



ENTRY DOOR  
systems

# Homeowner's **CARE and MAINTENANCE** Instructions

**FIBERGLASS AND STEEL ENTRY DOORS**





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FIBERGLASS AND STEEL ENTRY DOORS

## CONGRATULATIONS ON YOUR PURCHASE OF A CLOPAY ENTRY DOOR!

With proper installation, care and maintenance, your entry door will provide years of enjoyment. Please read this manual thoroughly and keep for future reference.

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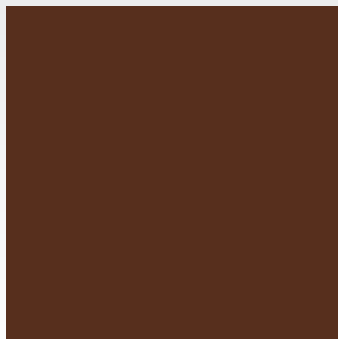
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### PRODUCT TRACKING INFORMATION

\_\_\_\_\_  
Dealer Name

\_\_\_\_\_  
Installer Name

\_\_\_\_\_  
Date of Installation



#### PRODUCT IDENTIFICATION LABEL

This information helps Clopay track and identify your specific entry door configuration in the case of a warranty claim or replacement parts.



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**REGISTER  
MY DOOR**

#### WARRANTY REGISTRATION

Please take a moment to register your new entry door. Registration is simple, takes only a few moments and allows us to contact you in the event of an important update or service repair.

Register today at:  
[www.clopaydoor.com/  
warranty-registration](http://www.clopaydoor.com/warranty-registration)



#### WARRANTY SUMMARIES

The warranty summaries shown below are provided as a convenience and are not meant to replace the full warranties. The Clopay entry door system component and finish warranties, in their entireties, including limitations and exclusions, can be found at:

[www.clopaydoor.com/residential/support/service-support/entry-door-warranty](http://www.clopaydoor.com/residential/support/service-support/entry-door-warranty)

#### ENTRY DOOR SYSTEM COMPONENTS

	DOOR SLAB AND SILL	NON-GLASS COMPONENTS	DECORATIVE AND CLARION™ GLASS AND FRAMES	DOOR FRAMES		HARDWARE	ACCESSORIES
		Hinges, weatherstripping	Including grilles between the glass and miniblinds	Composite	Wood	Handlesets, mail slots, door viewer	Hinge straps, clavos, speak easy
Fiberglass – Grained and Smooth	Limited Lifetime	10 Years	10 Years	Limited Lifetime	10 Years	Manufacturer's Warranty	1 Year
Steel*	10 Years*	10 Years	10 Years	Limited Lifetime	10 Years	Manufacturer's Warranty	1 Year

#### FACTORY FINISH

**5**

**YEAR**  
LIMITED WARRANTY

#### FINISHING TOUCH FACTORY FINISH

Clopay warrants that all factory-applied stain and paint finishes to fiberglass or steel door panels, or interior door frames by Clopay will be free of any "Finish Defect" for a period of five (5) years from the date of sale. A Finish Defect includes cracking, peeling, blistering, flaking, chalking, blotchiness, surface contaminant and smudges that occur during the factory finish process. A Finish Defect does not include fading due to UV or sunlight exposure.

Over time, harsh weather, sun, heat and changing temperatures will degrade the finish on all fiberglass and steel entry doors. Inspect your fiberglass or steel door system regularly for loss of gloss or roughness of the top coat or surface rust on steel doors.

- For steel doors or painted fiberglass doors, repainting will be required when the surface has faded or surface rust appears.
- For stained fiberglass finishes, reapplying an exterior grade, UV-resistant clear spar urethane top coat over the existing top coat is required every 18 to 24 months, or if exposed to extreme sunlight, salt and other extreme weather, more frequent reapplications will be required.

