



# Dealer Binder

Resources and Product Information



# Introduction

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# Welcome to the Dealer Binder

To our valued dealers,

At Diamond Doors, we offer bifold door solutions for a variety of industries, including aviation, agriculture, and industrial applications. With our innovative features and options, our doors are uniquely positioned in the door industry to provide convenience and reliability.

Customers have come to expect quality and functionality from Diamond Doors, and we strive to continue to be a leader in the industry. We are continually designing new ideas and features for our doors. We would like to encourage you to ask any questions you may have regarding any aspect of our doors and their applications.

As our dealer, we want to equip you with everything you need for success. As such, we hope this dealer binder provides what you need to confidently offer a Diamond door to your customers.

Inside, you will find information on the advantages of our bifold doors, features and options, answers to the most frequently asked questions, technical building information, and an invitation to join our Cooperative Marketing Program to support your own marketing efforts.

If you have questions about something that's not covered in this dealer binder, we would be happy to hear from you. Reach us by email at [info@diamonddoors.com](mailto:info@diamonddoors.com) or call us toll-free at (866) 325-7600.

We wish you and your company the very best and thank you for your support. It is an honour to partner with you.

Sincerely,

**The Diamond Doors Team**



# Letter from the Founder

Building bifold doors was something I did to help support my family during the off season while working as a commercial pilot. Diamond Doors was a company born because people had a need, and I knew I could provide what they needed: bifold doors engineered for quality, convenience, and longevity.

In the open sunshine, with my previous steel manufacturing experience and some ingenuity, I built my first bifold door. It took me a month. Once I had built my first door people started coming to me for help. I started building hangar doors for guys I flew with, then bifold doors for machine sheds and barns. Living in an agricultural community continued to bring new opportunities.

There came a time where I had to choose. Do I continue flying commercially or build doors full time? I could not do both. That is when I decided to create Diamond Doors. My wife thought the name had a nice sound to it. We went full time manufacturing in 1998, building custom bifold doors for hangars, machine shops, quonsets, storage buildings, architectural projects, and industrial applications.

My idea had been that when we build a door, the buyer should be able to install it with ease. Often customers would have to hire extra help to put up a door. It would take days to install. There were many components to assemble. This cost them extra money. Why not have all that assembly done in manufacturing? The Diamond Door comes completely assembled, pre-wired, and all electrical components are tested before it

goes to the customer. It should take about 3 hours if you have never installed one before.

Diamond Doors uses a triple internal truss design, high strength tubular steel, maintenance free hinges, a UL 325/CSA 22.2 certified electrical box, and aircraft grade lift cables with a 10X safety factor. There are many industry leading features that come standard on a Diamond bifold Door because we want our customers to experience quality and have an exceptional door.

We operate on the values of honesty, integrity, and value. It has never been about the money for me. Our measure of success has always been customer satisfaction. We serve our customers long after the sale is made. That is what I have told my sons. As a family business, they have helped our company grow and become an industry leader. I would never have dreamed the Lord would bless our venture in the ways He has.

As long as people continue to ask for our doors, Diamond Doors will continue making them.

Sincerely,  
Dick Suderman  
Founder, Diamond Doors

# Stay In Touch

Customer satisfaction is our measure of success, but we can't do that without hearing what you love and where we could improve. If you have any questions, concerns, or would just like to chat, reach out to us. We're always happy to hear from you.

## Sales

Email: sales@diamonddoors.com  
Phone: (866) 325-7600

## Service

Email: service@diamonddoors.com  
Phone: (866) 325-7600  
After Hours Emergency: (216) 677-3667

## Marketing

Email: marketing@diamonddoors.com  
Phone: (866) 325-7600

## General

Email: info@diamonddoors.com  
Phone: (866) 325-7600

## Sign Up for the Dealer Portal

We want to help you succeed by providing you with the information that you need to sell Diamond doors to your customers. The Dealer Portal helps you do just that. You will find information on our doors, sales and marketing resources, access to the latest news and updates, and much more. Please take the time to look around and see what's available.

To get access, please email our marketing department at [marketing@diamonddoors.com](mailto:marketing@diamonddoors.com). The Dealer Portal is free to use and is available to all our dealers.

[Join the Dealer Portal](#)

## Newsletters and Product Updates

Stay up-to-date with what's happening at Diamond Doors. Our weekly newsletter includes customer stories, tips to improve your sales strategy, product updates and highlights, blog posts, and more. Or, you can opt to receive only our promotional newsletter with special offers, quarterly newsletters, and important company updates. Set your preferences using the QR code above or visit [www.bit.ly/DealerContactInfo](http://www.bit.ly/DealerContactInfo).

## Update Your Information

Help us stay in touch by updating your contact information at [www.bit.ly/DealerContactInfo](http://www.bit.ly/DealerContactInfo).

Simply scan the QR code or click below.



When you do, be sure to sign up for access to our Dealer portal and newsletter!



# About Us

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INTRODUCTION

ABOUT DIAMOND DOORS

SALES AND MARKETING RESOURCES

PRODUCT INFORMATION



# Why Choose a Diamond Door?

As our founder, Dick Suderman, said, "Diamond Doors was a company born because people had a need... bifold doors engineered for quality, convenience, and longevity." To this day, it is these advantages that make a Diamond door stand out from the rest.



## Convenient Door Operation

Your customers no longer need to struggle with troublesome doors to access their building. With features like push button operation, and an optional autolock system, a Diamond door is built for convenience. Our doors are designed for ease and effortlessness.



## Low Maintenance Reliability

We believe that a door shouldn't be another piece of equipment to look after, but a tool that makes life simpler. With a door designed for easy maintenance, your customers will save time and money. We carefully manufacture each door with close attention to detail, including features like greaseless hinges, a reliable locking system, and an onboard electrical diagnostic system to make the Diamond door as trouble-free as possible.



## Quality that Lasts a Lifetime

We are committed to building doors that last a lifetime. Each door is built with careful consideration to the requirements of your building project. In factory, our certified welders use techniques approved by the Canadian Welding Bureau to guarantee a durable door frame. We source high-quality materials and rigorously test every electrical component as we strive to give you and your customers the best bifold door experience.



## Maximize the Clear Opening

Unlike an overhead door that takes up space inside your building, or sliding doors that take up yard space, a bifold door maximizes the potential of your shop and yard. Diamond doors are installed to the face of the building, gaining headroom inside the building for maintenance and storage.

# What to Expect From Diamond Doors

Our measure of success is customer satisfaction, which is why we strive to provide our customers with the very best service. Here's what you can expect from Diamond Doors throughout the door order process and long after the door has been delivered.

## Quotes and Pricing

Pricing for bifold doors varies depending on door features, building design considerations, and much more. When you provide this project information, it helps us to give you the most accurate pricing possible.

There are a few different ways in which you can request pricing for a door project:

**Online request form** - visit our website at [www.diamonddoors.com/request-a-quote](http://www.diamonddoors.com/request-a-quote) to fill out an online quote request form.

**Over the phone** - call our office toll-free at (866) 325-7600 any time during our office hours.

**By email** - send an email to [sales@diamonddoors.com](mailto:sales@diamonddoors.com) with your project information and you'll hear back from our sales team shortly.



**Online quote estimator** - The Quote Estimator is a quick and easy way to get accurate price estimates on bifold doors when quoting for your customers. It improves your turnaround time and gets answers to your customers when you need them. Learn more on page 18.

No matter which option you choose, we work to return a completed quote to you within 48 hours of your request so you can continue to serve your customers in a timely manner.

## Drawings and Information

We provide the door drawings and information you need to ensure that it's a perfect fit for the building. These drawings are specific to each door project and are created by our in-house drafting and design team.

These drawings include:

- Simplified door drawings with a side profile, front view, and door jamb details. These drawings help confirm that door clearances, hinge positions, and other information is fit properly to the building.
- Simplified building and door drawings to provide a visual of the final product. These drawings also help to ensure that the door fits the building.

## Delivering Your Door

Let us take the hassle out of getting your bifold door. We deliver each door right to your building site, though some equipment may be necessary to unload the door.

We also deliver when you need it, with short lead times that are usually between four to six weeks. We know that scheduling can be tight, so we do our best to help keep your building project on track with reliable delivery.

Finally, we deliver your doors ready for easy installation. When we deliver your door, it's ready for install. It arrives fully assembled, painted, and pre-wired to make installation as simple as possible. We also include a complete installation manual to guide you as you go.

