that receive direct sunlight must use a lighter color paint with a LRV of 50 or higher in order to be warranted and replaced. Fading is not covered by this warranty. Field applied paint is not covered by this warranty.

This limited warranty excludes: 1) rust caused by damages or scratching; 2) damage resulting from exposure to corrosive chemicals, corrosive fumes, salt environments including coastal areas, condensation, water or fire; 3) damages caused by accident, improper use, negligent operation, improper installation, improper maintenance or normal wear; 4) shipping, installation, or labor charges; 5) defects in paints or coatings used to finish door sections; 6) any product or component which is modified, altered, or not part of the original door; 7)

RockCreeke™ *continued*

Residential Garage Door Limited Warranty

damages resulting from any circumstances beyond the direct control of Raynor; 8) Minor expansion and contraction gaps in overlay material.

All Other Residential (including installation on rental properties, homes owned by common condominium associations or similar organizations):

Raynor® warrants the overlay trim boards against delamination for a period of three (3) years and three (3) years from discoloration on manufacturers' standard finish from date of delivery to the original purchaser. If overlay trim boards are field painted, paint with a Light Reflective Value (LRV) of 50 or higher on doors that receive direct sunlight (east, west or south facing) must be used. Field applied paint is not covered by this warranty.

Hardware and Springs:

Single Family Residential:

EnduraCote™ Hardware: Raynor® warrants all hardware and spring components against defects in material and workmanship for as long as the original purchaser owns the home.

Galvanized Hardware: Raynor® warrants all hardware components against defects in material and workmanship for six (6) years and springs for three (3) years from date of delivery to the original purchaser.

Raynor wind load systems are warranted against defects in material and workmanship for three (3) years from date of delivery to the original purchaser.

All Other Residential (including installation on rental properties, homes owned by common condominium associations or similar organizations):

EnduraCote™ Hardware: Raynor® warrants all hardware and spring components against defects in material and workmanship for three (3) years from date of delivery to the original purchaser.

Galvanized Hardware: Raynor® warrants all hardware and spring components against defects in material and workmanship for one (1) year from date of delivery to the original purchaser.

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Raynor StyleView™

Residential Garage Door Limited Warranty

Door Sections:

Single Family Residential:

Raynor® warrants the door sections against defects in material and workmanship for as long as the original purchaser owns the home. Window components are warranted against defects in material and workmanship for three (3) years from date of delivery to the original purchaser. Climate seal is warranted against defects in material and workmanship for one (1) year from date of delivery to the original purchaser.

All Other Residential (including installation on rental properties, homes owned by common condominiums associations or similar organizations):

Raynor® warrants the door sections against defects in material and workmanship for three (3) years from date of delivery to the original purchaser. Window components are warranted against defects in material and workmanship for three (3) years from date of delivery to the original purchaser. Climate seal is warranted against defects in material and workmanship for one (1) year from date of delivery to original purchaser.

Hardware and Springs:

Single Family Residential:

EnduraCote™ Hardware: Raynor® warrants all hardware and spring components against defects in material and workmanship for as long as the original purchaser owns the home.

Galvanized Hardware: Raynor® warrants all hardware components against defects in material and workmanship for six (6) years and springs for three (3) years from date of delivery to the original purchaser.

Raynor wind load systems are warranted against defects in material and workmanship for three (3) years from date of delivery to the original purchaser

All Other Residential (including installation on rental properties, homes owned by common condominiums associations or similar organizations):

EnduraCote™ Hardware: Raynor® warrants all hardware and spring components against defects in material and workmanship for three (3) years from date of delivery to the original purchaser.

Galvanized Hardware: Raynor® warrants all hardware and spring components against defects in material and workmanship for one (1) year from date of delivery to the original purchaser.

ArmorBrite™:

Single Family Residential:

Doors equipped with ArmorBrite powder coat carry a warranty against cracking or peeling (losing adhesion) for five (5) years from date of delivery to the original purchaser.

All Other Residential (including installation on rental properties, homes owned by common condominiums associations or similar organizations):

Doors equipped with ArmorBrite powder coat carry a warranty against cracking or peeling (losing adhesion) for three (3) years from date of delivery to the original purchaser.