Entry door system and finish warranties, in their entireties, can be found at:

[www.clopaydoor.com/residential/support/service-support/entry-door-warranty](http://www.clopaydoor.com/residential/support/service-support/entry-door-warranty)



## QUICK REFERENCE GUIDE



- |                                   |                                     |
|-----------------------------------|-------------------------------------|
| 1 Door Panel                      | 9 Corner Seal Pad                   |
| 2 Glass                           | 10 Hinges                           |
| 3 Hinge Jamb                      | 11 Sill                             |
| 4 Lock Jamb                       | 12 Adjustable Threshold (on sill)   |
| 5 Head Jamb                       | 13 Approach (aluminum part of sill) |
| 6 Brickmould                      |                                     |
| 7 Weatherstrip (Weather Seal)     |                                     |
| 8 Door Bottom Sweep (Bottom Seal) |                                     |



- |              |            |
|--------------|------------|
| 14 Sidelite  | 16 Transom |
| 15 Mull Post |            |



- |              |                                    |
|--------------|------------------------------------|
| 17 Astragal  | 20 Primary (Active) Door Panel     |
| 18 Head Bolt | 21 Secondary (Inactive) Door Panel |
| 19 Shoe Bolt |                                    |





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# MAINTENANCE

	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10	Year 11	Year 12
Inspection Date:												
Weather Seal												
Door Bottom Seal												
Corner Seal Pads												
Sill												
Hinges												
Finish												
Glass												

All Clopay Entry Door Systems should be inspected for the following conditions at least once a year:

- Finish fading
- Weatherstrip and bottom sweep seal deterioration
- Loose hinges
- Caulked areas that have begun to deteriorate

If any of these issues are noticed, Clopay recommends repair or replacement per the instructions in this manual.

## PERIMETER WEATHER SEAL OR WEATHERSTRIP

The weatherstrip is designed to seal the door around three sides to keep out light, air and water. Do **not** paint the weatherstrip. The weatherstrip is a wear item that will eventually require replacement due to normal use. How quickly it wears out depends on the application and frequency of use. If the weatherstrip appears to be cracking or tearing, has lost its resilience or grown very stiff, it should be replaced.

Replacement is a very simple procedure. Firmly pull the weatherstrip out of the kerf pocket on all three sides of the jamb, using a pliers to grasp the end if resistance is strong. Replacement weatherstrip is installed by inserting the kerfed edge of the new weatherstrip back into the same jamb pocket. Trim replacement weatherstrip as needed with a utility knife or scissors to fit. Weatherstrip sets can be ordered from your Clopay dealer or purchased at most major home center stores, then trimmed to fit your entry unit.



## MAINTENANCE

### DOOR BOTTOM SEAL

The door bottom seal or sweep is attached to the bottom of the door panel and is designed to keep out light, air and water. The door bottom seal should **not** be painted. This is also a wear item with a life cycle dependent on the application and frequency of use. If the bottom sweep appears to be tearing, flattening or has grown very stiff, it should be replaced.

To replace the bottom sweep, remove the door from the hinges and lay the door panel on a protected flat surface. The bottom sweep is both stapled and caulked to the bottom of the door panel, and should be removed with a pliers. Clopay recommends that a replacement bottom sweep should be both stapled and caulked like the original for the best seal and wear. Replacement bottom sweeps can be ordered from your Clopay dealer or purchased at most major home center stores, then trimmed to fit your entry unit.

### CORNER SEAL PADS

The corner seal pads should be installed at the bottom of the jamb by the sill (as recommended by Clopay's installation instructions) to provide extra protection at a vulnerable point where the weatherstrip meets the sill. These are supplied in the installation packet and should be installed at time of installation. Do **not** paint the corner seal pads. The corner pads are also a wear item and should periodically be replaced if they are torn or missing. Replacement pad styles can vary, so it's best to order replacement pads from your Clopay dealer. Corner seal pads are self-adhesive and should be applied directly to the frame where the weatherstrip meets the sill.



