OWNER'S MANUAL

Important operating, safety, and maintenance information inside

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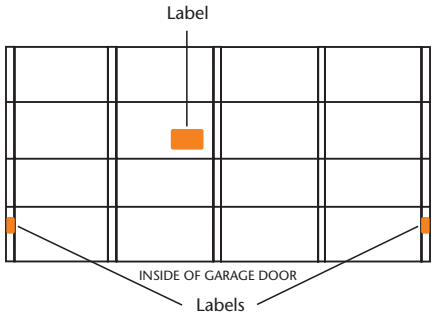
For product information, warranty, and installation instructions, visit **www.amarr.com** or call **1.877.512.6277.**

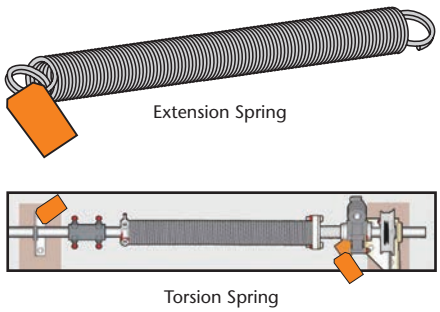
Entrematic manufactures and distributes garage doors under several brand names.

Read all safety and maintenance tips in this Owner's Manual. Garage doors are the largest moving objects in your home. Proper installation, operation, maintenance, and testing of the garage door and electric garage door opener are necessary to provide safe, trouble-free operation. An improperly adjusted garage door or electric door opener can exert deadly force when the door closes For more product information, warranty, and installation instructions, call **1.877.512.6277** or visit **www.amarr.com.**

Warnings

Read all safety and warning labels attached to the garage door and springs.





DANGER

High spring tension can cause serious injury or death. Do not attempt to remove, repair, or adjust any springs, any red colored fasteners, cable or the hardware to which the red colored fasteners are attached. Removal, adjustment, or repair must be made by a trained garage door technician.

DANGER

Additional parts can overload the springs causing serious injury or death. Do not add additional parts to the door. Every garage door has been specifically designed to bear the weight of the door as supplied from the manufacturer. Failure to comply with these instructions voids the warranty.

WARNING

Keep fingers away from garage door section joints and moving parts to reduce chance of finger or hand injury. Do not attempt to manually operate the garage door without the use of attached gripping points and/or pull cord.

WARNING

Garage doors equipped with electric openers should not have pull cords attached directly to the garage door. Garage door may be damaged and people may be injured if pull cord is not removed.

NOTICE

Attempting to manually open a garage door equipped with an electric opener may result in damage to the garage door. Most electric openers prevent the garage door from being opened manually. In the event of emergency, power outage, or during monthly safety inspections, garage doors with attached electric openers must be released using the emergency release handle. To release opener and open door manually, see Operation instructions on page 2.

NOTICE

Damage to the garage door due to an improperly installed electric opener, improperly adjusted electric opener or improper bracing of top section is not covered by the garage door warranty.

⚠ WARNING

⚠ **Garage door safety is your responsibility.** Garage doors, garage door openers, and electric transmitters are not toys. Careless operation or allowing children to use garage door controls can lead to serious injury or death. Discuss garage door safety with your children, explain the dangers and outline emergency procedures in the event of an accident.

⚠ **Contact with a moving door could cause serious injury.** Teach children to keep their hands and fingers clear of the garage door, section joints, hinges, track, springs, and other door parts during operation.

⚠ **Do not stand or walk under a moving door.** Do not let children or adults play "beat the door" as the door closes. This action is dangerous and can result in serious injury or death.

⚠ **Do not let children play with or use electric transmitters.** Always place and store them out of reach of children.

⚠ **Pushbutton wall controls should be out of the reach of children.** Mount at least ten feet away from the door and at least five feet from the floor and where the user can clearly see the moving garage door.

⚠ **Keep garage door in sight at all times until it has completely stopped moving,** especially when using a pushbutton wall control or electric transmitter to operate the door.

⚠ **Keep the door area clear at all times.** Teach children never to play under or near an open garage door.