Elegant Finish Woodtones™:

Single Family Residential and All Other Residential (including installation on rental properties, homes owned by common condominiums associations or similar organizations):

5-Year Elegant Finish Woodtones Limited Warranty

For a period of 5 years, Raynor warrants the appearance of aluminum sections made with Elegant Finish Woodtones per the specifications set forth per AAMA 2604:

Raynor StyleView™ *continued*

Residential Garage Door Limited Warranty

Product coated will not fade in color more than 5 ΔE units as measured by Hunter Lab color difference as set forth per AAMA 2604 specifications as of the application date and in such way as to significantly adversely affect the appearance of the surface to which the product has been applied and result in damage to the surface.

Coated surface will exhibit gloss retention of a minimum of 30% of the original using a 60 degree reading per AAMA 2604 specifications. Coating shall not chalk in excess of standard number 8 as illustrated in the ASTM D4214 test method A.

Woodtone finishes may vary across a section due to material runs at the supplier, environmental, chemical, or equipment variations and are not considered a manufacturing defect and do not constitute a basis for complaint under this limited warranty. Color match on new or replacement section(s) is not warranted nor guaranteed. As with real wood products, simulated woodtone doors will have variation in color finish. These are normal to the manufacturing process and add to the characteristic individual nature of the product.

Warranty Limitations & Exclusions

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Eden Coast by Raynor

Residential Full Overlay Faux Wood Limited Warranty

Door Sections:

Raynor® warrants the door sections against defects in material and workmanship, and deterioration due to rust (exterior only) for as long as the original purchaser owns the home. Raynor also warrants the door sections against delamination of the polyurethane foam insulation from the steel skins for as long as the original purchaser owns the home.

Eden Coast by Raynor doors are considered custom doors. As with almost any custom door, matching replacement sections to an existing door is not recommended, or an option in most cases.

Overlay Material:

If overlay material is found to be defective by inspection of an authorized Raynor agent or employee, Raynor will repair or replace any elements material overlay or garage door section with overlay material on it due to failure of product breakdown within 10 years of original purchase.

Overlay Delamination:

Raynor will repair or replace any garage door cladding that is defective in material or workmanship, including, but not limited to, delamination of the material used by Raynor at our option within 5 years of original purchase. Overlay board lifting is not covered by this warranty.

Stain Finish:

Any pre-finished stained garage doors that are finished by Raynor are warranted from bubbling, cracking, chipping, peeling, chalking or abnormal fading of the finish within the 5 years of original purchase. Warranty is void, if determined by a Raynor agent or employee that incidental or consequential damages have been done to the finish. Raynor provides no performance warranty on paint finishes against fading and/or chalking. Any claims regarding the performance of painted finishes will be referred to the paint manufacturer's local representative.

Windows:

From date of purchase, window frames are warranted for 10 years against any manufacturing defects. This does not cover any breakage, damage or loss caused by any abrasive cleaning products, harmful chemicals, extreme environmental conditions, or abuse. Insulated glass is warranted from film formation or any moisture collection on the insulated glass window for 1 year from original purchase. No warranty is available for single pane glass.

Hardware & Springs:

Raynor® warrants all hardware components against defects in material and workmanship for six (6) years and springs for three (3) years from date of delivery to the original purchaser.

No warranty is available for decorative hardware.

Eden Coast by Raynor *continued*

Residential Full Overlay Faux Wood Limited Warranty

Single Family Residential

Door Sections	Overlay Material	Overlay Delamination	Stain Finish	Windows	Hardware	Springs
Limited Lifetime	10 Years	5 Years	5 Years	10 Years	6 Years	3 Years

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
- Failure to Follow All Installation Instructions
- Faulty or Defective Installation(s)
- Fire Radiation (UV or Other)
- Foreign Substances
- Accident or Casualty
- Harmful Fumes
- Vandalism
- Act(s) of God
- Fire, Hail, Flood
- Physical Damage
- Normal Wear and Tear
- Chemical Action
- Abrasive Materials
- Areas Subject to Fallout or Exposure to Corrosive Chemicals
- Areas Subject To Exposure of Fumes, Ash, Cement Dust, Animal Waste, or Foreign Substances
- Areas Subject to Water Runoff from Lead, Copper, or Galvanic Metal Flashing
- Operation Beyond Rated Capacity
- Improper Use or Abuse
- Improper Installation or Handling
- Exposure to Coastal Weather Conditions
- Alteration, Modification or Use of Non-OEM/ Raynor-Approved Parts or Products
- Other Finished Parts Not Part of a Door Section (such as climate seal)
- Normal Fading or Discoloration from Usage, Age or UV Exposure
- Thermal bow as described in DASMA Technical Data Sheet 185 www.dasma.com

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 Raynor 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.

