



# Commercial Sectional & Rolling Doors

Limited Warranties | Care & Maintenance | Painting Instructions

\_\_\_\_\_  
*Original Purchaser*

\_\_\_\_\_  
*Dealer*

\_\_\_\_\_  
*Address*

\_\_\_\_\_  
*Phone*

\_\_\_\_\_  
*City*

\_\_\_\_\_  
*Sales Order Number*

\_\_\_\_\_  
*State*

\_\_\_\_\_  
*Zip*

\_\_\_\_/\_\_\_\_/\_\_\_\_  
*Date Installed*

\_\_\_\_\_  
*Model*

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# ThermaSeal® and TH160

## Commercial Garage Door Limited Warranty

### Door Sections:

Raynor® warrants the door sections against defects in material and workmanship, and deterioration due to rust-through for ten (10) 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 ten (10) years from date of delivery to the original purchaser. Window components are warranted against defects in material and workmanship for one (1) year from date of delivery to the original purchaser.

### Hardware:

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

### Springs:

Raynor® warrants springs against defects in material and workmanship for one (1) year from date of delivery. The limited warranty for special high-cycle springs is prorated by percentage of cycle use, and must be determined by the use of a non-resettable cycle counter.

### ColorWave™ Paint System

Raynor® warrants the ColorWave Paint System (exterior only) against chipping, cracking, and or peeling (losing adhesion), for a period of (5) five years from the date of delivery to the original purchaser. Fading and chipping, cracking, or peeling caused by dents or scratches are not covered under this warranty.

### Warranty Limitations and Exclusions:

See page 16

# Raynor EnergyCore™

## Commercial Garage Door Limited Warranty

### Door Sections

Raynor® warrants the door sections against defects in material and workmanship, and deterioration due to rust-through for ten (10) 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 ten (10) years from date of delivery to the original purchaser. Window components are warranted against defects in material and workmanship for one (1) year from date of delivery to the original purchaser.

### Hardware

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

### Springs

Raynor® warrants springs against defects in material and workmanship for one (1) year from date of delivery to the original purchaser. The limited warranty for special high-cycle springs is prorated by percentage of cycle use, and must be determined by the use of a non-resettable cycle counter.

### Warranty Limitations and Exclusions:

See page 16

# SteelForm™ 'S' Series, Commercial BuildMark® & TradeMark™ Commercial Garage Door Limited Warranty

## Door Sections:

Raynor® warrants the door sections against defects in material and workmanship, and deterioration due to rust-through for ten (10) years from date of delivery to the original purchaser. Window components are warranted against defects in material and workmanship for one (1) year from date of delivery to the original purchaser.

## Hardware:

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

## Springs:

Raynor® warrants springs against defects in material and workmanship for one (1) year from date of delivery. The limited warranty for special high-cycle springs is prorated by percentage of cycle use, and must be determined by the use of a non-resettable cycle counter.

## ColorWave™ Paint System

Raynor® warrants the ColorWave Paint System (exterior only) against chipping, cracking, and or peeling (losing adhesion), for a period of (5) five years from the date of delivery to the original purchaser. Fading and chipping, cracking, or peeling caused by dents or scratches are not covered under this warranty.

## Warranty Limitations and Exclusions:

See page 16

# FlexFit™

## Commercial Garage Door Limited Warranty

### Door Sections:

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

### Hardware:

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

### Springs:

Raynor® warrants springs against defects in material and workmanship for one (1) year from date of delivery, or cycle life of the spring to the original purchaser.

### Warranty Limitations and Exclusions:

See page 16

# Commercial Aspen™

## Commercial Garage Door Limited Warranty

### Door Sections:

Raynor® warrants the door sections against defects in material and workmanship, and deterioration due to rust-through for ten (10) 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 ten (10) years from date of delivery to the original purchaser. Window components are warranted against defects in material and workmanship for one (1) year from date of delivery to the original purchaser.

### Hardware:

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

### Springs:

Raynor® warrants springs against defects in material and workmanship for one (1) year from date of delivery. The limited warranty for special high-cycle springs is prorated by percentage of cycle use, and must be determined by the use of a non-resettable cycle counter.

### ColorWave™ Paint System

Raynor® warrants the ColorWave Paint System (exterior only) against chipping, cracking, and or peeling (losing adhesion), for a period of (5) five years from the date of delivery to the original purchaser. Fading and chipping, cracking, or peeling caused by dents or scratches are not covered under this warranty.