Installation

Garage door installation is an advanced project and can be extremely dangerous. Installation by a trained garage door technician is highly recommended. To locate a trained garage door technician visit **www.amarr.com** or call **1.877.512.6277.** Downloadable instructions and technical manuals are available at **www.amarr.com.**

NOTICE

Failure to install a garage door according to manufacturer's instructions will void the garage door warranty.

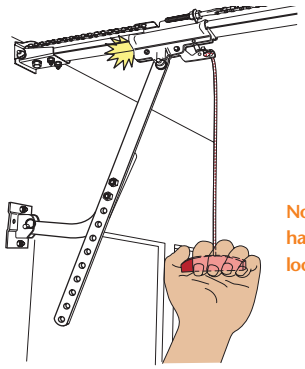
Operation

■ **To manually open door**
Check to make sure the garage door is in the unlocked position. Do not open door by inserting fingers between sections. Lift the door by hand using the attached step plate/lift handles only. You should be able to lift the garage door smoothly and with little resistance. If door does not open smoothly and with little resistance, contact a local trained garage door technician.

■ **To manually close door**
Make sure the area required for door movement is clear. Position yourself inside the garage. Do not close door by inserting fingers between sections. Pull the door downward using attached step plate/lift handles only. If unable to reach handles, use pull cord affixed to side of door. The garage door should move smoothly and with little resistance. A well-balanced door will remain open around three to four feet above the floor. Continue closing with step plate/ lift handles until closed. If door does not move smoothly and with little resistance, contact a local trained garage door technician.

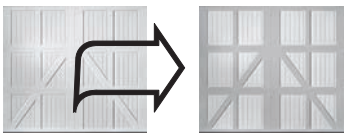
■ **To open and close using an electric door opener**
Most electric openers prevent the garage door from being opened manually. When using an electric opener with any garage door, all manual locking mechanisms and door specific pull cords should be removed. Refer to the opener manufacturer's instructions supplied with the electric opener for more detailed operating information. All Amarr manufactured garage doors require proper reinforcement of the door's top section before installing an electric opener.

■ **In case of emergency**
During a power outage, or during monthly inspections, garage doors with attached electric openers must be released to be opened manually. To disengage opener, fully close the garage door and pull down vertically on the red emergency release handle to release the trolley arm (pictured below). The door may now be opened manually. To re-attach opener, please follow the opener manufacturer's instructions.



Note: All release handles do NOT look alike.

Finishing



Steel doors

Steel doors are pre-painted with a factory-applied finish that is suitable to be repainted with a wide variety of 100% acrylic exterior grade latex paints. When painting your door, follow the paint manufacturer's instructions. No warranty of paint compatibility is made or implied by Entrematic. Painting pre-painted steel doors voids the paint finish warranty.

Preparation
Lightly buff or sand any surface imperfections. Next, visually inspect door for areas of exposed metal. Treat any exposed metal areas with a primer specifically designed to protect galvanized steel from rusting. Allow the primer to dry according to manufacturer's instructions. Once dry, thoroughly clean your door (refer to page 4). Door must be painted within twenty-four (24) hours after cleaning.

Painting
Use a high-quality 100% acrylic exterior grade latex paint. **Do not use oil based paint.** Paint should be thoroughly mixed before using. If repainting your door, follow the paint manufacturer's instructions for applying paint in relation to temperature, sunlight, number of coats, etc. To avoid paint bleeding when using two colors, use a painting tape, such as 3M Blue Edge.™ Painting pre-painted steel doors voids the paint finish warranty.

Wood doors

Wood doors are specialty wood products and have natural wood variations. Wood doors require special finishing prior to installation. To finish, preserve and protect your beautiful wood door, all six (6) sides of each garage door section must be finished within two (2) days of receipt of door and prior to installation to validate the warranty.