### SILL

Your composite adjustable sill is the threshold you step over each time you enter your home via your Clopay entry door. The base of the sill is a composite material, designed to repel moisture and water infiltration. The composite base is covered by an aluminum approach designed to stand up to years of wear and tear. The aluminum approach on your sill comes in a brass, satin nickel or patina finish; all of these finishes will eventually show some normal wear over the course of time. Painting or refinishing your composite adjustable sill is **not** recommended.

On the top of your sill is an adjustable composite threshold that is designed to work in tandem with the bottom sweep on your door to seal your door unit against air, water and light. If you find that over time, light or air is entering at the bottom of your door or that the door bottom is dragging against the threshold making the door difficult to open, you can use a screwdriver to adjust the sill threshold either up or down to optimize the seal between the door and the sill.



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## MAINTENANCE



### **SILL *continued***

Adjust threshold to proper height by closing door over a strip of 20 lb. bond paper (See photo left). After closing the door, pull on the paper; it should not rip, but should have resistance when attempting to pull it out. Adjust up or down to obtain proper resistance.

The adjustable threshold on your sill can be replaced if damage occurs. Contact your Clopay Dealer to purchase replacement parts.

### **HINGES**

If a hinge is loose from the surface of attachment, re-tighten the screws. Clopay hinges are ball bearing hinges and do not require periodic lubrication. Inswing hinges have a pin to allow for easy removal of the door panel for maintenance or service. Outswing hinges have a non-removable pin for security reasons.

### **CAULKED AREAS**

Clopay's installation instructions require caulk at all of the unit's exterior joints. Over time, caulk will shrink and deteriorate. If the caulking applied around your door begins to deteriorate, remove the existing caulk and reseal the door with new exterior grade caulk to assure continued weather-tight performance of your entry door unit.

### **FINISH**

All exterior finishes are eventually affected by repeated exposure to the elements, particularly the sun's UV rays.

For stained doors, periodic re-application of an exterior polyurethane clear top coat is required to protect the stained surface of your fiberglass door, extending the life of your finish indefinitely. The top coat should be re-applied every 18–24 months, depending on the exposure and environmental conditions of your home's location. In locations of severe weather exposure or extreme exposure to sunlight, more frequent application may be required. Look for areas on the door and frame that are starting to fade or have lost its gloss. These are signs that your door is due for a re-application of top coat. Before the top coat shows further deterioration, reapply a fresh clear coat per the instructions found in this manual in the section *Required Top Coat Maintenance for Stained Doors*. **WARNING: FAILURE TO MAINTAIN THE TOP COAT ON YOUR ENTRY DOOR WILL VOID YOUR FINISH WARRANTY.**

For fading, cracking or splitting of paint finishes on Clopay fiberglass entry doors, stripping and repainting may be required. For deterioration of the paint finish on Clopay smooth fiberglass doors or steel doors, prepare the affected surface and touch up paint per the instructions found in this manual in the section *Maintaining Your Prefinished Door*. Failing to maintain your door's finish may lead to surface rust, which is not covered under—and may void—your door's warranty.



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## GENERAL CLEANING

### TO CLEAN THE GLASS:

Use a mild, non-abrasive commercial glass cleaning solution or make your own vinegar-based cleaning solution by mixing 2 tablespoons vinegar to 2 cups of distilled water. Apply cleaning solution to a soft, lint-free microfiber cloth or paper towel. Do not use glass cleaners that are ammonia- or alcohol-based, as they may damage or discolor the door panel's finish.

### TO CLEAN THE DOOR PANEL:

Use mild soap such as dish detergent diluted in warm water, and a damp non-abrasive cloth to remove any dirt and debris from fiberglass or steel door panels. Let the door air dry. **DO NOT USE** any type of wax, furniture polish and/or mineral spirits or acetones to clean your door panel.

### TO CLEAN THE HARDWARE:

Clopay offers several different manufacturer's hardware lines on our doors. Refer to the manufacturer's instructions and/or website for specific instructions.