Care & Maintenance

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Revival Wood Collection™

Residential Full Overlay Wood Limited Warranty

The materials used on our doors are of high quality, kiln dried lumber and are stored in a controlled environment. We take calculated steps to control the dimensional stability of materials, and our designs allow for the natural expansion and contraction of lumber. Despite this, wood is a natural product and as such, minor cracks, checks, shrinkage, warping and curling may develop over time. With exposure to the elements and UV rays, lumber and finishes may alter in color and fade from the original appearance of the door. These are all part of the natural characteristics of wood and are to be expected.

Door Sections:

Single Family Residential:

Raynor® warrants the door sections against defects in material and workmanship, and deterioration due to rust (exterior only) for as long as the original purchaser owns the home. Raynor also warrants the door sections against delamination of the polyurethane foam insulation from the steel skins for as long as the original purchaser owns the home.

Factory Finished Doors:

2 Year Limited Warranty

Raynor warrants the quality of workmanship and materials of our doors for a period of two years from the date of shipping to the original purchaser only, provided that an approved Sansin finish has been factory applied to the door prior to shipping and/or prior to being exposed to the elements and that all guidelines listed below are strictly adhered to:

- Doors must be used for their intended use as quoted & ordered.
- Doors must not be modified in any way without prior written consent from Raynor.
- Doors must be maintained in accordance with Raynor's maintenance guidelines.
- Fading or discoloration of the finish is not warranted and cannot be controlled due to nature of wood and exposure to the elements.

Unfinished Doors:

1 Year Limited Warranty

Raynor warrants the quality of workmanship and materials of our doors for a period of one year from the date of delivery/pick-up to the original purchaser only, provided that all guidelines listed below are strictly adhered to:

- Doors must be used for their intended use as quoted & ordered.
- Doors must not be modified in any way without prior written consent from Raynor.
- Unfinished doors must be stored in a climate-controlled environment prior to finishing to protect the wood from moisture and humidity.
- Doors must receive an appropriate finish prior to installation in accordance with Raynor's field finishing guidelines.
- Doors must be maintained in accordance with Raynor's maintenance guidelines.

These warranties expressly exclude any shipping & labor costs associated with the removal, temporary closing of openings, installation or replacement of doors.

Revival Wood Collection™ *continued*

Residential Full Overlay Wood Limited Warranty

Warranty Coverage Exclusions:

These warranties do not apply to any product failure or defects caused by any of the following:

- Door installation / improper installation
- Improper use or abuse
- Improper handling or storage
- Vandalism / accidents
- Failure to regularly clean and inspect door
- Failure to provide reasonable and necessary maintenance as per Raynor's maintenance guidelines
- Inappropriate exposure to the elements
- Exposure to coastal weather conditions
- Acts of God
- Normal wear & tear
- Use of pressure washer for cleaning the door
- Use of inappropriate cleaners or chemicals
- Normal & natural fading or discoloration from usage, age or UV exposure.
- Door modifications / alterations
- Any attempt to repair a warranty issue prior to contacting Raynor
- Weather Strip / Weather Seal / Bottom Astragal
- Foreign Substances
- Issues arising from the use of non-approved finishes
- Doors that are installed with no finish applied
- Factory Finishes containing less than 3oz of pigment per gallon

Windows:

1 Year Limited Warranty

Raynor warrants defects, failure, and discoloration of windows for a period of one year from the date of delivery to the original purchaser only. The warranty does not include glass breakage and/or damage caused by misuse, abuse, accidents, abrasive cleaners, inappropriate exposure to the elements, improper installation, acts of God, and normal wear and tear.

This warranty expressly excludes any shipping & labor costs associated with the removal, installation, or replacement of windows.

Hardware and Springs:

Single Family Residential:

EnduraCote™ Hardware: Raynor® warrants all hardware and spring components against defects in material and workmanship for as long as the original purchaser owns the home.

Warranty Details:

Any warranty defects will be inspected, repaired or replaced solely at the discretion of Raynor.