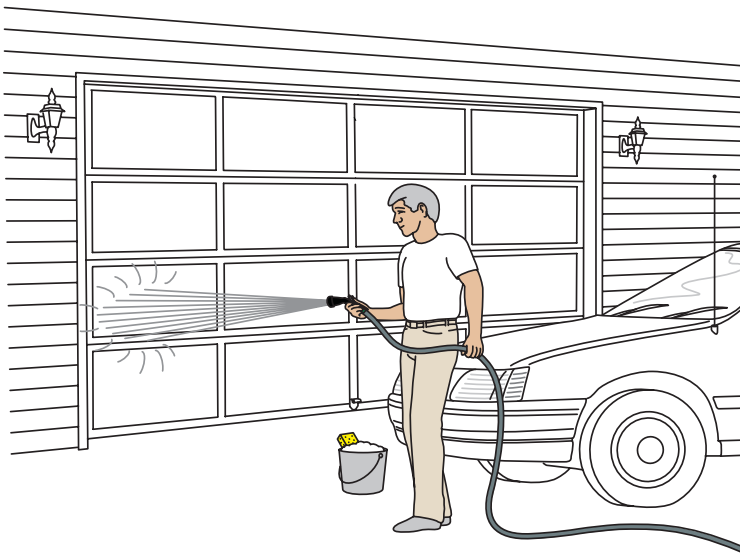
Preparation
Lightly buff or sand any natural surface imperfections.

Painting or Staining
Prior to installation, all six (6) sides of each garage door section must be painted (or sealed) with one (1) coat of exterior grade primer (or stain) and two (2) coats of high quality exterior grade paint (or sealer, if stained), in accordance with the finish manufacturer's instructions. Dark shades are not recommended for stain grade wood doors on southern or western exposures. Dark shades may require additional maintenance.

Care

To maintain the appearance and the safety of your garage door, regularly clean and inspect the door and the area in which the door operates.

■ **Steel and Aluminum doors**
Wash the door exterior at least one time per year and more frequently in salt air climates. Dilute one cup of common household detergent, like Tide®, in five gallons of warm water and wash door with a dense sponge or cloth. Rinse door thoroughly clean. **Never blend cleansers or detergents with bleach.** Do not pressure wash a garage door.



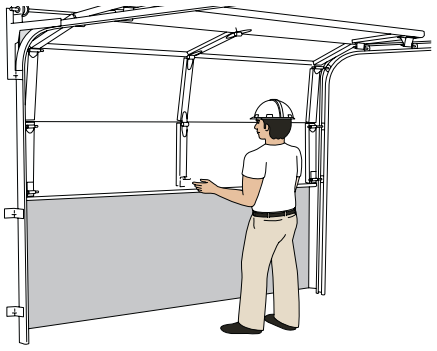
■ **Wood doors**
Wood doors require periodical inspection of door finish. Visually inspect the door once a year to determine if the finish is weathered, deteriorating or thin. Stripping and refinishing of door may be required.

■ **Windows and Window Inserts**
Use a soft cloth and common household glass cleaner.

■ **Decorative Hardware**
No cleaning is required to maintain appearance. Slight variations in individual finishes are intended. Some changes in color will occur over time, enhancing the natural look and beauty of each piece.

Maintenance

Monthly safety checks of your garage door and opener, and an annual visit from a trained garage door technician, will maintain the safety and smooth operation of your garage door.



■ **Visual inspections**
Visually scan tracks, cables, springs, steel brackets, rollers, and hinges for fraying, rupture, and other signs of wear. A trained garage door technician must replace these items to ensure garage door safety.

■ **Door balance**
To test door balance, first disconnect electric opener while door is closed (if applicable; refer to page 2). Raise door to waist level and slowly release. Door should hold in this position. If door drops or raises without assistance, call a trained door systems technician to correct the door balance.

■ **Door lubrication**
Lubricate hinges, springs, rollers, and bearings, with Amarr Super Lube or similar non-silicon-based lubricant (eg. 10W-30 motor oil) at least twice per year to maintain smooth operation of door. Do not lubricate nylon rollers or tracks.

■ **Opener safety device**
To test photo eyes, stand inside garage, safely away from path of door; push wall button to close door. As door closes wave an object in path of photoelectric eye beam. The door should reverse and return to the fully open position. Photo eyes should be installed no more than 6" above the floor.

■ **Opener reversal**
Garage door openers manufactured after January 1, 1993 are required by Federal law to have advanced safety features that comply with UL 325 standards. If a reversing feature is not present, your electric opener should be replaced.