For our dealers located in the United States, we handle all the necessary brokerage documents needed to cross the border. With weekly loads into the United States, our experienced team makes it easy.

## Service and Installation Support

We are committed to providing excellent service long after the sale is completed. If you or your customers have questions about installation, door maintenance, or repairs, our service team is available and happy to help.

We also have a comprehensive warranty, including a two year warranty on any defects due to workmanship or materials, a ten year warranty on lift cables, and a lifetime warranty on our greaseless hinge bushings.

## Marketing and Sales Support

We want to help you sell the benefits of a bifold door to your customers. That's why we created our Cooperative Marketing Program – providing you with the opportunity to share marketing costs and efforts. This results in a higher return on investment for your marketing budget, generates more sales leads, and provides greater value for you – our valued dealers.

You are preapproved to join the program, and project approval and cost reimbursement are quick and easy. [Learn more about the Cooperative Marketing program](#) on page 19 of the Dealer Binder.

# Frequently Asked Questions

To help you get started, we've included a list of the most frequently asked questions we hear from new customers. However, if we've missed something, you are always welcome to reach out and ask.

## How safe is a bifold door?

Whether it's a busy farming operation or a bustling airport, safety is important. Like any other type of large equipment, it pays to be cautious around a moving bifold door. However, we have implemented many different safety features to ensure that each bifold door operates safely for years to come.

- Cable guards prevent pinch hazards where the lift cables wrap around the driveline.
- The electric lift motor is fitted with an electric brake. That means when power is cut to the door, the brake is engaged and holds the door securely in place even while open. (We've also included a manual release and lowering option to safely operate the door during a power outage.)
- Motor safety shields prevent entrapment and entanglement around the motor and gearbox.
- We implement a 10x cable safety factor (compared to the 5x safety factor used by many competitors). The added cables better distribute the loads on the building and prevent the door from failure in the event a cable is damaged.
- Our hinges are cold roll formed, which means that each side of the hinge is one solid piece of metal. This increases the lifespan of the hinge significantly compared to hinges assembled from multiple components welded together.
- We include photoeye sensors on every door. Like a residential garage door, these sensors detect objects that are in the path of the door and prevent the door from closing.
- CWB certified welders manufacture the door, ensuring that the frame is prepared using fully approved welding techniques.

## Can I operate a bifold door in high winds??

We do not recommend operating a bifold door during high winds. While the door is designed to withstand high winds in the closed and locked position, having it open during extreme weather conditions could result in severe damage to your door, building, or property.

## Where can I find an installation crew for my Diamond door?

Diamond Doors has installation crews across North America. If you are looking to hire someone to install the doors you sell, or to service doors for your existing customers, give our office a call and we would be happy to provide you with the names of trusted door installers.

## Can I install a bifold door on an existing building?

Yes, Diamond bifold doors are easily installed on an existing building, though it may require some building preparation to ensure that the building can adequately support the loads and weight of the door. If the building is not capable of supporting the door, you can add the required structural bracing and supports to your existing building. This is usually our preferred option, but can be costly and time consuming depending on the overall building condition. In some cases, it might be more cost effective to consider the Diamond Doors self-supporting header system.

The self-supporting header system is designed for buildings that do not have the strength to support the weight and loads of the door. (It can also be used to extend the clear opening up to the roof line, increasing the available overhead space.) Using the self-supporting header system is a good option for buildings that would require significant time and money to prepare for a bifold door by adding the required bracing and support.

## Can I insulate a bifold door?

Bifold doors are easy to insulate and provide excellent temperature control. Diamond Doors offers a ridged board insulation option for all our bifold doors. Installed to the exterior of the door frame, it provides consistent insulation across the full width of the bifold door. Here are a few other facts about our bifold door insulation.

- We offer insulation in R12 (2" thickness) and R16 (3" thickness) depending on your building needs.
- Each insulation panel is lined with a white aluminum liner to provide a clean finish on the inside of your door.
- For easy installation, we cut each panel to length before shipping, minimizing onsite labour.
- We include weather seals in each insulation package to eliminate airflow around the door frame.
- Existing Diamond doors are easily retrofitted with an insulation package, even after they have been installed. Reach out to our service department for pricing.

### Can I put a bifold door on a small building?

Bifold doors are a great option for small buildings that require larger clear openings than what is available with other common door styles. Because Diamond doors are installed to the face of the building, they can be mounted above the building frame (with our self supporting header option). This allows for an even larger clear opening than is possible with overhead doors.

Bifold doors are also a great option for improved energy efficiency and temperature control, convenient access to the building, and low maintenance operation, no matter the size of the building.

### Why does Diamond Doors use cables instead of straps?

Concerns about cable lift doors include cable safety and reliability. These issues are commonly caused by cable overlap and an overly complicated cable system with many moving parts. However, our innovative cable lift system eliminates all cable overlap and unnecessary moving parts, preventing cable failure due to regular wear and tear.

Our lift cable design also provides several other advantages. They have a more consistent opening speed, which means they are often faster than lift straps in similar settings, and they are easier to maintain as they don't require frequent tensioning.

Finally, our doors are manufactured with multiple cables and a 10:1 safety factor on every door. If one or multiple cables fail while the bifold door is open, it will still remain safely in place. (We still recommend only operating the door with all cables securely installed.)

### How much maintenance does a Diamond door need?

Diamond doors are designed to require minimal maintenance. We include features like greaseless hinge bushings, a locking system that doesn't require frequent adjustments, non-overlapping cables to prevent early cable failure, and other features to make maintenance as simple as possible. Aside from periodic inspection of door components, you can expect very little maintenance.

### What happens if there is a power failure while my door is open?

Nothing. If there is a power failure while the door is open, you can expect the door to remain securely in place. This is because each Diamond door is equipped with an electric brake motor, which is engaged when there is no power running to the motor.

This means that if the power fails while the door is open, the brake automatically engages, holding the door open and preventing injuries and damage to the property.

### What happens if I need to use the door while the power is out?

We have included an emergency manual opener on each door motor to ensure the door can be open and closed when there is a power failure. Each motor is equipped with a hex shaft, which can be used with a socket wrench or cordless drill to manually turn the motor.

*We do not recommend standing on the door to perform this operation. Do not use an impact driver to turn the motor as this can cause damage to the motor.*

### How much overhead clearance will I lose with a bifold door?

Loss of overhead clearance isn't an issue with bifold doors, though it does vary depending on the building style. Because bifold doors are installed to the face of the building, they can be mounted higher above the clear opening, resulting in a clear opening that can often match the height of the ceiling.

If the face of the building is not tall enough to accommodate the bifold door without loss of overhead clearance, consider upgrading to the self-supporting header system, which provides support for the door above the roofline of the building and raises the clear opening past the roofline.

### Does Diamond Doors sell trim and cladding with the door?

Diamond Doors offers a Tuff-Rib ¾" profile cladding as a standard finishing option for our bifold doors. Offered in either a 28 gauge or 26 gauge, this stepped rib design is known for its low-maintenance durability and lasts for years.

With mix and match options for a classic wainscoting look, contrasting trim and cladding, or whatever else you can think of, the options are virtually endless.

However, if the door is being installed on a new building, we recommend ordering your door and building cladding from the same supplier. This ensures a better colour match. We would be happy to provide an exact cut list and trim details for the door materials.

## About Us

### How much work is it to install a Diamond door?

Installing a Diamond door is relatively simple. Doors can be installed with standard tools and equipment (including a fork lift or similar equipment). We provide a complete installation manual with every door to guide the installation process, and our service team is available to answer any questions that may arise.

We've simplified the installation process by shipping the door preassembled. The wiring and electrical components are installed in-factory, including wiring to the top of the door to simplify the connection to door components like the electric photo sensors. We also install and test the complete lift system (the driveline, electric motor, and gearbox), and locking system before shipping the door.

### What door sizes does Diamond Doors offer?

While common door sizes vary depending on industry, Diamond Doors manufactures doors of almost any size. We've built everything from general aviation hangar doors, quonset doors, farm shop doors, and commercial shop doors. These doors range in size from 10 feet to 100 feet wide.

### What affects the pricing of a Diamond door?

There are a variety of factors that affect the pricing of a bifold door, including building type (different types of buildings require different hardware and design), door size, the selected features and options, and delivery location. We offer a complete breakdown of cost on our quote sheets so that you know exactly what you are paying for. If you have any questions about our pricing, please reach out to our sales team for more information.