Tolerances for material and dimensional instability issues:

- Cracks / Checks - 7" or longer, anything less than this is considered to be minor.
- Shrinkage - 3/16" or greater, anything less than this is considered to be minor.
- Warping / Curling - 3/16" or greater, anything less than this is considered to be minor.

Any warranty claim must be submitted in writing to Raynor within thirty (30) days of discovery. Warranty claims must be made within the warranty period. In the event of a warranty claim, the customer will be required to complete the warranty claim questionnaire.

Care & Maintenance

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Warranty Limitations and Exclusions

Under the terms of this limited warranty, for any door components that are found to be defective upon inspection by authorized Raynor personnel, Raynor will, at its option, repair or replace the defective door components. Labor charges for the installation or repairs shall be the responsibility of the consumer and must be performed by an authorized Raynor dealer.

This limited warranty extends only to the original purchaser, provided the door is installed in his/her place of residence. This limited warranty is not transferable. This limited warranty applies to residential property only and is not valid on commercial applications or commercial use from a private residence.

This limited warranty does not apply to automated parking control systems for multiple-tenant parking applications.

This limited warranty does not apply to black, charcoal, slate, and iron ore steel colors used on Raynor Aspen Series, Commercial Aspen Series, Country Manor, and RockCreeke doors when installed in areas experiencing extreme heat for prolonged periods of time. The result of these environmental conditions can elicit a failure of the polyurethane core of the door. The warranty also excludes doors which have been field painted where the paint does not include a solar reflective additive.

This limited warranty does not apply to any damage or deterioration to the door caused by abuse, negligence, missing components, accidents, use of pressure washers, dents or scratches. Shavings from trolley rails not properly removed and cleaned from the exterior door surface causing rust are not covered by this warranty. Failure to provide proper maintenance voids this limited warranty. Field applied paint failure is not covered by this limited warranty. Refer to the [Care and Maintenance Instructions](#) and [Painting Instructions](#).

This limited warranty does not apply to damage caused by fire, an act of God, accident, vandalism or graffiti. Damage or deterioration caused by saltwater coastal areas (within

two miles), hazardous or corrosive chemicals and fumes including, but not limited to, alkaline, acids, muriatic acids, road salt or salt environments, harsh cleaning agents, and fertilizers is not covered by this limited warranty.

This limited warranty does not apply to building damage caused by moisture infiltration through or around the door. A garage door system is water resistant, but not waterproof. When a garage door system is properly assembled, installed, and maintained the risk of significant water infiltration is low.

Raynor will not be responsible for paint rub on installed doors in any openings. Raynor shall not be liable for any consequential or incidental damages.

ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY EXPRESSLY EXCLUDED.

Some states do not allow the exclusion or limitation of consequential or incidental damages, so the above limitation or exclusion may not apply to you.

Claims for defects in material and workmanship covered by this warranty shall be made in writing with proof of purchase and photographs of the product in question to the dealer from whom the product was purchased or call Raynor at 1-800-4-RAYNOR within the warranty period. Raynor may choose to have the product returned for inspection.

This limited warranty gives you specific legal rights. You may also have other rights, which vary from state to state.



CARE & MAINTENANCE

AP138, AP200, AP200N, AP200LV, Encore™, TradeMark™, BuildMark®, Country Manor™, RockCreeke™, and Raynor StyleView™

Care & Maintenance

Congratulations on your purchase of a Raynor garage door! With proper care and maintenance, your door will perform reliably for years to come. To maintain your warranty, see the instructions below for when Raynor requires performing these maintenance items. Additional information available at www.raynor.com.