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## MAINTAINING YOUR PREFINISHED DOOR

**Make sure before beginning to work with any finish-related product, that the temperatures are between 50 degrees and 90 degrees Fahrenheit. DO NOT apply finishes in direct sunlight.**

Your prefinished Clopay entry door has been manufactured to last for years. But like many parts of your home's exterior, it needs proper care and maintenance to keep it in top condition. Please note: Clopay's warranty excludes coverage of damage that may happen during or after installation.

### PAINTED DOORS

Wood grain fiberglass, smooth fiberglass and all steel doors are paintable with high quality exterior grade acrylic latex or oil-based paints. Your pre-finished door comes with two coats of our Finishing Touch factory finish paint.

#### TO TOUCH UP YOUR PREFINISHED PAINTED DOOR:

Paint can easily be damaged with the wear and tear of everyday living and touch-up paint is provided with each factory finished unit. Check for any signs of cracking or peeling of the paint surface. Remove any loose paint from the surface and lightly sand with 600 grit sandpaper to create uniform paint surface. Before applying the paint, wipe the door and lite frames with a damp cloth to remove any debris. (Do not use solvents or lacquer thinner on the door.) Allow the surface to dry completely before painting.

### STAINED DOORS

Over time, harsh weathering and exposure will degrade even the best fiberglass door finishes. Clopay wood grained fiberglass doors are finished with first a stain layer, then a top coat finish. Stained doors require an annual inspection to inspect the condition of the top coat. If you see a dulling of the top coat surface, whitening, flaking and peeling of the clear top coat, or detect any other changes, that is a sign that top coat must be re-applied. The top coat must be maintained in good condition to protect the stain finish underneath on your fiberglass door and periodic re-application is required to maintain your product finish warranty. Top coat should be re-applied at least every 18–24 months, depending on the exposure and environmental conditions of your home's location. In locations of severe weather exposure or extreme exposure to sunlight, more frequent maintenance may be required. Instructions on how to reapply top coat on a Clopay stained fiberglass door can be found in the next section, *Required Top Coat Maintenance for Stained Doors*.

**WARNING: FAILURE TO MAINTAIN THE TOP COAT ON YOUR ENTRY DOOR WILL VOID YOUR FINISH WARRANTY.**

## REQUIRED TOP COAT MAINTENANCE FOR STAINED DOORS

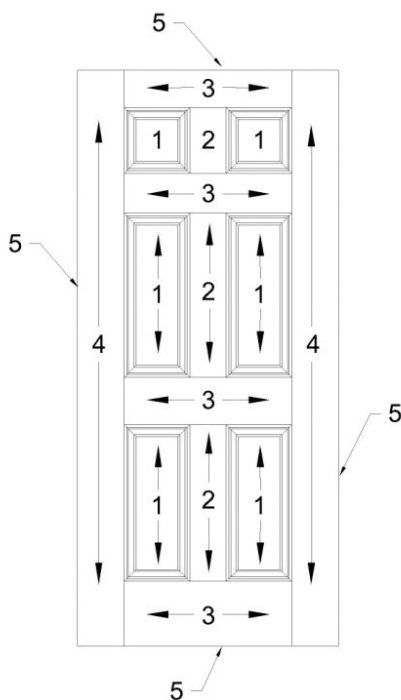
## TO REAPPLY THE TOP COAT ON YOUR FACTORY FINISHED FIBERGLASS DOOR:

Select an exterior grade UV-resistant top coat such as Minwax® Spar Urethane or equivalent. The Clopay recommended product is Minwax Spar Urethane Exterior Top Coat. Do not use any top coat that is not urethane-based such as Sikkens® Window and Door. Top coat may be sprayed or brushed on. Keep in mind that an off-the-shelf top coat may be more amber in color than the prefinish top coat that was factory-applied.