# Sales and Marketing Resources

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# The Dealer Portal

The Dealer Portal is an online resource for our dealers, where you can easily access door information, news releases, promotions, sales and marketing resources, and much more. It's available to all our dealers and can be found on our website at [www.DiamondDoors.com](http://www.DiamondDoors.com).

## PRODUCT INFORMATION

**Info Sheets** - Our info sheets will help you quickly understand each component of a Diamond door and the benefits it adds to the complete door package. You can sort by features or options and use the share button to easily send information to your customers.

**Installation Guide and Manuals** - We've provided digital copies of our installation manuals along with our owner's manual to guide your customers through maintenance of their bifold door. Download these files and keep them on hand for easy reference.

**Technical Details** - Our technical information sheets provide you with with the information you need to ensure your building can handle the applicable loads and forces from the door.

## SALES AND MARKETING RESOURCES

**Cooperative Marketing Program** - The program provides marketing teams from different companies the opportunity to share marketing costs and efforts. When used effectively, this results in a higher return on investment, generates more sales leads, and provides greater value for participating companies and customers.

**Brochures** - We've created free downloadable brochures for you to share with your customers. If you would like printed copies of these brochures, send us an email and we would be happy to provide you with what you need.

**Photos and Videos** - If you're looking for door photos to add to your website or advertising content, you'll find them here. With a wide selection of project photos, there's something for every project.

## NEWS

Sign up for our weekly emails and quarterly newsletters to stay up-to-date with what's happening at Diamond Doors. This includes new blog posts, special offers, door project features, and more that you can share with your customers.



## THE QUOTE ESTIMATOR

Get answers to your customers faster than ever before with our quote estimator designed exclusively for our dealers. It provides instant and accurate price estimates for your door quotes, improving your turnaround time on quotes and getting answers to your customers when you need them.

### Here's how it works.

- 1. Enter your reference number and building information.** Select whether your project is for a new or existing building, and if it's a wood or steel structure.
- 2. Enter your door size.** To ensure the accuracy of the estimator, we've limited available door sizes to doors smaller than 50' x 20'. All price estimates are calculated to the nearest foot. For larger doors, please contact our sales team and they would be happy to help.
- 3. Choose your features and options.** They're all there. Choose from things like cladding and trims, insulation, polycarbonate sheeting, locking systems, and more.
- 4. Send in a full quote request, or save your quote estimate for future reference.** Our sales team is available to finalize the details and pricing on your door.

### We're not going anywhere.

We're still available anytime 8:00 am to 5:00 pm CST, Monday through Friday, to chat. Call us anytime at 866-325-7600 or send an email to [sales@diamonddoors.com](mailto:sales@diamonddoors.com) and we'd be happy to help.

# JOIN THE DEALER PORTAL

Need access? We're happy to help. Send an email to [marketing@diamonddoors.com](mailto:marketing@diamonddoors.com) or follow the button below to get started and we'll get you set up with your own account.

[JOIN NOW](#)

# Cooperative Marketing Program

We want to help you sell the advantages of a bifold door to your customers. That's why we introduced our cooperative marketing program.

It provides marketing teams from different companies the opportunity to share marketing costs and efforts with Diamond Doors. When used effectively, this results in a higher return on investment, generates more sales leads, and provides greater value for participating companies and customers.

These programs can take on a variety of forms, but at Diamond Doors, we believe that simple is better – just like our doors. That is why we have streamlined the program to make it accessible and easy-to-use for all our dealers.

You are preapproved to join the program, and project approval and cost reimbursement are quick and easy. The program is also flexible, meaning that it can easily accommodate your marketing needs and strategy.

How will we do this? This program shares marketing costs for the Diamond Doors brand and our dealers based on project needs and details. Diamond Doors will reimburse (credit your account) up to 50% of project costs for preapproved projects.

### Ready to join us?

We would love to see you take advantage of this program. If you have questions about your program funding for the year, or about submitting a claim, reach out to us!

We are always here to answer any questions you may have at [marketing@diamonddoors.com](mailto:marketing@diamonddoors.com).

[JOIN THE PROGRAM](#)

## PURPOSE AND ADVANTAGES

The primary purpose of the program is to help you reach a larger customer base, generate more sales leads, and increase bifold door sales. We designed the program for this purpose because we value the opportunity to work closely with you. In everything from sales to service, we want to build a partnership. This holds three main advantages for you beyond higher bifold door sales. The benefits include increased marketing budgets, cohesive branding, higher exposure, and free marketing tips, techniques, and content.



**INCREASED  
MARKETING BUDGET**



**COHESIVE BRANDING  
& HIGHER EXPOSURE**



**OTHER  
ADVANTAGES**

### Increased Marketing Budget

Diamond Doors will cover up to 50% of preapproved project costs. In addition, we will provide brochures and information sheets, marketing content designed for social media, print, or digital advertisement, and tips and techniques to help improve your sales and marketing strategy.

### Cohesive Branding and Higher Exposure

Customers are more likely to trust a brand they recognize. Utilizing the Diamond Doors cooperative marketing program encourages cohesive, consistent brand standards across a variety of platforms. This will improve customer recognition of the brand, making sales leads more likely and more profitable.

### Other Advantages

We know that paperwork can be frustrating and time consuming. With that in mind, we designed our program to minimize paperwork and wait times.

Our claim forms contain only the information we need to make a decision or to process your credit. When your project is approved, we'll send you an email that contains all the information you need to finish the project and request a credit.

And, because we value integrity, there is no cost to join the program, no hidden fees associated with submitting a claim, and we will always be transparent with your funds.

## PROGRAM GUIDELINES

### Program Qualification and Budget

You are automatically eligible to join the cooperative marketing program. You will receive an email detailing your program budget at the beginning of each calendar year. There is no approval process necessary. **Your budget is calculated based on your previous sales. You will receive 1% of your previous year's door sales.** For clarity, this amount does not include shipping, work orders, or taxes.

Diamond Doors reserves the right to suspend the budget of any dealer with reasonable cause, including but not limited to overdue accounts, disagreements on advertising standards, and fraudulent claims on advertising costs. Diamond Doors may also adjust the budget amount within reason. Dealers will be notified immediately of any suspension or budget change and the reason for the change.



### Dealer Responsibilities

You are responsible for the design and creation of all advertising with the exception of predesigned templates provided by Diamond Doors. These advertisements will be subject to approval by Diamond Doors prior to credit. You must provide all project information to Diamond Doors prior to claim approval. You must **complete a claim form** to be credited for project expenses.

### Diamond Doors Responsibilities

Diamond Doors must ensure that dealers are aware of their available budget and that accurate budget tracking is maintained. Diamond Doors must review all submitted preliminary ads within a reasonable period to ensure that projects are finished in a timely manner. Diamond Doors must communicate the approved percentage of ad spend and dollar amount that is covered for each marketing project. Diamond Doors must issue credit for the project within a reasonable period after receipt of the invoice.

#### OUR RESPONSIBILITIES

- Ensure that dealers are aware of their available budget.
- Communicate the approved project amount promptly.
- Issue a credit for the project after receipt of the Reimbursement form.

#### DEALER RESPONSIBILITIES

- Responsible for the design and creation of advertising projects.
- Provide all project information prior to claim approval.
- Complete the Reimbursement form to be credited for project costs.

## APPROVAL PROCESS

Take advantage of the Diamond Doors Cooperative Marketing Program with four easy steps. We've simplified the process so you can spend less on the paperwork and more time with customers. Here's how it works.



### Plan Your Marketing

First, create your advertising strategy and content. Ensure that it follows the Design Approval Guidelines on page 24.

*The dealer will submit a project design or written copy to the program manager. The included materials will depend on the project's category. The estimated cost of the project should be included.*



### Preliminary Approval

Submit your project to our team at [marketing@diamonddoors.com](mailto:marketing@diamonddoors.com) or using our online form for approval.

*The program manager will review the preliminary project and evaluate it based on approval process guidelines. This will take no longer than two business days.*



**If the project is approved** – the program manager will assign the approved project a project number, notify the dealer of the approval, the approved dollar amount (up to 50% of the total project cost), and any other relevant information. We may suggest revisions to ensure that you can maximize the use of your program budget.

**If the project is NOT approved** – the program manager will notify the dealer of the rejection and reasons for the rejection. The dealer may choose to make changes to the project and reapply at any time.