Environment	At Installation	Every 6 Months	Every 12 Months	As Needed
<p>Normal Areas not exposed to salt, salt fog, dirt or other air-borne substances, or where winter road salt is not used.</p>		<p>Wash the door and windows with a mild soap (such as car wash soap or dish washing liquid) and water. Rinse thoroughly. Do not use harsh or abrasive detergents. Do not use pressure washer.</p> <p><i>Exterior:</i> Wash & rinse thoroughly. Can use garden hose.</p> <p><i>Interior:</i> Doors without windows - wash & rinse thoroughly. Can use garden hose.</p>	<p>Inspect springs and hardware for signs of wear. Avoid any contact with the springs as they are under extreme tension. <u>Call your local Raynor Dealer to schedule a service call if you suspect any problems.</u></p>	<p>If surface rust appears, immediately contact your local Raynor Dealer for inspection and repair options.</p>
<p>Winter Areas where winter road salt is used</p>		<p>Doors with windows - Interior window frames are not water-tight. Carefully hand wash window section with damp cloth and wipe dry. Bottom sections without windows can be washed and rinsed in the same manner as doors without windows.</p> <p>Lubricate track and hinges with a silicone or Teflon® based spray. Do not use WD-40® type lubricant (oil based) or grease. Then open and close the door to distribute the lubricant.</p>	<p>Inspect springs and hardware for signs of wear. See above.</p>	<p>Clean off road salt from interior and exterior surfaces. Use a mild soap (such as car wash soap or dish washing soap) and water. Rinse thoroughly. Do not use harsh or abrasive detergents. Do not use pressure washer to rinse door.</p> <p>If surface rust appears, immediately contact your local Raynor Dealer for inspection and repair options.</p>
<p>Coastal Areas with exposure to salt or salt fog.</p> <p>Harsh Areas with exposure to airborne substances</p>	<p>Apply a good quality car wax to the door immediately after installation, unless you are going to paint the door (see accompanying painting instructions). Follow car wax application instructions. DO NOT APPLY WAX TO ANODIZED ALUMINUM, REVIVAL WOOD COLLECTION DOORS, OR EDEN COAST BY RAYNOR DOORS!</p> <p>For ArmorBrite™ (powder coated) and Elegant Finish Woodtone doors wait a minimum of 3 months to apply wax.</p>	<p>Wash the door and windows. See above.</p> <p>Wax the door. See "At Installation."</p> <p>Lubricate track and hinges. See above.</p>	<p>Inspect springs and hardware for signs of wear. See above.</p>	<p>Wash the door and windows with a mild soap (such as car wash soap or dish washing soap) and water. Wash both interior and exterior. Rinse thoroughly. Do not use harsh detergents. Do not use pressure washer to rinse door.</p> <p>If surface rust appears, immediately contact your local Raynor Dealer for inspection and repair options.</p>

Eden Coast by Raynor

Care & Maintenance

The following steps are recommended to maximize the life of your door finish and prevent oxidation from the accumulation of foreign particles on your door.

For the first 90 days of owning your new door, rinse the door occasionally using line pressure water (no pressure washer or nozzles). During this time period the clear coat will still be curing.

Water cannot hurt the door or the finish.

After the first six months continue to rinse the doors occasionally to keep all foreign materials off of the door. Pay attention to the ledges where foreign materials will tend to collect.

As needed or annually, a polymer polish or automotive car wax applied by hand should be used on the doors to keep foreign material from sticking to the door.

Caution: As with all types of finishes, chemicals such as fertilizer, pesticides, acids, bleach and salt can cause damage if inadvertently applied to the finish for prolonged periods of time. Many types of dust found on new construction sites, such as concrete dust, paver and stucco dust, become acidic when mixed with water and can cause long term damage to the finish of your door. In these environments please rinse the affected areas as soon as possible with water. If chalking or deterioration to the clear coat is evident please wax and polish to repair damage.

Revival Wood Collection™

Care & Maintenance

Maintaining Sansin Enviro-Stain 3 Coat Finish

Your garage door has been protected using a combination of Sansin Enviro-Stain Products.

- 1st coat: Sansin KP-11-S
- 2nd coat: Sansin SDF Top Coat
- 3rd coat: Sansin SDF Top Coat

There is a label on the end of the top panel with the specific product details used to finish your door, along with a unique production reference number.

KP-11-S is formulated to penetrate deep into the wood to protect it from the inside out. Generally, it has most of the pigment required to achieve the color selected for your door. The only time you would ever need to re-apply KP-11-S would be to repair a scratch or area where the finish is down to bare wood.

SDF Top Coat is a very durable penetrating finish that will require little attention. Generally, it has some color pigment added to it to increase the color depth and UV protection.

