



Warranty Information & General Knowledge

GARAGE DOOR INSTALLATIONS:

- **724 Garage Door offers a 3-year limited warranty on all new garage door installations. This warranty includes general workmanship of the installation and coverage of replacement of the following parts: hinges, rollers, cables, or spring failure under 10,000 cycles. Parts warranty does not include damage done to door or components by external force(s), such as user error, damage from vehicle, or weather-related occurrences. Exclusions to warranty coverage can also be referenced in the Clopay 'Limited Warranty' (page 32) under 'Exclusions to Coverage.' Parts deemed in need of replacement will be done with no labor costs to the customer. Warranty starts 3 years from the date of installation.**

Garage Door Electric Operator / Opener

- **724 Garage Door offers a 1-year complete warranty on all electric operators and internal components. This includes the operator (motor) head, rail assembly, and either chain or belt defects (if applicable.) Accessories which fail in this time period, such as keypads, remotes, or safety sensors are also covered under this warranty. Any damage to the units must be from a factory or installation defect. Any damage to any components from external forces (power surges, weather related damage, etc.) will not be covered under a replacement claim. Realignment of photo safety sensors are not covered under this warranty.**

**All warranty issues will be resolved during standard operating hours:
Monday to Friday, 7:30 AM – 3:30 PM**



Photo sensors should be at the same height on each side. For Liftmaster operators one side should show a green LED, the other side should be orange. Green should be a solid light, which will illuminate once aligned with the orange sensor. To override the safety sensor; hold the wall control until the door has come to a complete stop at the ground. (2) Example of a broken torsion spring – Most springs are capable of 10,000 cycles of the door, this typically lasts 5-7 years and is the most critical part of the door. (3) Garage door(s) should be lubricated with a light silicone solution such as Blaster Garage Door Lube, Every 6-8 months. **DO NOT USE GREASE**