### Complete the Project

Once approved, complete the project by running your advertisement or marketing activity.



### Receive Your Credit

Send your final invoice and reimbursement form to our team and receive your credit to your dealer account.

*After the project has been completed, the dealer will submit all necessary materials to be processed for the credit to your account. You will receive a credit memo for your records.*

## ELIGIBLE MARKETING EXPENSES

This program covers expenses in three categories: print advertising, digital and radio advertising, and literature. For each category, the audience of the chosen marketing channel (e.g. radio station, magazine, etc.) should reflect the target market for Diamond Doors.

### Digital and Print Advertising

This includes printed materials in newspapers, magazines, banners, brochures, or direct mail, as well as ads on social media and third party websites. Other applicable forms of marketing may be considered.



These advertisements must have the Diamond Doors logo prominently displayed following applicable brand standards. Other logos, excluding the dealer's logo, should not be displayed. Mentions of other brand names may result in denied reimbursement.

*You can find the **Diamond Doors brand standards** at the end of the Sales and Marketing Resources section of this dealer binder. For logos, please email [marketing@diamonddoors.com](mailto:marketing@diamonddoors.com) or visit our Dealer Portal.*

### Radio Advertising

For radio advertisements, the tone and voice must match that of Diamond Doors. Again, mentions of other brand names may result in denied reimbursement.

### Literature

Diamond Doors branded banners, decals, and brochures are covered by the program and are always available free of charge. You will be provided with a claim sheet to request literature for your marketing needs.

### ELIGIBLE EXPENSES

- NEWSPAPER ADS
- MAGAZINE ADS
- DIRECT MAIL
- EMAIL MARKETING
- GOOGLE DISPLAY ADS
- FACEBOOK ADS
- RADIO ADS
- TRADESHOW MATERIALS

## DESIGN APPROVAL GUIDELINES

### Print and Digital Advertisements

**Logo.** The Diamond Doors logo must be prominently displayed in appropriate brand colours. It should be clearly visible against a contrasting background. Appropriate spacing should be used to prevent crowding. No effects should be applied to the Diamond Doors logo.

**Voice.** The language used in the copy must be both professional and personal. It should avoid any vulgar language, cliches, and slang.

**Content.** Any images used in the advertisement should feature a Diamond Door. The image must be of high quality and be professional looking. The content must appeal to the Diamond Doors target market. Images will be available in the provided marketing materials or upon request.

**Marketing channel and format.** The chosen marketing channel (i.e. distributor of the material, social media channel) and format (e.g. newspaper, magazine, etc.) must be relevant to the Diamond Doors target market.

**Miscellaneous.** Other brands, excluding the dealer’s brand, should not be mentioned.

### Radio Advertisements

**Voice.** The language used in the copy must be both professional and personal. It should avoid any vulgar language, cliches, and slang. The advertisement should be easy to understand, relevant, and have a clear marketing message.

**Radio station.** The radio station chosen for the advertisement must have a large audience that fits the Diamond Doors target market.

**Miscellaneous.** Other brands, excluding the dealer’s brand, should not be mentioned.

## OUR BRAND STANDARDS

### Canela Medium

ABCDEFGHIJKLMNOPQRSTUVWXYZ  
abcdefghijklmnopqrstuvwxyz

### Graphik Semibold

ABCDEFGHIJKLMNOPQRSTUVWXYZ  
abcdefghijklmnopqrstuvwxyz

### Graphik Semibold

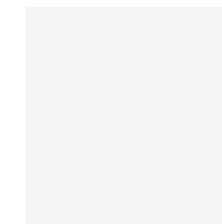
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The Dealer Brand Kit is designed to provide our valued dealers with an overview of the Diamond Doors brand image. Please refer to this guide when designing elements that include the Diamond Doors brand to ensure consistency across all advertising efforts.

If you have any questions regarding this brand kit, you can send an email anytime to [marketing@diamonddoors.com](mailto:marketing@diamonddoors.com) or call us toll free at (866) 325-7600 and we would be happy to help.



INNOVATIVE WHITE  
HEX #FFFFFF  
RGB 255, 255, 255  
CMYK 0, 0, 0, 0



TIMELESS GREY  
HEX #F3F5F5  
RGB 243, 245, 245  
CMYK 4, 2, 2, 0



QUALITY BLUE  
HEX #173747  
RGB 23, 55, 71  
CMYK 91, 69, 51, 46



SIMPLE LEATHER  
HEX #8B4B1D  
RGB 139, 75, 29  
CMYK 32, 72, 100, 28

# JOIN THE DEALER PORTAL

Join our dealer portal through the Diamond Doors website, where you can easily access door information, news releases, promotions, sales and marketing resources, and much more. Send us an email and we'll get you started.

[JOIN NOW](#)

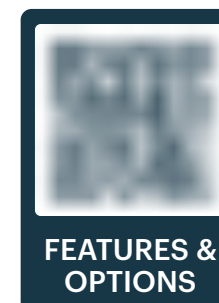


# Product Information

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# Features and Options

Diamond doors come with many industry leading features and options. Door features are included on every door, and include things such as an electric lift motor, a steel frame finished with a two-part polyurethane paint, mounting hardware, and everything else you'll need to get the door operational.



Door options include things like windows, electric autolock, exterior cladding, insulation, and polycarbonate sheeting. These options can be added to your door package for a door that is suited to your application.

For your reference, we've included information sheets on all of our available door features and options in the following section. You can also view this information on our website and share it with your customers by visiting our Features and Options page.

## DOOR FRAME

- Steel Frame
- Frame Finishing
- Hinges
- Mounting Hardware
- Rollers
- Single Lever Locking System

## LIFT SYSTEM

- Driveline
- Electric Lift Motor
- Gearbox
- Genesys Electrical Box
- Lift Cables
- "Y" Pushers

## FINISHING OPTIONS

- Cladding
- Cladding Colours
- Fasteners
- Trim Package

## CONVENIENT ENTRY

- Up/Down/Stop Controller
- Electric Autolock
- Photoelectric Sensors
- Remote Opener Package

## STRUCTURAL SUPPORT

- Cable Anchor Kit
- Column Followers
- Column Support Angles
- J Channel Tracks
- Self Supporting Header

## INSULATION OPTIONS

- Insulation Package
- Weather Seals

## OTHER OPTIONS

- Custom Corners
- Polycarbonate Sheeting
- Pedestrian Doors
- Stainless Steel Package
- Window Package





## CABLE ANCHOR KIT

### INFORMATION SHEET

#### OVERVIEW

The cable anchor kit is included in wood building and quonset door packages to provide structural support while your bifold door is open. The kit reduces the outward pull of the door on the door header by transferring the load further back into the building.

The kit includes 1/4" 9-17 wire rope cables, cable anchor brackets, and mounting hardware. The number of cables required is dependent on door size and load.

For wood buildings, the cable anchor kit attaches to the backside of the door header and to the top plate or post on your building's side wall. Door installers can anchor the cables into the side wall at a 45 degree to 90 degree angle from the end wall, as illustrated in the installation manual.

#### TECHNICAL SPECS

**Cable Length:** 30'

**Cable Diameter:** 1/4"

**Included Hardware:** Turnbuckles, cable clamps, and mounting brackets.



#### FREQUENTLY ASKED QUESTIONS

##### How do I install the cable anchor kit on a wood building?

To install the cable anchor kit on your wood building, locate the hinge mounting bolts on the backside of your header. Secure the cable anchor bracket with the provided washers and nuts. Locate the side wall post to which you will mount the cables and secure the cable anchor brackets to the post. Attach the turnbuckle and cables, then tighten the turn buckle until there is no slack in the cable.

##### How do I install the cable anchor kit on a steel quonset?

Bifold doors for steel quonsets are typically equipped with a self-supporting header system. The cable anchor kit is installed to the backside of the self-supporting header, which usually reaches past the roofline of the building. The cables will be attached to a braced section of the quonset, on the exterior of the building.

##### How do I tension the cables on the cable anchor kit?

We include turnbuckles with the cable anchor kit. To tension the cables, simply adjust the turnbuckles as needed.

## CLADDING

### INFORMATION SHEET

#### OVERVIEW

Cladding is a popular choice to finish the exterior of your bifold door. It's easy to install, low maintenance, and the perfect complement to your building finishing.