Door Maintenance, it is recommended to periodically clean the door face with Sansin Multi-Wash or mild soap and water. Do not let snow accumulate against the door face for long periods of time. As per the SDF Top Coat product data sheet (www.sansin.com), you will require a "maintenance coat" of SDF Top Coat approximately every 2 – 6 years depending on the exposures & environmental conditions. When the finish on your door starts to look faded or dull and shows signs of wear or erosion it is time for a maintenance coat. For our doors, we suggest you do not follow their recommendation to pressure wash the surface. This maintenance coat of SDF Top Coat should be tinted to increase the level of UV protection. If you wish to adjust the color of your door, you can increase or decrease the amount pigment that is used in the maintenance coat from that used for the original finish. Raynor customer service can provide you with the product information you require to purchase the correct color of SDF Top Coat from a Sansin dealer near you.

Maintenance Coat Application:

1. Clean the door face with Sansin Multi-Wash or mild soap & water, rinse thoroughly with clean water and allow enough time to completely dry (Minimum of 24hrs recommended).
2. Lightly "scuff" sand the door face with either fine sandpaper, fine sanding sponge or maroon Scotch-Brite. Only the sheen needs to be removed from the finish, be careful not to sand through to bare wood.
3. Clean the door face with either compressed air, vacuum cleaner, soft bristle brush or soft cloth.
4. Apply a coat of SDF Top Coat using a high-quality Chinex bristle brush.

Caution: SDF Top Coat should not be applied in direct sunlight as it will dry too fast, not penetrating the surface and cause potential brush marks. Follow all application instructions as per the product label. MSDS and product data sheets are available on request.

Revival Wood Collection™

Care & Maintenance *continued*

Repairing Sansin Enviro-Stain 3 Coat Finish

In the unfortunate event that the Sansin Enviro-Stain 3 Coat Finish on your garage door has been damaged and requires touch-ups or repairs, we recommend using the following techniques:

General Notes:

- Always stir all products thoroughly before application
- Be careful not to cross contaminate any of the products in liquid form.
- Follow all application instructions as per the product label & product data sheet
- Caution, Sansin products should not be applied in direct sunlight as they will dry too fast, causing potential brush marks and early finish failure.
- Please note, depending on the severity of the damage to the door face, it may not be possible to completely hide the damage by touching it up, this is intended to be a temporary corrective measure until a maintenance coat is completed on the entire door face.
- While applying stain to the face of the door, if an unexpected drip occurs, wipe it off immediately with a damp cloth
- SDF-Top Coat must be allowed to dry a minimum of 24 hours before contacting the weather seal.

Small Dent Removal:

- On solid wood, a small dent may be reduced by applying a warm damp rag to the dent over time. This will only work if the finish is not intact. If you attempt this, the wood must be allowed to dry thoroughly before applying the finish products.
- After the dent is repaired, you may have to proceed to small touch-ups if the finish has been affected.

Small Touch-ups (Brush):

- We recommend to lightly spot sand the touch-up area with 120 grit sandpaper to remove any ridges or roughness and to open the wood pores to allow the finish to penetrate.
- Wipe down surface with a lint free cloth to remove any dust or contaminants before proceeding.
- To complete the touch-up, we recommend using a small foam brush or a small "artist style" brush
- The brush option selected should be the same width as the repair or smaller to help eliminate over application of finish onto areas around the touch-up.
- If the damaged area is down to bare wood, an initial coat of KP-11-S will be required and allowed to dry for roughly 8 hours before proceeding. Warm air flow will help speed up the drying process.
- KP-11-S is the 1st coat of a three-coat system and usually contains most of the color for the finish, if the damaged area still has color, it may be possible to skip this step.
- After the KP-11-S is dry, the 1st coat of SDF-Top Coat can be applied and allowed to dry for roughly 8 hours before proceeding. Warm air flow will help speed up the drying process.
- After the 1st coat of SDF-Top Coat has dried, a 2nd coat should be applied within a 24-hour period of the 1st coat allowing the two coats to bond together before curing.
- The repaired area may appear slightly different than the rest of the door that was factory finished, so keep the repair as small as possible.

Large Repairs:

- Please contact us to discuss your repair options.

Revival Wood Collection™

Care & Maintenance *continued*

Door Finishing Guidelines

The materials used on our doors are of high quality, kiln dried lumber and stored in a controlled environment. Wood is a natural product and as such, minor cracks, checks, shrinkage, and warping may develop over time, but these are part of the natural characteristics of wood and are to be expected.

Every un-finished door is shipped ready for finish. The door face has been sanded using a random orbit sander with 80 grit sandpaper and must receive a protective finish prior to installation.