The door panel can be removed from the hinges and laid flat, or can be re-top coated while hanging (but be aware that excess material application may cause drips or runs.) The existing top coat must first be lightly “sanded” with a Scotch Brite® pad or 320 grit sandpaper in order to abrade the surface of the existing top coat, so that the new top coat will adhere to the existing one.

Clean the door panel with a mild detergent and a damp, non-abrasive cloth to remove any dirt or debris from the door's surface. Make sure any build-up of dirt, grease or mineral deposits are removed. Let the door air dry completely.

Mask off any components such as glass, hardware, sill or threshold, weatherstrip and hinges to prevent getting top coat where it does not belong. If needed, touch-up stain can be applied to any areas that show wear on the stain surface. Allow any touched-up areas to dry completely. Spray or brush on the top coat wherever fiberglass stained surfaces are exposed to the exterior elements (follow application procedure for directional application of stain – see illustration at right). Allow the top coat to dry completely before re-hanging or closing door.



### Finishing Order

- |  |  |
|--|--|
| 1—Embossed Panels<br>(Moulding Profiles) | 4—Outside Vertical<br>Areas (Stiles)                                   |
| 2—Vertical Center<br>Areas (Mullions)    | 5—Edge of Door<br>(Includes both<br>sides, top and<br>bottom of panel) |
| 3—Horizontal<br>Areas (Rails)            |  |



## FINISHING YOUR DOOR

### IF YOUR DOOR WAS ORDERED UNFINISHED:

Your door and frame must be finished within 30 days to protect your investment.

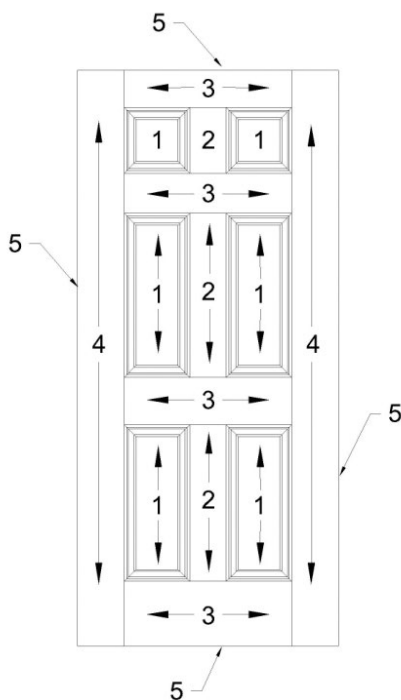
**Please note that failure to finish your entry door system within the recommended time period will void your warranty.** Clopay is not responsible for the performance of field-applied finishes. Contact a local professional and follow the recommendations in this brochure for long-lasting beauty and durability of field-applied finishes.

### WHEN PAINTING OR STAINING YOUR UNFINISHED DOOR:

When finishing, remove the door from the frame and place door on a flat level surface off the floor. Finish all sides of the door. Do **not** paint or stain the flexible door bottom sweep on the bottom edge. Sidelites will need to be finished while attached to the frame. Mask off all glass and hardware with 3M™ painter's tape. **CAUTION: Paint or stain in a well ventilated area. Keep combustible paint, stain and top coat away from heat and flame. Keep out of reach of children.**

### TO PAINT YOUR UNFINISHED DOOR:

- Clopay woodgrain fiberglass, smooth fiberglass and steel doors are all paintable with most high quality exterior grade acrylic latex or oil-based paints. Before applying paint, wipe the door and lite frame with a damp cloth to remove any dirt, oil or debris. (Do not use solvents or lacquer thinner on the door.) Allow the surface to fully dry before painting.
- Paint the door (spray or brush) in the directions shown in the illustration at right. Apply at least two coats of paint. Follow the brand's recommended drying time between coats.