Diamond Doors offers an optional cladding package. Our standard cladding is 28 gauge 3/4" inch profile, with the 3/4 inch rib placed every nine inches. Each sheet provides 36 inches wide coverage and is cut to length prior to shipping to simplify the installation process.

Cladding is available in a wide variety of colours to suit the look of your building. Custom colours to match your building are available upon request when provided with a colour code or QC number.

For new buildings, we recommend ordering the cladding for your door from your building supplier to guarantee the correct colour match. Diamond Doors will provide a detailed cutlist with your quote so that your building supplier knows exactly what you need. The cutlist specifies the number of sheets required, along with the required length of cladding.

#### TECHNICAL SPECS

**Standard Cladding Gauge:** 28

**Standard Profile:** 3/4"

**Standard Rib Spacing:** 9"



#### FREQUENTLY ASKED QUESTIONS

##### Do I need to provide my own cladding?

Diamond Doors offers cladding as an option with the door. It comes in a wide range of colours to complement or contrast with your existing cladding. However, if you are ordering a door for your new building, we recommend getting your building and door cladding from your building supplier. This helps ensure a better colour match. We'll provide all the details you need to order the correct length of cladding for your door.

##### Which colours are available for my cladding?

Diamond Doors offers a wide range of standard colours, as shown in our Colour Chart. Custom colours are also available when provided with a colour code or QC number.

##### What kind of cladding does Diamond Doors offer?

Diamond Doors offers a standard Tuff-Rib cladding, with 36 inch wide sheets, and a 3/4 inch profile. The 3/4 inch ribs are spaced every nine inches.



VIEW THE COLOUR CHART





### COLOUR CHART

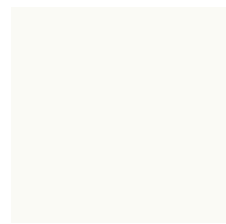
### INFORMATION SHEET



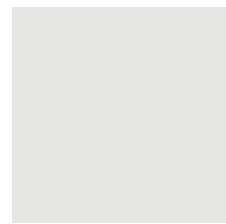
Slate Blue  
QC28260



Bone White  
QC28273



Brite White  
QC28783



White White  
QC28317



Burgundy  
QC28011



Heron Blue  
QC28330



Forest Green  
QC28329



Melcher's Green  
QC28307



Light Stone  
QC28086



Bright Red  
QC386



Barn Red  
QC28250



Tile Red  
QC28259



Antique Linen  
QC28696



Gold  
QC28276



Black  
QC28262

### COLOUR CHART

### INFORMATION SHEET



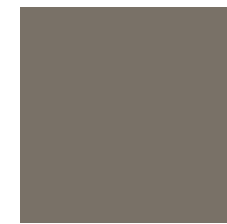
Taupe  
QC28058



Tan  
QC28315



Burnished Slate  
QC28056



Buckskin  
QC28055



MS Charcoal  
QC28053



Charcoal  
QC28306



Coffee Brown  
QC28326



Dark Brown  
QC28229



Galvalume Plus



Regent Grey  
QC28730



Stone Grey  
QC28305



Zinc Grey  
QC28054



Galvanized Plus

Please note that the colour and finish represented in this document while produced as accurately as possible, are for sample purposes only. Final cladding colour may vary from sample shown.



## COLUMN FOLLOWERS

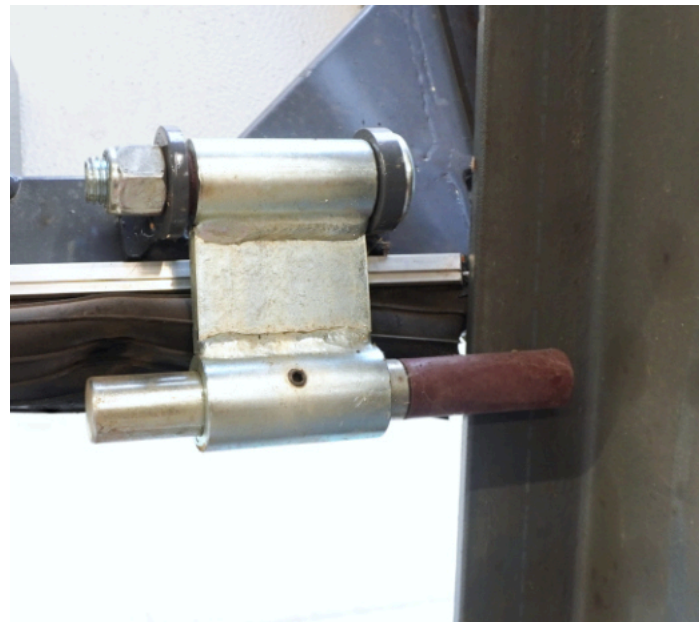
### INFORMATION SHEET

#### OVERVIEW

Column followers are a wind protection option used on steel buildings and the self-supporting header system. They prevent the bottom section of the door from pushing outward when wind or positive air pressure is present inside the building.

Column followers are located at the bottom of the door, toward the interior of the door frame. They slide along the inside flange of the building column or self-supporting header frame as the door operates, holding the door against the building.

The solid steel column follower pin is sleeved in a nylon bushing to reduce noise and provide smooth, quiet operation. They are easily adjustable to accommodate different flange depths.



#### TECHNICAL SPECS

**Material:** Solid steel with nylon sleeve  
**Size:** Varies depending on door size

#### FREQUENTLY ASKED QUESTIONS

##### What is the proper overlap of my column follower to the column flange?

The column follower pin should overlap the column flange by a minimum of one inch. It should be at least 3/4 inch away from the column web.

##### How do I adjust my column follower?

You can easily adjust the column follower by loosening the set screw to the pin. Adjust the column follower pin until it properly aligns with the column flange. Once adjusted, retighten the set screw to 8ftlbs.

## COLUMN SUPPORT ANGLES

### INFORMATION SHEET

#### OVERVIEW

Column support angles are designed for straight wall wood buildings as additional structural support while your bifold door is open.

When a bifold door is open, the door rollers push on the door post. Over time, this can cause the wood to bow and warp. The column support angles brace the top of the post where the roller loads are the greatest to prevent damage to the door post.

Column support angles are made from 10 foot long, 5 x 3 angle, finished in a high quality polyurethane white paint. They are fastened at the top of the door post by the outer hinge mounting bolts and additional provided structural screws.

#### TECHNICAL SPECS

**Material:** 5x3 angle (thickness varies)  
**Length:** 10'  
**Finish:** Two-part polyurethane paint  
**Colour:** White



#### FREQUENTLY ASKED QUESTIONS

##### Where are the column support angles located on the building?

The column support angles are located on the inside of the wood building posts. They cap the top 10' of the building post.

##### Is the mounting hardware included?

Yes, Diamond Doors provides the necessary mounting hardware for the column support angles. This include wood grip fasteners for each pre-drilled hole.

##### Is there a top and bottom to the column support angles?

No, there is no top and bottom to the column support angles. However, the predrilled holes should face away from the door.

##### Does every wood building need column support angles?

Not every wood building will require column support angles. For large bifold doors, we strongly recommend column support angles. However, smaller bifold doors or bifold doors installed with the self-supporting header system will not need the additional support.



## CUSTOM CORNERS

### INFORMATION SHEET

#### OVERVIEW

Diamond Doors offers two kinds of custom corners to maximize the size of your bifold door.

Miter cut corners are typically used on wood frame building to maximize clear opening height or width without having the door extend past the roofline. Each miter is custom cut to match the pitch of your roof. Custom flashing attaches to your building and caps off the mitered corner to protect it from rain and snow.

Square cut corners are used on wood buildings with overhangs. Like the mitered cut corners, they are used to maximize your clear opening height or width without having the door frame extend past the roofline or interfering with your building's overhang.



#### TECHNICAL SPECS

**Miter Corner Angle:** 2:12 - 12:12

**Miter Corner Length:** 24" - 60"

**Door Size:** Available for doors smaller than 1000 square feet.

#### FREQUENTLY ASKED QUESTIONS

##### Is it difficult to seal the custom corners?

No, they are not difficult to seal. With a miter corner, Diamond Doors provides an "L" angle trim that attaches to the building. This trim caps off the miter which prevents any rain from penetrating. For square cut corners, we recommend using drip flashing along the full length of the horizontal edge.

