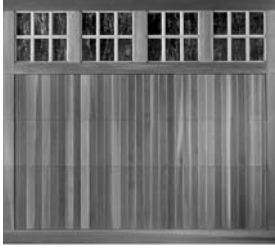


American Rivers[™]

C O L L E C T I O N



**care maintenance,
handling and finishing**



WWW.RAYNOR.COM

800-4-RAYNOR

Raynor recommends each installer views the installation product video, on the American Rivers Collection[™] CD, (available from your Raynor Territory Manager), which provides information on many aspects of the Raynor American Rivers Collection[™] products. The following instructions must be followed to protect your American Rivers Collection[™] door warranty.

HANDLING

Your Raynor American Rivers Collection™ door sections were built with care and packed to withstand the rigors of shipment. Never-the-less, the door sections are organic, custom-built from fine woods, and are subject to environmental effects as are all wood products when placed out of doors. When the shipment arrives, the door sections **MUST** be kept clean and protected from any moisture. We highly recommend leaving the door sections in the original crating until ready for finishing as detailed below. Perform an initial inspection of the door sections for any minor touch-up required before finishing. See repair instructions below. **DO NOT** install the door sections before applying the recommended finish or the warranty will be voided.

If the door sections are to be finished at the job site, we recommend transferring the entire shipping crate to the site. If that is not possible, carefully prepare the door sections for transfer by wrapping them in layers of bubble-wrap and corrugated cardboard before re-stacking on a delivery vehicle. It is a good idea to place the protected door sections on a dunnage panel to add further support and protection from racking or the truck or trailer floor. Make sure the edges of the door sections are well protected before securing them with straps prior to travel. Do not over-tighten hold-down straps.

Finishing, whether staining or painting, should be done by a qualified person just prior to the planned installation. Take extreme care in removing the door sections from the crating. The door section can be very heavy and at least two strong persons should go about the removal and placement on appropriate surfaces to protect the doors from scratches, nicks or dents before finishing.

FINISHING INSTRUCTIONS

Your American Rivers Collection™ door sections must be:

- 1) handled, stored and finished according to instructions in this document, which include, but are not limited to, the door being finished on all surfaces, including edges, with Sikkens™ CETOL 1 or primed with top quality primer **prior to exposure to the weather** and
- 2) within ten (10) days of receipt from the factory, the door sections must be painted with two (2) coats of Sikkens™ CETOL 23 or two (2) coats of top quality exterior paint, (Note: If the door is being painted a light color or white the use of a oil based primer will be needed to prevent tannin bleed through); and
- 3) any exposed beaded or v-groove openings that could pocket water are sealed with a high-quality, polyurethane caulk or similar quality caulking material after the finish is applied. Silicone caulk is not recommended due to wood adhesion issues and poor paint retention quality.

Sikkens™ products have been extensively tested on our doors and are our best recommendation for a stained finish. Sikkens™ products may be found at quality paint retailers, wholesalers or locations may be found on-line at their retail locator. Link to www.sikkens.com and follow the links to the decorative coatings section for United States. Their dealer locator can be found under the "Where to Buy" link.

THE MOST IMPORTANT STEPS TO REDUCING CALLBACKS

Please take a few minutes to show your pride in the installation and operation of their Raynor American Rivers Collection™ Garage Door(s) to the customer. We understand that the end consumer is not always on site and in that case you should treat the contractor/foreman/contact person as your customer. We recommend that you cycle the door and instruct the customer on the operator features and safety issues. Review the opener manual and trouble-shooting page with the customer. A complete understanding of the photocell alignment and the vacation button can eliminate callbacks.

Ask for their signature on an Installation Acceptance form for verification of your job well done and to expedite the payment process. If the customer is not present for the installation, please leave a copy of this form on site with the transmitters.

REPAIR INSTRUCTIONS FOR UNFINISHED DOORS

Although we take great care when building and handing your door sections, some handling blemishes may occur from time to time and are NOT considered factory defects. Such cosmetic blemishes can be handled as follows:

Scope:

Instructions for repair of a small scratch, dent, or crack on unfinished doors.

Material Required:

80, 100, and 120 grit sandpaper

Household cloths iron

Clean rag

Pail of water

Procedure:

- 1) Remove any putty or foreign matter around the scratched areas.
- 2) Put a wet rag over the scratched areas and use an iron to heat up the rag. This will help to raise the grain on the scratched areas.
- 3) The iron process may not raise the grain enough. In which case, additional sanding may be required.
- 4) Re-sand over the area with 120 grit sand paper. Make sure to sand so that the area is feathered out and blended even across the whole board. Sand in direction of grain only.
- 5) If damaged area is deep you may need to fill the area with wood putty and re-sand to attain a smooth surface.
- 6) Re-prime and paint the repaired area.

REPAIR INSTRUCTIONS FOR SIKKENS FINISHED DOORS

Scope:

Instructions for repair of a small scratch, dent, or crack on Sikkens finished doors.

Material Required:

80, 100, and 120 grit sandpaper

Cetol 1 and Cetol 2/3 Plus Stain

Household cloths iron

Clean rag

Pail of water

Procedure:

- 1) Completely sand the entire surface of the board from top of the board to the bottom or to the first break in the board and completely remove finish applied to door. Start with 80-100 grit sand paper. Finish the sanding with 120 grit. (Only use 120 grit for finishing to assure the stain will apply the same as applied in the factory.)
- 2) Remove any putty or foreign matter around the scratched areas.
- 3) Put a wet rag over the scratched areas and use an iron to heat up the rag. This will help to raise the grain in the scratched areas.
- 4) The iron process may not raise the grain enough. In which case, additional sanding may be required.
- 5) Re-sand over the area with 120 grit sand paper. Make sure to sand so that the area is feathered out and blended even across the whole board.
- 6) Apply one coat of Cetol 1 and 2 coats of Cetol 2/3 to refinish.

TROUBLE-SHOOTING TIPS

Door Stop Application - Our standard 5/8" x 3 3/8" cedar will typically flex to accommodate radius applications on an 8' wide door with either a 9" or 12" drop. We recommend using stainless steel trim head screws for fastening radius wood stop. Arched frames with a more severe radius will require a composite product, which will enable flexibility, saw cuts, and either nail or screw application. Raynor does not supply this material.

Scribe of bottom section - Sometimes there is a need to scribe the bottom rail of the bottom section to match sloped or sunken concrete floors. Any time a door is scribed, you are cutting away a portion of the bottom structural rail, which is fundamental to the strength, and integrity of the door. If scribing the door is deemed necessary, any scribe of over 3/4" will be considered excessive and void the limited warranty. A scribe over 3/4 will cut through the provided Western Red Cedar moisture protection strip and allow moisture to be absorbed up into the end-grain of any surface material on the door face.

Astragal - Use oversize astragal to compensate for floors with a crown or dip. The standard 3" astragal will compensate for 1/2 inch variations and the oversize 4" astragal will compensate for larger gaps up to one inch. The combination of a 3/4-inch scribe and an oversize astragal will compensate for a floor with a slope of up to 1 3/4 inches.

By following these Care, Handling and Finishing instructions, your Raynor American Rivers Collection™ garage doors should provide you trouble-free operation and a high-quality appearance.