### Finishing Order

- |                                       |   |
|---------------------------------------|---|
| 1—Embossed Panels (Moulding Profiles) | 4—Outside Vertical Areas (Stiles)                             |
| 2—Vertical Center Areas (Mullions)    | 5—Edge of Door (Includes both sides, top and bottom of panel) |
| 3—Horizontal Areas (Rails)            |   |



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## FINISHING YOUR DOOR

### TO STAIN YOUR UNFINISHED DOOR:

- All surfaces of a Clopay woodgrained fiberglass door are stainable. The textured fiberglass surface yields superior stain adhesion without sanding. Select a high quality gel stain such as Minwax®, Behr® or WoodKote®. Make sure the stain is recommended for non-wood surfaces.
- Clean the door before applying stain by wiping the fiberglass door and door lite frame with a damp cloth to remove any dirt, oil or debris using a mild, all-purpose cleaner. Allow the surface to fully dry before staining.
- Apply an even amount of stain with a brush or lint-free cloth in the direction of the wood grain as shown in the illustration on page 10, starting with the interior panels first. Work the stain into the surface. Lighten stain and remove excess with a brush, removing the excess stain from the brush periodically with a rag before the stain dries completely. Gently brush in the direction of the grain using long sweeping motions to even out the color. For a darker appearance, allow the stain to remain on the door longer or apply a second coat after the first coat dries. Follow the application instructions on the stain container label.
- After stain has dried for at least 24 hours, spray or brush 2 coats of high quality, exterior grade satin or low gloss UV-resistant top coat such as Minwax® Spar Urethane or equivalent in the direction of the wood grain. Allow to dry between coats. Follow the top coat manufacturer's directions and cautions for the correct use and drying time between coats. **IMPORTANT:** Use only exterior grade Spar Urethane with ultraviolet (UV) inhibitors.

### FINISHING COMPOSITE JAMB COMPONENTS

- Unfinished jambs should be finished for paint or stain according to the finishing instructions for the door panel. Use wood filler or putty to cover any nail or screw marks on the components before staining or painting. We do not recommend sanding composite jamb components.
- Do **not** stain or paint the door threshold or aluminum sill approach. Do **not** stain or paint the weatherstrip, the door bottom sweep or the corner seal pads.



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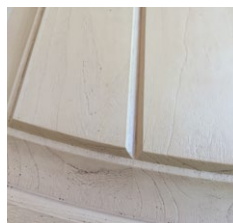
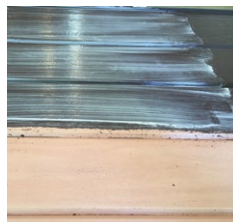
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## STRIPPING TO REFINISH

### TO STRIP AND REFINISH YOUR DOOR:

- Choose a standard paint stripper. Paint or stain and top coat can be removed with most methylene chloride-based strippers, such as 3M's Safest Stripper® or Savogran SuperStrip®. Always test any stripper on an inconspicuous area of the door before applying to entire surface of door. Follow the manufacturer's instructions and heed all warnings for correct use.
- Apply the stripper to the door panel, working in very small areas at one time. For a fiberglass door, we recommend applying the stripper to any raised areas of the door first before moving on to any flat areas.
- Remove the stripper within 2–3 minutes to avoid damage to the surface of your door. We recommend using a nylon bristle brush for removal of any paint or stain and top coat from the recessed wood grain texture of a fiberglass door. Grade 000 steel wool can also be used. For flat surfaces, we recommend using a plastic scraper instead of metal to avoid gouging the surface of the door.
- After complete removal of the paint or stain, wash the door thoroughly with a mild detergent to remove any residual stripper. Allow to dry. The door panel should be completely clean and dry before attempting any refinishing.