##### Does my wood building need additional bracing with a custom corner?

The hinges on doors with custom corners are brought in toward the center of the door to accommodate the length of the miter. The weight and load of the corner hinges will need to be transferred into the building. Each application is unique, and our sales team would be happy to discuss the best solution for your project.

## DRIVELINE

### INFORMATION SHEET

#### OVERVIEW

The driveline is an important part of the lift system. As the lift motor operates, it turns the driveline, wrapping the cables and opening (or closing) the door. Our driveline offers low maintenance reliability, with fewer moving parts and a simplified design. Its unique design also prevents our lift cables from overlapping, which is the primary cause of shortened cable life.

The size of the driveline is determined by the size of your door, gear ratio, and the required opening speed. A series of industrial grade pillow block bearings join the driveline to the lower internal truss.

#### TECHNICAL SPECS

**Material:** 5x3 angle (thickness varies)

**Length:** 10'

**Finish:** Two-part polyurethane paint

**Colour:** White



#### FREQUENTLY ASKED QUESTIONS

##### What sort of maintenance does the driveline need?

We have designed our driveline for easy maintenance. Driveline bushings and pillow block bearings should be periodically inspected for wear. Driveline bushings may occasionally need greasing. Please refer to the owners manual for further information.

##### Do the cables wrap up on drums?

No, our cables wrap directly onto the driveline. Unlike drums, which cause cables to wrap on themselves, our driveline prevents cables from ever overlapping. This increases the life span of our cables and prevents early cable failure.



## ELECTRIC AUTOLOCK

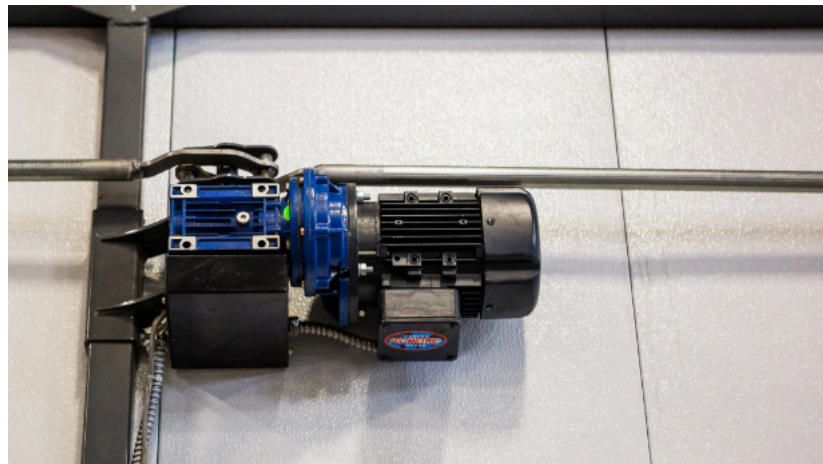
### INFORMATION SHEET

#### OVERVIEW

If you regularly use your bifold door to access your building, Diamond Doors offers the auto-lock system. The lock automatically engages and disengages when you open or close your door. This makes it a great choice for a door that opens multiple times per week, or even multiple times per day.

When you include the remote control package, this system becomes entirely remote access and operates the same way as your garage door at home. Your bifold door unlocks and opens with only the click of a button – or closes and locks without you leaving your seat. This feature is especially convenient when the weather is cold and wet.

The auto-lock system is governed by mechanical limit switches to ensure that your door operates reliably. We preset the limit switches in the factory for easy bifold door installation and they never require adjustment.



#### TECHNICAL SPECS

##### Motor Sizes:

- 1/2 Horsepower
- 3/4 Horsepower
- 1 Horsepower
- 1.5 Horsepower

##### Gearbox Size:

216:1 Gear Reduction

#### FREQUENTLY ASKED QUESTIONS

##### Do I need to adjust my autolock after installation?

No, you will not need to adjust your autolock. We deliver your bifold door with the autolock completely installed and preset. No further adjustments are needed.

##### What kind of maintenance does my autolock need?

The Electric Auto-lock is virtually maintenance free. We recommend checking the oil levels in the gear box every three months.

##### Can I upgrade an existing door with an autolock?

Yes, you can upgrade your existing Diamond door with an autolock. Please contact our service team for more information.

## ELECTRIC LIFT MOTOR

### INFORMATION SHEET

#### OVERVIEW

The Diamond Doors lift motor provides convenient door operation with the push of a button.

All Diamond doors are designed with an AC induction electric brake motor, coupled to the gearbox to create a reliable lift system. The integrated brake system ensures safety when power is cut to the door by holding it in the open position in case of a power outage.

The size of the motor is determined by door weight, door size, and opening speed that is required. We align the motor size and power with the appropriate gearbox specifications to create a long-lasting lift system by ensuring that the gearbox is not under strain.

Our electric motors are available in different voltages, depending on the electrical power available on your building site.



#### TECHNICAL SPECS

##### Motor Type:

AC Induction Brakemotor

##### Motor Classification:

TENV

##### Motor Voltage:

- Single phase 230V
- Three phase 208V
- Three phase 460V

##### Motor Sizes:

- 3/4 Horsepower
- 1 Horsepower
- 1.5 Horsepower
- 2 Horsepower
- 3 Horsepower
- 5 Horsepower
- 7.5 Horsepower

#### FREQUENTLY ASKED QUESTIONS

##### What happens if power is cut to the door while it is open?

Nothing. If power is cut to the door while it is open, you can expect the door to remain securely in place. Diamond Doors electric lift motors are equipped with an electric brake, which is automatically engaged when power is cut to the door. This means that if your door loses power while it is open, the brake locks the door into place and prevents it from creeping downward.

##### During installation, do I need to install the motor and wire it?

No, you will not need to install or wire your motor. We deliver your door with the motor installed, prewired, and tested in factory.

##### What size of motor is on the door?

Motor sizes vary depending on the weight and size of your door, and the opening speed that is required. They are available in 3/4 HP, 1 HP, 1.5 HP, 2 HP, 3 HP, 5 HP, and 7.5 HP.

##### What kind of electrical power do I need for the door?

If possible, we would recommend three phase power for your door, as it provides greater efficiency and more power. However, single phase power is also an option. Our electric motors are available in single phase 230V, three phase 208V, and three phase 460V, depending on the electrical power available on your building site.



## FASTENERS

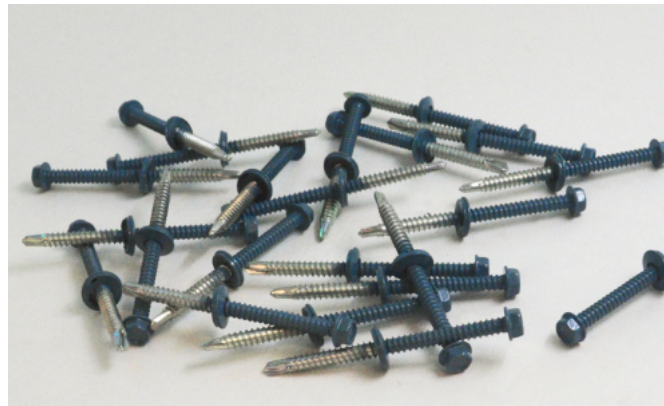
### INFORMATION SHEET

#### OVERVIEW

Diamond Doors offers an optional fastener package to attach the bifold door insulation and cladding to the door frame.

These fasteners are a self-drilling #10-16 or #12-16 Tek Screw. Length depends on the door and added options, ranging from 3/4 inch to one inch for uninsulated doors, or three inch or four inch for insulated doors. These Tek Screws are available in all Diamond Doors standard colours and are powder coated to prevent paint chipping during installation.

Tek Screws are fastened through the cladding, through the insulation (optional), and drilled into the frame of the door. We recommend using a drill instead of impact driver to prevent unnecessary paint chipping.



#### TECHNICAL SPECS

**Fastener Type:** Self Drilling Tek Screw  
**Screw Size:** #10-16, #12-16, 3/4", 1", 2", 3"  
**Finish:** Powder Coating  
**Standard Colour:** See Colour Chart

#### FREQUENTLY ASKED QUESTIONS

##### Can I provide my own fasteners?

Yes, you can. If you prefer to supply your own fasteners, Diamond Doors will provide you with the required amounts.

##### What style of fasteners does Diamond Doors recommend?

Diamond Doors recommends a self-drilling #10-16 or #12-16 Tek Screw.

##### Which colours are available for fasteners?

Fasteners are available in all standard Diamond Doors colours. You can view our colour chart using the QR code or button on this page.



