

# Important information for garage door users

Please read this information leaflet carefully and retain it for future reference.



This leaflet has been produced by **dhf** Garage Door Group who represent the leading UK garage door installers, manufacturers, and distributors.

## Safety instructions

Exercise extreme caution around, and keep children away from, springs, cables, rollers and other moving parts on your garage door. 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 fully. 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 slam 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 strongly recommend that periodic servicing of your garage door by your dhf Garage Door Group installer is undertaken, in addition to maintenance carried out by yourselves. Maintenance recommendations are included in this booklet, see also specific information supplied by the door manufacturer.**

## 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. Speak to your DHF installer for details.

#### 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 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 door from the electric operator and you should familiarise yourself with its operation.

If your 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; unplug the unit before investigating the internal fuse.

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. Ambient temperature sometimes affects the range of the hand transmitter, as do

failing batteries. Please make a note of the specific frequency and model of 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) and tension springs. Periodically check all fastenings for tightness. Do not oil the lock cylinder; 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.

#### 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, 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 your DHF installer.

This information is designed and supplied by the DHF for the ultimate benefit and safety of the consumer. The DHF offers 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.

## Painting Your 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 manufacturer's 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.

#### 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 manufacturer's instructions.

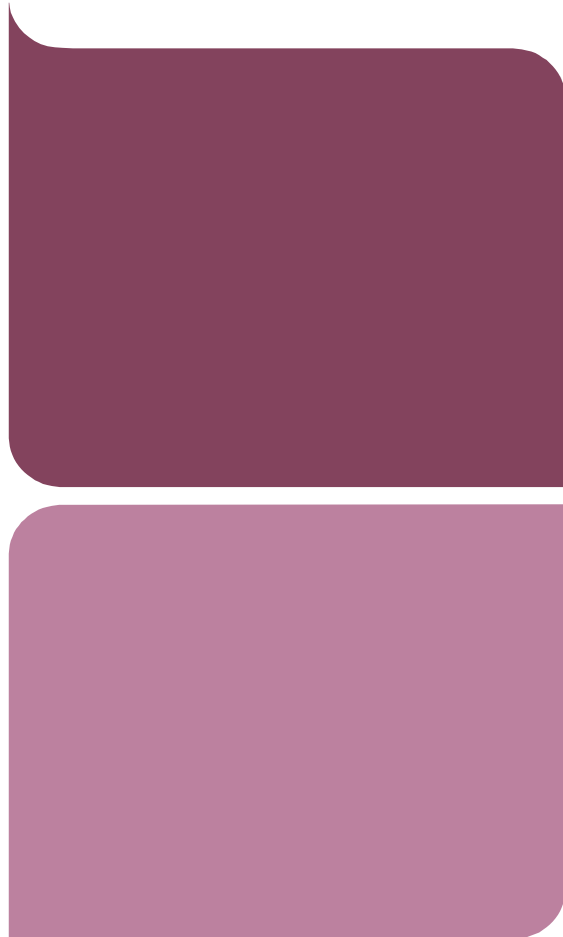
#### Timber Doors

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

#### Liability

The manufacturer and supplier cannot 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 dependent on regular maintenance and sensible usage. If you are unsure about any aspect of your door, please contact your supplier.





## Contact us for more information

Email: [info@dhfonline.org.uk](mailto:info@dhfonline.org.uk)

Telephone: (0)1827 52337

Address: **dhf** The Barn, Shuttington Fields Farm, Main Road, Shuttington, Tamworth B79 0HA

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