



ASSOCIATION OF GARAGE DOOR SPECIALISTS

Consumer Information Sheet

Important Information for Purchasers and Users of Up and Over Garage Doors and Electric Operators

GRP, ABS Plastic & Plastisol Doors

These garage doors are supplied in a fully finished condition. To help preserve the appearance of the door, periodically wash down with warm water and a non-abrasive detergent. It is also possible to apply a car wax, to shiny white surfaces such as gloss white GRP. Again check the specific manufacturers instructions.

Timber Doors

Timber must be fully protected both externally and internally, with a microporous stain, which must be applied in accordance with the manufacturers instructions. Timber is a natural product, and will expand and contract, dependant on weather conditions and this can cause noticeable swelling movement at some joints.

LIABILITY

The manufacturer and supplier can not accept responsibility for alterations made to the door by others including any change which may affect the weight of the door.

Customers must ensure that maintenance is carried out as described above to ensure that their garage door continues to operate correctly. The validity of any guarantee is dependant on regular maintenance and sensible usage. If you are unsure about any aspect of your door, please contact your supplier.

SERVICING

Your installer should be able to carry out regular servicing of your garage door, for a reasonable charge. Should you need to contact them please make a note of the make and model of your door before calling .

We would also strongly recommend sectional doors with torsional springs, and canopy doors be checked and adjusted at two years.

Maintenance and service can also be arranged by AGDS members. A full list of current members is available on their website, or by post at the address below.

This information is designed and supplied by the AGDS for the ultimate benefit and safety of the Consumer.

The **Association of Garage Door Specialists** offering a guarantee of customer advice, care and assurance, unsurpassed in the industry, and supported by all the leading manufacturers.

Look for the logo and ask to see a current membership certificate.

For further information - contact **AGDS, PO Box 560, Preston, PR5 6FF**
Email: mail@agds.co.uk Visit our website: www.agds.co.uk



Please read this leaflet carefully and keep in a safe place for later reference. Some manufacturers will put information stickers on the back of the door, please read these also.

Important Safety Instructions

Exercise extreme caution when near the tension springs, cables, rollers and other moving parts on your garage door. Ensure children's hands are kept away from these areas also.

When operating the door from the inside or the outside, allow sufficient clearance for the swing-out action of the door. Ensure that persons and objects are well clear of the door's range of travel. Keep children at a safe distance.

For your safety always ensure that you open your door to the fullest extent. Retractable Doors should be allowed to reach a complete rest, in the back of the tracks, after operation before progressing into the garage. With Canopy Doors the door must come to a complete rest.

Garage doors, like any other door, are not designed to be left open, unlatched and unattended. In windy conditions the door can be dislodged from its open position and slammed closed causing damage to the door and anything beneath it. Always ensure the doors are latched in the closed position when not in use.

We would strongly recommend that periodic servicing of your garage door by a Specialist Company is undertaken, in addition to maintenance carried out by yourselves. Maintenance recommendations are shown later in this booklet, and specific information is generally supplied by the manufacturers with the door.

USER INSTRUCTIONS

Manual Garage Doors:

Canopy Doors

Always lift and lower your door from the centre. Do not lift at the corner, particularly with a Canopy Door as this can result in misalignment of the cables, which are not covered by warranty.

Retractable Doors

It is important that the doors are not thrown into the back of the tracks as this may encourage the door to fall forward. When starting to open a door try to use enough force to ensure continuous movement of the door into the back of the tracks. Double doors in particular may seem heavy even when fitted correctly, but by using the momentum of the door to discourage them from stopping half way, they are always easier to operate.

Sectional & Roller Shutter Garage Doors

These doors do not swing out when opening, being a vertically opening door. They sometimes require a sharp vertical upwards pull to start the door moving, and then it is important to maintain control until the door is fully open.

All Types

When locking ensure that your latches are fully engaged, some doors employ slam latches while others require the turn of a handle to engage the lock mechanism. **DO NOT** use the internal lock cables to open or move the door. If the door will not fully close check for obstructions between the door and the garage floor.

Large or Heavy Doors

Just like a car, the larger or heavier a door is, the harder it is to operate. Therefore, just like you would prefer 'Power Steering' we would always recommend the fitting of an Electric Operator.

Most garage doors are suitable for electric operation at affordable prices and in addition to the ease of operation there are numerous other advantages including security and safety for the user.

Your original installer should be in a position to offer the service but details can be also be found on the AGDS web site at www.agds.org.uk.

Electrically Operated Garage Doors

Your garage door may be operated either by using the hand held radio transmitter, or if fitted an internal wall console or bell push. Hand transmitters are powered by a battery, which will eventually need to be replaced. You may notice that as the battery weakens a gradual reduction in range occurs.

You may need to disconnect your door from the operator by means of the internal release cord, or lever. Each make will have a slightly different way of doing this, and it is important to familiarise yourself with this.

In the case of power failure, if you have no other means of entry to your garage other than through the garage door, your door will have been fitted with an external release mechanism. This device allows you to disconnect your garage door from the electric operator and you should familiarise yourself with its' operation.

If your electrically operated door fails to function, look to see if it has been unplugged from the power supply. Next check the plug itself, which will hold a fuse. Some operators contain another fuse within the central body of the unit. This will also need checking.

Always ensure that you have full sight of the area in front of an electrically operated garage door, so that you can check that there are no obstacles or persons in front of the door when you operate the system.

Radio Controls

Most radio controls, purchased from 2001 use the Government approved frequency of 433Mhz. Prior to that various frequencies including 418Mhz were also approved.

The Dti have recently allowed other frequencies close to 418Mhz and 433Mhz for various applications, one major user being 'Tetra'. This system is being taken up by Police, and Fire Service equipment and is being rolled out throughout the country. In some areas the signal strength is such that it can interfere with other radio systems, car and house alarms and of course garage door systems. This can cause loss of range on the hand held transmitters and in some instances "ghost operations". This is not the fault of the installer of the equipment.

In addition ambient temperature sometimes affects the range of the hand transmitter, as does failing batteries.

Newer operators are on a frequency of 868Mhz. Please make a note of the specific one for your operator, as it may be required if you need replacement or additional hand transmitters.

Maintenance

Remove any dirt, salt and grit from tracks and other moving parts.

The lifting gear of your up and over, and sectional door should be oiled regularly, (at least four times a year, depending upon location and site) using a light oil or maintenance spray. All moving parts should be oiled and especially

- All pivot points
- Running tracks (do not grease them)
- Tension springs

Periodically check all fastenings for tightness.

Do not oil lock cylinders. If it is sticking lubricate with graphite dust. Roller doors do not require oiling. A silicone lubricant spray, or a silicone based furniture polish should be applied to the tracks.

PAINTING YOUR GARAGE DOOR

Steel Doors

Before painting your door, clean thoroughly with a mild solution of water and non-abrasive detergent, followed by washing with warm water only, to remove any evidence of the detergent. Do not use any solvent based products. Sand down the surfaces to be painted with wet and dry, clean with water, then dry. Factory Primed or Pre-Finished doors must be painted with a good quality household undercoat and top coat as soon as possible after installation, in accordance with the paint manufacturers instructions. Particular requirements for each manufacturer are usually contained in their fitting instructions, or on a sticker on the back of the door.

Due to the detail on Pressed Metal garage doors there will always be deformities in the metal due to the stresses of pressing the design features. Painting in a gloss finish will highlight these deformities to a greater degree and it is always recommended that matt or eggshell type finishes are used.