## FRAME FINISHING

### INFORMATION SHEET

#### OVERVIEW

All Diamond doors come standard with our two-part polyurethane paint to protect your door frame against everyday wear and tear, rust, and scratches. This long-lasting paint reduces flaking and fading and provides an attractive finish that is easy to maintain.

Our standard colour is the Diamond Doors charcoal gray (QC 58053). However, a wide variety of custom colours are available on request. To specify a custom colour, we will need an RAL or QC number.

We also offer a powder coat finish, which is available in varying textures and colours. Powder coating is an extremely durable finishing option and is well-suited to harsh environments.

#### TECHNICAL SPECS

**Finish:** Two-part Polyurethane Paint  
**Standard Colour:** Charcoal Gray  
**Colour Code:** QC 28053  
  
**Finish:** Powder Coating  
**Standard Colour:** Custom Colour  
**Colour Code:** RAL



#### FREQUENTLY ASKED QUESTIONS

##### Will my bifold door frame rust?

Our paint ensures that your bifold door frame will last for many years without rust damage.

However, dents or scratches can remove paint, which leaves the frame in that area susceptible to rust. If your door frame has been damaged, please contact our service department and we would be happy to provide you with touch-up paint to protect your door.

##### What kind of finish does Diamond Doors use on their bifold door frames?

Diamond Doors utilizes a two-part polyurethane paint that provides a strong and durable finish.

##### Which colours are available for my door frame?

While our standard paint colour is Charcoal Gray (QC 58053), we also offer a wide variety of custom colours. To specify a custom colour, we will need an RAL or QC number.





## GEARBOX

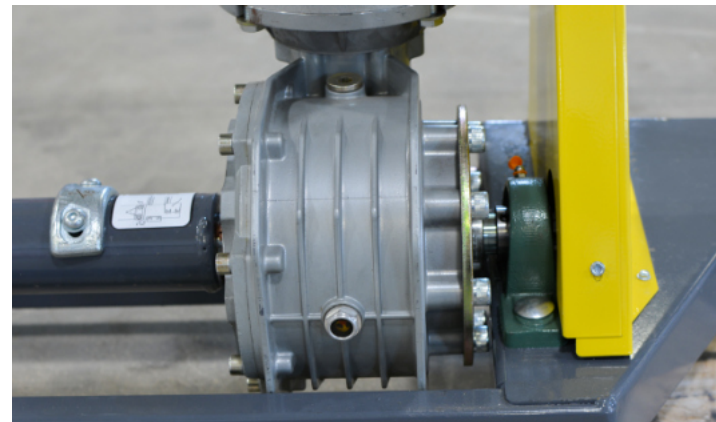
### INFORMATION SHEET

#### OVERVIEW

Our industrial grade gearbox is an integral part of the Diamond Doors lift system, connecting the electric lift motor to the driveline. The gearbox is mounted at the center of the door, connecting two drivelines that operate simultaneously as the door opens and closes. The center mount design allows for greater flexibility in opening speed and lifting capacity.

With a gearbox ratio that ranges from 32:1 up to 90:1, our gearbox and lift system provide a standard opening rate of 18 feet per minute. This is the fastest standard opening rate in the bifold door industry, giving you quicker access to your hangar or equipment. (We also offer a speed increase kit which increases the opening rate by 20-25%. Please talk to our sales team for more information.)

Our gearboxes are rated for continuous use, which is far above what is necessary for even the most frequently used doors. This ensures a long-lasting lift system and reliable door operation.



#### TECHNICAL SPECS

**Oil Application System:** Oil Bath

**Standard Opening Speed:** 18 ft/min

**Gear Ratio:** 32:1 - 90:1

#### FREQUENTLY ASKED QUESTIONS

##### Do I need to add oil to the gearbox when I receive my door?

No, you will not need to add oil to the gearbox during door installation. We fill each gearbox with the appropriate oil before shipping your door.

##### How often do I have to change the gearbox oil?

For most doors, you will not need to change the gearbox oil for several years. Unless you can see that oil has been leaking out, the oil should be checked every three months. When it comes time to replace the oil, please refer to the owners manual for the oil change procedure.

##### What kind of oil do I need to add to my gearbox?

Our gearboxes utilize a full synthetic 75W90 Gear Oil.

##### What is the ratio on the gearbox?

Our gearbox ratio varies depending on the weight and loads of the door, and the opening speed required. However, the gearbox ratio generally ranges from 32:1 to 90:1.

##### How long does a bifold door take to open?

Diamond Doors offers a industry leading standard opening speed of 18ft per minute. Our speed increase kit is also available for select doors, which increases the opening speed by 20 - 25%.

## GENESYS ELECTRICAL BOX

### INFORMATION SHEET

#### OVERVIEW

The Genesys electrical box controls the operation of the bifold door, connecting the up/down/stop controller to the bifold door motor. The circuit board is the center of it all. It offers on-board diagnostics, plug-n-play installation on future door upgrades, built in emergency overrides, and other features that make the Diamond door a convenient door option.

The open-close limit switches determine how far the door opens and closes. We pre-set the closed limit switch in-factory, while the open limit switch requires its final adjustments once the door is installed. Thermal overloads provide protection for the door's electrical components. These overloads automatically reset within 30 seconds if an overload occurs.

We install the wiring and electrical components for your door in-factory, including a junction box at the top of the door. This makes connecting to your building's electrical system hassle-free so you can get your door up and running quickly and efficiently. The Genesys electrical box can be connected to single phase 230V, three phase 208V, and three phase 460V, depending on the electrical power available on your building site.

The Genesys electrical box is UL325 certified, meaning that is certified for use in commercial applications. Our electrical box itself meets NEMA 4/4X/12 and IP64 specifications, protecting the electrical components inside from dust and water damage.



#### TECHNICAL SPECS

**Electrical Box Certifications:** UL325 / CSA 22.2

**Control Box Specifications:** NEMA 4 / 4X / 12 / IP64

**Low Voltage Connection Box Specs:** NEMA 4 / 4X / 12 / IP64

#### FREQUENTLY ASKED QUESTIONS

##### Do I need to do any wiring onsite?

The wiring and electrical components for your bifold doors are installed in-factory. You do not need to do any wiring on your door, but you will need to connect the door's electrical system to your building.

##### Do I need an inspection after installing the door?

Diamond doors are UL325 certified, which means that you will not need an inspection of the door after installing it. However, we recommend checking your local building codes to see whether an inspection is required for your building.

##### What do I do if something goes wrong with the electrical components or wiring?

The Genesys electrical box includes a circuit board with onboard diagnostics. This tool helps you troubleshoot any electrical issues your door may be experiencing. We have created a detailed troubleshooting guide to walk you through the process. If you need further assistance, our service team is also available by phone or email.





## HINGES

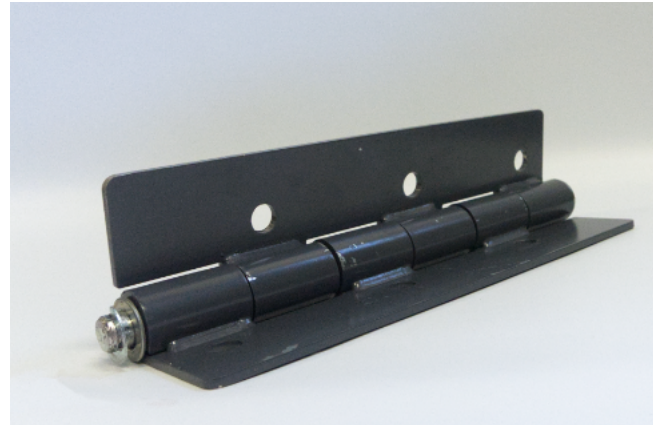
### INFORMATION SHEET

#### OVERVIEW

Bifold door hinges connect the door to the building (at the top of the door) and join the top and bottom halves of the door together (at the center of the door). Durable hinges are essential to the safety and security of the bifold door.

At Diamond Doors, we manufacture our hinges using a cold roll forming technique that provides about 20% more strength to the hinge. Our hinges also use a one piece design with multiple hinge knuckles. Added knuckles help distribute the loads of the door more evenly across the hinges and door header. Together, these unique features increase the strength and longevity of the hinges, adding safety and durability to your door.

We also use an exclusive hinge bushing design to create a hinge that functions smoothly and quietly without regular greasing. This makes our hinges a truly low maintenance option for your bifold door.