To test reversal, door must be properly balanced. Open garage door fully, place a 1-1/2" thick piece of wood on the floor under the center of the door. Stand inside garage, safely away from path of the door, push the transmitter or wall button to close door. The door must reverse when it strikes the wood. If the door does not reverse, contact a trained garage door technician to adjust, repair, or replace the opener or door.

Limited Warranty for residential garage doors

Entrematic offers Limited Warranties for residential garage doors depending upon the type of garage door purchased, the type of residential housing, the outlet from where the purchase was made, and the date of purchase. To determine which limited warranty coverage applies to your garage door, visit www.amarr.com and select the type of door purchased, the outlet where the door was purchased and the date of purchase or call 1.877.512.6277 or write Amarr Service Center, 3800 Greenway Circle, Lawrence, KS 66046.

What the Warranty Covers
Entrematic warrants to the original purchaser that Entrematic will, at Entrematic's option, repair, repaint, replace, refund at original purchase price or pay the original purchaser to repair, repaint or replace items of an Entrematic manufactured Residential Garage Door that are defective in material or workmanship and at the home of the original installation pursuant to the terms of this Limited Warranty which includes more specific Limited Warranties. This Limited Warranty is for installations of complete garage doors (sections and hardware) for single-family residential, residential condominium or similar residential multi-family housing. This Limited Warranty does not apply to commercial, industrial, rental property or non-residential uses. This Limited Warranty is not transferable or assignable in whole or part.

This Limited Warranty extends to normal usage when the door has been installed and maintained in accordance with manufacturer's instructions. The warranty period begins at the time of purchase. This Limited Warranty is extended to the original purchaser only. Warranty does not apply to any damage or deterioration caused by: abuse or misuse, failure to provide reasonable and necessary maintenance as defined by manufacturer's maintenance and installation instructions, use of a pressure washer to clean the areas surrounding the garage door or the door itself, improper installation of garage door or electric garage door opener, improper handling of garage door or electric garage door opener, fire, hail, hurricanes, tornadoes, flood, wind or any other acts of God or nature, normal wear and tear, product misuse, repair, alteration and/or additions to door, any puncture or hole ddrilled into the door not shown on the Amarr installation instructions and the results of such puncture or hole, failure of paint applied after manufacture and distribution, atmospheric and other local conditions, including, but not limited to: areas subject to fallout or exposure to corrosive chemicals, fumes, salt spray, ash, cement dust, animal waste, or foreign substances and areas subject to abrasive cleaners, vandalism, accident, neglect radiation, or water runoff from lead, copper, or galvanic metal flashing, or any cause beyond the reasonable control of Entrematic.

How to file a Warranty Claim
To make a claim under this warranty, contact us promptly after discovery and within the applicable warranty period, in writing to the address: Entrematic Service Center, 3800 Greenway Circle, Lawrence, KS 66046 or via email **ask.amarr@entrematic.com** or via **www.amarr.com**. Send a complete description and photographs of the issue and proof of purchase. Upon receiving the claim, Entrematic may, at its discretion, send its agents or personnel to inspect the product before repair, repaint, replacement, refund or payment. Entrematic may also instruct the purchaser to return the specified items(s) to the nearest Amarr facility, shipping prepaid. As a condition of payment to the original purchaser, original purchaser must sign a legal waiver for any warranty payment, product provided or work performed. Response may take up to two weeks from receipt of warranty claim.

What Entrematic will do to correct problems
If Entrematic determines the item(s) to be defective within the applicable Limited Warranty period, Entrematic agrees, at Entrematic's option, to repair, repaint, replace, refund at original purchase price or pay the original purchaser to repair, repaint or replace the defective ítem(s). Any charges for freight, removal, installation, painting or labor shall be the responsibility of the original purchaser. REPAIR, REPAINT, REPLACEMENT, REFUND OF ORIGINAL PURCHASE PRICE OR PAYMENT TO REPAIR, REPAINT OR REPLACE SPECIFIED PARTS IS THE SOLE REMEDY OFFERED BY THIS WARRANTY. IN NO EVENT, SHALL ENTREMATIC BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES CAUSED BY OR RESULTING FROM DEFECTIVE GARAGE DOOR ITEM(S).

ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY EXPRESSLY EXCLUDED AND DISCLAIMED. TO THE EXTENT THAT ANY IMPLIED WARRANTIES ARE NOT DISCLAIMED, THE DURATION OF ANY IMPLIED WARRANTIES, INCLUDING ANY WARRANTY OF MERCHANTABILITY, IS LIMITED TO THE DURATION OF THE EXPRESS LIMITED WARRANTIES HEREIN.

Some states do not allow the exclusion or limitations of incidental or consequential damages, or on how long an implied warranty lasts, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other rights, which vary from state to state or province to province.

Limited Warranty for Steel and Aluminum Garage Doors

Paint System Limited Warranty
If your Entrematic manufactured steel or aluminum garage door sections rust through because of the paint finish cracking, or peeling, Entrematic warrants to the original purchaser that Entrematic will, at Entrematic's option, repair, repaint, replace, refund at original purchase price or pay the original purchaser to repair, repaint or replace the defective section for the warranty period based on the type of door purchased, the type of residential housing, the outlet from where purchased, and the date of purchase. The applicable warranty period can be obtained by calling 1.877.512.6277. Surface rust, chips or scratches in the paint, which result in cosmetic or surface corrosion, are not covered in this warranty. Painting a steel or aluminum garage door voids the Paint System Limited Warranty.

Section, Parts, Hardware & Springs Limited Warranty
For all Entrematic manufactured steel or aluminum garage door models, if any section, part, spring, or hardware, excluding perimeter seal is defective in material or workmanship, Entrematic warrants to the original purchaser that Entrematic will, at Entrematic's option, repair, repaint, replace, refund at the original purchase, or pay the original purchaser to repair, repaint or replace the defective item for the the warranty period based on the type of door purchase, the type of residential housing, the outlet from where purchased and the date of purchase. This section, parts, hardware and springs warranty applies to standard lift and low headroom applications only (not to hi-lift or vertical lift).

Window, Window Frames & Inserts Limited Warranty
For all Entrematic manufactured steel garage door models, if any DecraGlass™, DecraTrim, insulated glass or window frame is defective in material or workmanship, Entrematic warrants to the original purchaser that Entrematic will, at Entrematic's option, repair, repaint, replace, refund at original purchase price or pay the original purchaser to repair, repaint or replace the defective item for ten (10) years from the date of purchase. For any laminated glass that is defective in material or workmanship, Entrematic warrants to the original purchaser that Entrematic will, at Entrematic's option, repair, repaint, replace, refund at original purchase price or pay the original purchaser to repair, repaint or replace the defective item for five (5) years. This warranty excludes single pane glass and decorative hardware. This warranty shall be void when insulated glass is installed in high-moisture environments (swimming pool enclosure, sauna, Jacuzzi, hot tub, sky light, refrigeration unit, or greenhouse).

Limited Warranty for Wood Garage Doors
If your Entrematic wood sections are defective in materials or workmanship, Entrematic warrants to the original purchaser that Entrematic will, at Entrematic's option, repair, repaint, replace, refund at original purchase price or pay the original purchaser to repair, repaint or replace the section(s) for one (1) year from date of original purchase. This warranty excludes the glass and the decorative hardware.

Wood doors are specialty wood products that have natural wood variations that enhance their natural beauty. Due to the differences in natural wood characteristics, the uniformity of wood section color and grain is not warranted. Some splitting and cracking may occur as a natural characteristic of wood. This is not a factory defect and is not covered under warranty. Wood doors require special finishing and care, both prior to installation and during service. Failure to follow the finishing and care instructions will void the warranty. Damage caused by failure to refinish installed door is excluded from this warranty. Detailed information for finishing and care is available on www.amarr.com. No warranty of paint or stain compatibility is made or implied.

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Technical data subject to change without notice.

Sectional door products from Entrematic may be the subject of one or more U.S. and/or foreign, issued and/or pending, design and/or utility patents.

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www.entrematic.us