Garage Door Maintenance & Care Guidelines

At CCM Overhead Doors, we strive to provide each and every customer with a high-quality product designed for durability. However, consistent, proactive maintenance by the homeowner is crucial for optimal performance, longevity, and safe operation. This ongoing care helps prevent common issues that are not often covered by manufacturer and/or dealer warranties, such as those arising from a lack of routine maintenance, misalignment, or failure to follow operational guidelines. By dedicating a small amount of time to these tasks, you can significantly extend the life of your garage door and avoid potential repair costs.

Your Warranty and Efficient Service Response: A Crucial Step

To ensure you receive the most efficient service response and to fully leverage your warranty coverage, **registering your garage door's warranty documentation with CCM Overhead Doors is vital.** This process helps us maintain accurate records of your installation and product details, allowing for quicker diagnostics and streamlined support should you ever need service. Please contact our office if you did not receive warranty information with this document.

Standard Operational Guidelines for Your Garage Door

Adhering to these guidelines, endorsed by industry associations like the International Door Association (IDA), is paramount for the safety of your household and the integrity of your garage door system.

- **Always Observe the Door in Motion:**
    - **Keep Clear of Moving Doors:** Never stand, walk, run, or play under or near a moving garage door. Always ensure the path is clear of all people (especially children and pets) and objects before and during operation.
    - **Maintain Visual Contact:** Always keep the garage door in view until it is fully opened or closed. Ensure no one attempts to enter or exit while the door is in motion. Pay attention to how the door sounds and moves. Any unusual noises (e.g., grinding, squealing) or jerky movement can indicate a developing problem.
- **Keep Hands & Fingers Away:** Never place hands or fingers between door sections, particularly when opening or closing, to avoid severe pinching injuries. Always use the handles or designated gripping points for manual operation.
- **Educate All Household Members:** Ensure everyone, especially children, understands the dangers associated with a garage door. Children should never have unsupervised access to remote controls or wall buttons. Mount wall buttons at least five feet off the floor, out of reach of small children. The garage door is powerful machinery and is not a toy.
- **Understand Manual Release:** Familiarize yourself with the manual emergency release (typically a red cord). Know how to safely disengage and re-engage the opener, preferably when the door is in the closed position to prevent it from crashing down if a spring is broken or unbalanced.
- **Do Not Force the Door:** If the door is stuck, making unusual noises, or not operating smoothly, do not attempt to force it. This can cause significant damage. Investigate the cause or, more safely, contact CCM Overhead Doors for an inspection.

Routine Maintenance & Testing of Safety Features

Performing these maintenance tasks and tests regularly is the most effective way to prevent costly repairs and ensure the safe operation of your garage door. These are key areas where lack of proper care can void warranty coverage.

- **Lubrication (Recommended Semi-Annually, or As Needed):**
    - Apply a specialized garage door spray lubricant (silicone-based or lithium grease are ideal) to all moving metal parts, including hinges, rollers, and the top of the springs (**Important: WD-40 is NOT recommended for garage door lubrication** as it is a degreaser and will not produce the same long-lasting lubricating results). Be cautious around the springs due to high tension; never attempt to adjust or extensively handle springs yourself.
- **Visual Inspection (Recommended Monthly):**
    - Regularly inspect the entire garage door system: look for any signs of wear, damage, or loose parts on springs, cables (check for fraying), rollers (cracks or chips), pulleys, tracks (bends or dents), and mounting hardware.
    - If anything looks or sounds unusual, or if you notice fraying cables or bent tracks, **contact CCM Overhead Doors immediately for an inspection.** These issues can pose significant safety risks.
- **Cleanliness (Recommended Monthly):**
    - **Photo Eye Sensors:** Keep the photo eye sensors (located near the bottom of the tracks) clean and free of dirt, dust, and debris. Even a small cobweb can prevent your door from closing.
    - **Door Panels:** Clean the door panels regularly with a mild detergent and water to prevent buildup and maintain the finish.

Critical Safety Tests (Recommended Monthly)

These tests are designed to confirm your door's safety mechanisms are functioning correctly. Failure of any test indicates a potential hazard and requires immediate professional attention.

- **Perform Balance Test:**
    - If your garage door is equipped with an automatic opener system, close the door and disconnect the automatic opener. Once you can lift the door manually, lift it up. It should lift smoothly with little resistance and should stay fully open.
    - **Action if Failed:** If the door is difficult to open or does not remain open when lifted, **contact CCM Overhead Doors.**
- **Perform Reversal Test:**
    - With the garage door fully open, lay a 2x4 piece of wood in the center of the garage door opening, where the door would touch the floor. Push the garage door opener's remote or wall button to close the door. When the garage door strikes the wood, the door should automatically reverse.
    - **Action if Failed:** If the door does not automatically reverse, **contact CCM Overhead Doors.**
- **Perform Photo Eye Test:**
    - With the garage door open fully, push the garage door opener's remote or wall button to close the door. Wave a long object such as a broomstick in front of one of the door's photo eyes so it "breaks" the beam. The garage door should reverse.
    - **Action if Failed:** If the garage door does not reverse and reopen, pull the object out of the path of the closing door. Allow the door to fully close. With the door in its closed position, clean the photo eyes with a soft, dry cloth. Gently adjust the photo eyes by hand if they appear to be out of alignment. Then open the door and repeat the test. If the garage door once again does not reverse and reopen, **contact CCM Overhead Doors.**
- **Perform Force Test:**
    - With the garage door open fully, push the garage door opener's remote or wall button to close the door. As the garage door begins to close, hold your outstretched hands under the door area. The garage door should easily reverse.
    - **Action if Failed:** If the garage door does not easily reverse and instead continues to close, pull your hands away immediately and **contact CCM Overhead Doors.**

By diligently following these guidelines and regularly performing these tests, you are taking proactive steps to ensure the safety, efficiency, and longevity of your door. Should you prefer professional care, CCM Overhead Doors offers preventative maintenance. Our technicians can handle all inspections, lubrication and adjustments to keep your door operating safely and efficiently, maximizing your door's lifespan. Contact us for more information.