### Warranty Limitations and Exclusions:

See page 16

# Commercial Encore™

## Commercial Garage Door Limited Warranty

### Door Sections:

Raynor® warrants the door sections against defects in material and workmanship, and deterioration due to rust (exterior only) for ten (10) 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 ten (10) years from date of delivery to the original purchaser. Window components are warranted against defects in material and workmanship for a period of one (1) year.

### Hardware:

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

### Springs:

Raynor® warrants springs against defects in material and workmanship for one (1) year from date of delivery to the original purchaser. The limited warranty for special high-cycle springs is prorated by percentage of cycle use, and must be determined by the use of a non-resettable cycle counter.

### Warranty Limitations and Exclusions:

See page 16



# AlumaView®

## Commercial Garage Door Limited Warranty

### Door Sections:

Raynor® warrants the door sections against defects in material and workmanship for five (5) 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.

### Hardware:

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

### Springs:

Raynor® warrants springs against defects in material and workmanship for one (1) year from date of delivery. The limited warranty for special high-cycle springs is prorated by percentage of cycle use, and must be determined by the use of a non-resettable cycle counter.

### ArmorBrite™:

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:

1. 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.
2. Coated surface will exhibit gloss retention of a minimum of 30% of the original using a 60 degree reading per AAMA 2604 specifications.

# AlumaView® *continued*

## Commercial Garage Door Limited Warranty

3. 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 and Exclusions:

See page 16

# Sectional Care and 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](http://www.raynor.com)

Environment	At Installation	Every 6 Months	Every 12 Months	As Needed
<b>Normal</b> Areas not exposed to salt, salt fog, dirt or other air-borne substances, or where winter road salt is not used.		<b>Wash the door and windows</b> 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.  <i>Exterior:</i> Wash & rinse thoroughly. Can use garden hose.	<b>Inspect springs and hardware for signs of wear.</b> Avoid any contact with the springs as they are under extreme tension. Call your local Raynor Dealer to schedule a service call if you suspect any problems.	<b>If surface rust appears, immediately contact your local Raynor Dealer for inspection and repair options.</b>
<b>Winter</b> Areas where winter road salt is used		<i>Interior:</i> Doors without windows - Wash & rinse thoroughly. Can use garden hose.  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.  <b>Lubricate track and hinges</b> 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.	<b>Inspect springs and hardware for signs of wear.</b> See above.	<b>Clean off road salt from interior and exterior surfaces.</b> 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.  <b>If surface rust appears, immediately contact your local Raynor Dealer for inspection and repair options.</b>
<b>Coastal</b> Areas with exposure to salt or salt fog.  <b>Harsh</b> Areas with exposure to airborne substances	<b>Apply a good quality car wax</b> to the door immediately after installation. Follow car wax application instructions. <b>DO NOT APPLY WAX TO ACCUFINISH® OR ARMORFINISH® OR ANODIZED ALUMINUM DOORS!</b>  For ArmorBrite™ (powder coated) doors wait a minimum of 3 months to apply wax.	<b>Wash the door and windows.</b> See above.  <b>Wax the door.</b> See "At Installation."  <b>Lubricate track and hinges.</b> See above.	<b>Inspect springs and hardware for signs of wear.</b> See above.	<b>Wash the door and windows with a mild soap</b> (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.  <b>If surface rust appears, immediately contact your local Raynor Dealer for inspection and repair options.</b>

# DuraCoil™ HP

## Commercial Rolling Door Limited Warranty

### Door Curtain:

Raynor warrants the door and its component parts for two (2) years or 300,000 cycles (whichever comes first) against defects in material and workmanship.

### Hardware & Spring:

Raynor warrants all hardware and spring components against defects in material and workmanship for two (2) years.

### Warranty Limitations and Exclusions:

See page 16

# DuraCoil™, DuraShutter™, DuraGrille™

## Commercial Rolling Door Limited Warranty

### Door Curtain:

Raynor warrants the door and its component parts for one (1) year against defects in material and workmanship.

### Hardware & Spring:

Raynor warrants all hardware and spring components against defects in material and workmanship for one (1) year.

### Warranty Limitations and Exclusions:

See page 16

## FireCoil™ & FireCurtain™

### Commercial Rolling Door Limited Warranty

#### Door Curtain:

Raynor warrants the door and its component parts for one (1) year against defects in material and workmanship.