## ADDITIONAL ITEMS

### PROPER VENTILATION OF A STORM DOOR

If you choose to use a storm door over your Clopay entry door, it's imperative that the storm door provide the proper ventilation at the top and bottom of the storm door to allow for heat to escape. The temperature between a storm door and an entry door can climb to well above 180 degrees if not properly ventilated. **Clopay is not responsible for any damage caused to door components or finishes due to a storm door application.**





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## TROUBLESHOOTING GUIDE

### AIR OR LIGHT INFILTRATION AT TOP OR BOTTOM OF ENTRY DOOR

PROBLEM	SOLUTION
Weatherstrip cracked, torn or missing.	Replace weatherstrip.
Bottom corner pads missing or torn.	Replace corner pads.
Door not sealing tightly against weatherstrip in frame.	Adjust lockset strike plate.
Door not sealing tightly against weatherstrip evenly when it closes. May hit top or bottom first.	Realign or re-shim so door meets lock jamb weatherstrip evenly. (If your door was professionally installed, we suggest contacting your installer.)

### DOOR WILL NOT OPEN OR CLOSE PROPERLY

PROBLEM	SOLUTION
Door not against weatherstrip evenly when it closes. May hit top or bottom first.	Realign or reshim so door meets lock jamb weatherstrip evenly. (If your door was professionally installed, we suggest contacting your installer.)
Adjustable strike plate on jamb not properly aligned.	Realign adjustable strike plate.
Door sagging (uneven margin between the door and the top of the frame).	Make sure the LONG hinge screws provided in the installation packet are properly installed in the top hinge through the jamb into the stud.
Frame out of square (sill not level/door bottom sweep margin).	Usually caused by frame components sitting on unlevel floor/sill area. Free lowest jamb leg and shim it up to level the sill and maintain an even margin between the top of the door and the frame.

### PREVENTING ROOM-SIDE CONDENSATION

PROBLEM	SOLUTION
Condensation is forming on the interior side of the entry door unit.	Excess humidity inside the home is typically the cause of condensation. Lower the humidity inside your home by running a dehumidifier or increasing the airflow inside your home.



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## TROUBLESHOOTING GUIDE

### AIR OR WATER INFILTRATION AROUND THE DOOR PERIMETER

PROBLEM	SOLUTION
Door not against weatherstrip evenly when it closes. May hit top or bottom first.	Realign or reshim so door meets lock jamb weatherstrip evenly. (If your door was professionally installed, we suggest contacting your installer.)
Improper or incomplete seal or deterioration of seal around or on top of entry door unit.	Reapply exterior grade caulk to properly seal around the brickmould.
Deterioration of seal around fixed unit sidelites where they meet the jamb.	Reseal with exterior grade caulk to restore system integrity.

### WATER INFILTRATION IN THE SILL AREA

PROBLEM	SOLUTION
Door not against weatherstrip evenly when it closes. May hit top or bottom first.	Realign or reshim so door meets lock jamb weatherstrip evenly. (If your door was professionally installed, we suggest contacting your installer.)
Improper or insufficient sealant, or deterioration of sealant between sill and subfloor.	Reseal under sill using exterior grade caulk.
Broken seal where the sill meets the jamb.	Remove corner pad and pull out weatherstrip at bottom of jamb. Caulk entire joint where jamb and sill meet. Replace weatherstrip and corner pad.
Damaged adjustable threshold causing door bottom sweep to interfere with door closing.	Replace the adjustable threshold on the sill.
Damaged door bottom sweep.	Replace door bottom sweep, caulking underneath the new sweep first.
Door sagging in frame.	Make sure the LONG hinge screws provided in the installation packet are properly installed in the top hinge through the jamb into the stud.



## ENTRY DOOR systems

For additional information about our products or a copy of our warranty, contact your dealer or:

- Visit **[www.clopaydoor.com](http://www.clopaydoor.com)**  
Live Chat 8:30 a.m. – 5:00 p.m. EST  
Monday – Friday
- Contact us at **1-800-225-6729**  
8:30 a.m. – 6:00 p.m. EST  
Monday – Friday  
8:30 a.m. – 5:00 p.m. EST  
Saturday
- Email us at **[bpcinfo@clopay.com](mailto:bpcinfo@clopay.com)**