The following are recommendations for field finishing our wood overlay garage doors:

1. Do not sand the wood with sandpaper that is finer than 80 grit before the first coat of finish, as this will “plug the pores” of the wood and reduce the ability of the finish to penetrate and protect.
2. Do not modify the door face in any way prior to finishing (wire or nylon brushing, etc.).
3. Do not expose the door to the elements prior to finishing.
4. Do not use 100% acrylic solid hide finishes as they do not penetrate the surface enough to protect the wood.
5. We do not recommend using film forming finishes.
6. We highly recommend using semi-transparent or solid color penetrating stains.
7. We highly recommend using the Sansin line of products.
8. Doors that remain unfinished for a period of 2 weeks or more from the date of manufacture, require re-sanding with 80 grit sandpaper and a random orbit sander before finishing.
9. Doors must receive the full protective finish treatment prior to installation.
10. All exposed edges (5 sides) of the wood face must receive the full protective finish treatment with special attention being taken to properly seal all end cuts to minimize moisture migration.
11. We recommend storing doors in a climate-controlled environment prior to finishing to control the moisture and humidity that the doors are exposed to.
12. Bottom retainer must be removed prior to finishing to ensure the bottom edges of the wood receive the full protective treatment.
13. Ensure that the proper finish application method is followed.
14. Ensure that the proper film thickness has been applied for each coat of finish.
15. Ensure that the finish being used is of high quality and meant for exterior application on kiln dried lumber.
16. Ensure that the person(s) applying the finish are competent and experienced in applying finishes to exterior grade, kiln dried lumber.
17. Glass windows must be removed prior to finishing to ensure that all exposed wood including the backside of window mullions and arches receive the full protective treatment. Note: Glass windows in unfinished doors are not permanently installed in the factory to allow for easy removal.
18. Before reinstalling the glass windows, the protective non-stick film must be removed from the glazing tape to ensure the windows are properly sealed to the wood overlay (follow instructions provided).

Finish Maintenance, it is recommended to periodically clean the door face with Sansin Multi-Wash or mild soap and water and inspect its condition. Do not let snow accumulate against the door face for long periods of time. Depending on the quality and color of the finishing product used to finish the doors, the exposures and environmental conditions that the doors are exposed to, we suggest that you will require a “maintenance coat” of finish approximately every 1 – 6 years. When the finish on your door starts to look faded or dull and shows signs of wear or erosion it is time for a maintenance coat.

Painting Instructions

All Raynor residential steel garage doors are already painted with a baked-on finish. No additional painting is required. If you want to apply another color, however, the following steps are required.

Please note that these instructions do not apply to Raynor StyleView™ residential aluminum doors, Eden Coast by Raynor doors, Revival Wood Collection™, or doors that are purchased with ArmorBrite™, ColorWave™, or PVDF (TRINAR®) colors. We do not recommend painting these doors and doing so will void your warranty.

NOTE: Only paint the exterior of the door while it is in the closed position.

1. Use the following solution, with soft bristle brush, to remove mildew and other surface contaminants:
 - 1 cup household Spic n Span® detergent
 - 5 gallons warm water
2. Rinse thoroughly with water. (Do not use a pressure washer to rinse door.)
3. Use a powder cleanser like Comet®, dilute with water, with a soft bristle brush, to prepare the surface for better paint adhesion. Do not use sandpaper, deglosser, or liquid sandpaper to prepare the door surface.
4. Rinse thoroughly with water to allow to dry.
5. Use a high quality acrylic latex exterior paint. Apply according to manufacturer's instructions. Do not use oil-based paint or any "rust-inhibitive" paint. Do not paint in direct sunlight or when surface is warm to the touch. Lap marks will result. Brush applications is recommended.
6. Avoid getting paint on any gasket seals between door sections. Not all Raynor doors have these gasket seals.

IMPORTANT: Since Raynor has no control over re-coating, we do not warrant this product against peeling of the original factory-applied baked-on finish or subsequent coats of paint where re-coating has occurred.

We highly advise applying solar reflective paint to all polyurethane insulated doors as it effectively increases sunlight reflection, thereby maintaining a cooler door surface.

Please note that painting instructions for Raynor residential steel garage doors are available at www.raynor.com in the homeowners' section under Customer Care. If you have any painting questions, please call 800-4-RAYNOR (800-472-9667) or email the garage@raynor.com.



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