#### Hardware & Springs:

Raynor warrants all hardware and spring components against defects in material and workmanship for one (1) year.

#### Warranty Limitations and Exclusions:

See page 16

## FabriCoil™

### Commercial Rolling Door Limited Warranty

#### Door Curtain:

Raynor warrants the door and its component parts for one (1) year against defects in material and workmanship.

#### Hardware & Springs:

Raynor warrants all hardware and spring components against defects in material and workmanship for one (1) year.

#### Warranty Limitations and Exclusions:

See page 16

## ControlHoist™ Basic Commercial Operator Limited Warranty

Raynor warrants the electrical operator and component parts for two (2) years against defects in material and workmanship.

Raynor warrants the electrical operator and component parts against defects in material and workmanship for three (3) years, on the operator only, when purchased with any model of Raynor commercial sectional or rolling door.

### Warranty Limitations and Exclusions:

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## ControlHoist™ Standard Commercial Operator Limited Warranty

Raynor warrants the electrical operator and component parts for two (2) years against defects in material and workmanship.

Raynor warrants the electrical operator and component parts against defects in material and workmanship for three (3) years, on the operator only, when purchased with any model of Raynor commercial sectional or rolling door.

### Warranty Limitations and Exclusions:

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## ControlHoist™ Optima Commercial Operator Limited Warranty

Raynor warrants the electrical operator and component parts for two (2) years against defects in material and workmanship.

Raynor warrants the electrical operator and component parts against defects in material and workmanship for three (3) years, on the operator only, when purchased with any model of Raynor commercial sectional or rolling door.

### Warranty Limitations and Exclusions:

See page 16

# Rolling Service and Fire Door Care and Maintenance

Congratulations on your purchase of a Raynor Rolling door! With proper care and maintenance, your door will perform reliably for years to come. To maintain your warranty, Raynor recommends the instructions below should be performed every 6 months at a minimum unless noted. Additional information available at [www.raynor.com](http://www.raynor.com)

## Every 6 Months

### Guides

- Check all assembly bolts and wall mounting fasteners for tightness, missing fasteners.
- Inspect guide groove spacing, to insure the spacing is equally the length of the guide and check for bent angles.
- Inspect door jambs for structural integrity. Repair or replace jambs as needed.
- Inspect curtain stops for damage and tightness of fasteners.

### Curtain

- Check endlocks/windlocks for large amount of wear, bent, broken or missing.
- Check for loose endlocks/windlocks or missing rivets.
- Inspect curtain for bent, tears, holes, or metal fatigue in slats, Replace damage slats or complete curtain.

### Bottom Bar

- Inspect bottom bar for bent angles and loose fasteners.
- Inspect floor seal for tears or cuts.
- If locks are provided check for bent lock bars.
- Sensing devices when provided, should be tested frequently.

### Drive & Charge Headplates

- Check headplate mounting bolts for tightness and missing bolts.
- Check drive headplate bearing mounting bolts for tightness and missing bolts.
- If precision bearing is provided on drive headplate grease bearing once a year.

### Counterbalance

- Check door balance, door should want to freely come off the floor and feel heavy in the middle of the opening and want to freely hit the curtain stops.
- Inspect cast iron charge wheel for cracks and replace immediately if any are found.

### Hood/Side Covers

- Inspect hood and side covers for dents that could cause the door to bind. Replace damaged hood and side covers.
- Check for loose mounting screws for holding the hood or side covers on.

### Drive Operation

- Check set screws on drive gears, sprockets, and shaft collars for tightness.
- Check for damaged gears.
- Check for gear and sprocket alignment.
- Check operator mounting bracket bolts for tightness.
- Use a light lubricant on roller chain and sprockets.

### Labels

# 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 qualified installer. **This warranty applies only to doors that are professionally installed by an authorized Raynor Dealer**

This limited warranty extends only to the original purchaser, provided the door is installed in the original purchaser's place of business. This limited warranty is not transferable.

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. It also does not apply to damage or deterioration caused by saltwater coastal areas, 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. 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 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.



# Painting Instructions

All Raynor commercial steel 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 AlumaView® aluminum doors, or doors that are purchased with ArmorFinish®, AccuFinish®, 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.

Please note that painting instructions for Raynor are available at [www.raynor.com](http://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](mailto:garage@raynor.com).







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