Two of the hinge sizes that we use on our bifold doors.

#### TECHNICAL SPECS

**Hinge Type:** Cold Roll Formed

**Knuckles per Hinge:** 4 - 14, depending on the size of the door and hinge location

**Bushing Type:** Greaseless Nylon

#### FREQUENTLY ASKED QUESTIONS

##### Do I need to grease my door hinges?

No, you do not need to grease your door hinges. Diamond Doors uses greaseless hinge bushings for each bifold door, creating a hinge that functions smoothly and quietly without greasing.

##### Are the door hinges welded or bolted onto the building?

This depends on the building type. On wood buildings, the door hinges must be bolted on. We include the appropriately sized mounting hardware and bolts for this. For steel buildings, the door hinges can be either bolted or welded on.

##### How many door hinges does a bifold door need?

The number of hinges that your door needs will vary depending on the size and weight of your door. Our sales team will be able to provide you with this information when you request a quote for a bifold door.

## INSULATION PACKAGE

### INFORMATION SHEET

#### OVERVIEW

Insulating your bifold door is a great choice to keep your shop or hangar space comfortable all year around. Diamond Doors offers a ridged board insulation option for all our bifold doors. Installed to the exterior of the door frame, it provides consistent insulation across the full width of the bifold door.

Our insulation panels are available in R12 (two inch thickness) and R16 (three inch thickness) depending on the needs of your building. A white aluminum liner provides a clean finish on the inside of the door, provides easy maintenance, and protects your insulation from damage.

Installation is simple – simply place the panels vertically across the width of the door frame and secure them in place with the fasteners. Each panel is cut to length before shipping.

Diamond Doors also includes a foam weather seal kit with each insulation package. This kit consists of a closed cell, neoprene foam tape that is attached to the door to create a stronger seal between the door and the building columns.



Another feature included with each insulation package is an L trim which is fastened to the bottom of the top section of the door. This L trim caps off the insulation so the insulation is not visible when the door is in the open position.

#### TECHNICAL SPECS

**Insulation Type:** Ridged board polystyrene

**Panel R-Value:** R12 (2") and R16 (3")

**Colour:** White

#### FREQUENTLY ASKED QUESTIONS

##### Can I add the insulation package to my existing bifold door?

Yes, the insulation package can be installed on an existing Diamond door. Your cladding can be reused, but the trims and fasteners will need to be replaced to accommodate for the added width of the panels.

##### Can I provide my own insulation?

Yes, you can provide your own insulation. However, we will need to know the weight of the insulation you choose so that we can design your door accordingly.

##### Can I spray foam my door?

Diamond Doors does not recommend spray foam for your bifold door, as it can interfere with the locking system and other moving parts of your door. For a full overview of insulation options and their advantages, please read our Insulation Options blog post using the QR code or button.



INSULATION  
OPTIONS



DiamondDoors.com



DiamondDoors.com



## J CHANNEL ROLLER TRACKS

### INFORMATION SHEET

#### OVERVIEW

The J channel track design is exclusive to Diamond Doors. It keeps the door rollers against the building column and provides a smooth surface for the bottom roller to move along. They are typically used on wood buildings and are fastened directly to the building's post. However, they can also be used on other building types.

The J channel track is shaped like a "J". This shape keeps the rollers against the building as the door operates and prevents the door from pushing outward when there is positive air pressure inside the building. Nylon roller wedges installed at the bottom of the J channel track guide the rollers into a pocket to seal the bottom of the door against the building when the door is closed.

J channel tracks are delivered cut to length and pre-drilled for easy installation. The necessary mounting hardware is included in your order. An access hatch at the bottom of the track offers easy access to the door rollers if they require maintenance.



#### TECHNICAL SPECS

**Material:** Galvanized steel  
**Hardware:** WS Flathead Screw 14x3  
**Track Lengths:** 12 feet, cut to length

#### FREQUENTLY ASKED QUESTIONS

##### Do the J channel tracks require any cutting or drilling onsite during installation?

No, the J channel tracks come pre-drilled and cut to length for easy installation. You will not need to do any cutting or drilling onsite.

##### Can I paint the J channel tracks to match the colours of my building?

Diamond Doors offers a custom trim profile to cover your J channel tracks. This provides a low maintenance, finished look to your door.

## LIFT CABLES

### INFORMATION SHEET

#### OVERVIEW

Lift cables wrap around the driveline as it turns, providing the lifting force necessary to raise the bifold door. We believe that lift systems are more reliable, last longer, and are safer than other lift options. Our specialized cables have a fine weave and nylon core that are more flexible and less susceptible to damage. These cables have 18 braids with 7 strands per braid.

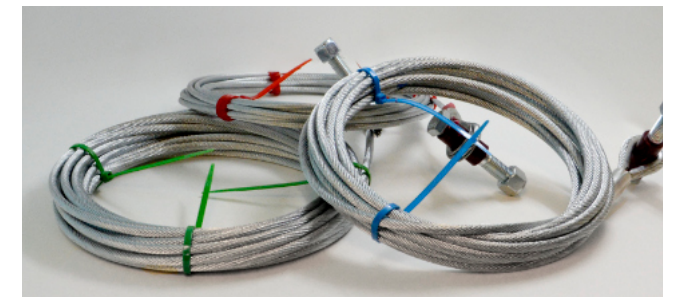
Another advantage of the Diamond Doors cable lift system is our simplified design. With almost no moving parts, and a system that prevents the cables from overlapping (which is the primary cause of cable failure), it's built for reliability and longevity. Our cables wrap consistently, every time.

Our 10:1 safety factor ensures that even if one, or multiple cables fail, your door will remain safely in place even while open. The added cables also help to better distribute the loads on the building.

Finally, cables are a low maintenance lift system option. Because they have their initial stretch upon installation, they rarely need tensioning throughout their lifespan. When tensioning is required on a Diamond door, cables can easily be adjusted at ground level.

#### TECHNICAL SPECS

**Safety Factor:** 10x  
**Cable Type:** FC-18x7  
**Cable Diameter:** Dependant on door loads



#### FREQUENTLY ASKED QUESTIONS

##### Why does Diamond Doors use cables instead of straps?

Diamond Doors uses lift cables because we believe that our unique cable lift system makes them a safer, faster, and more reliable option than straps.

Concerns about cable lift doors include cable safety and reliability. These issues are commonly caused by cable overlap and an overly complicated cable system with many moving parts. However, our innovative cable lift system eliminates all cable overlap and unnecessary moving parts, preventing cable failure due to regular wear and tear.

##### Are lift cables easy to install?

Yes, our lift cables are very easy to install. Simply install the cable bushing at the top of the door, bring the cable down to the appropriate clamp on the driveline, and secure the cable underneath the tie-down clamp. This can be done in just a few minutes with equipment that you already have on hand.

##### How safe are bifold doors with lift cables?

Diamond bifold doors are built with industry leading safety standards and a 10:1 cable safety factor. This safety factor ensures that even if one, or multiple, cables fail, your door will remain securely in place even while open.



## MOUNTING HARDWARE

### INFORMATION SHEET

#### OVERVIEW

We provide mounting hardware for each bifold door, which is specified based on your building style. For example, a wood building will require mounting hardware such as bolts, cable anchor kits, and J tracks, while a steel building is typically welded directly to the header of the building (although it can also be mounted).



Custom mounting hardware is also available for unique building or header designs.

We've designed our door for easy installation. Our installation manual provides detailed instructions on how to mount the door to your building, and our service team is always available via phone or email for assistance.

#### TECHNICAL SPECS

**Wood Building Hardware:** Hinge bolts - size dependant on door design

**Steel Building Hardware:** Hinge bolts or hinge backer plates (for welding)

**Fabric Quonset Hardware:** Custom hinge brackets to accommodate 4" HSS tubing

#### FREQUENTLY ASKED QUESTIONS

##### Do I need to provide mounting hardware for the bifold door?

Diamond Doors will provide the mounting hardware necessary for your bifold door. Depending on your building type and header style, this may include bolts, cable anchor kits, column support angles, and more.

##### Do you provide custom mounting hardware for my building and bifold door?

Yes, we can provide custom mounting hardware for your unique building. Please talk with our sales team regarding your header style for further information.

##### What is all included in the mounting hardware package?

Mounting hardware varies depending on the style of your building and header. Generally, wood buildings will require bolts to mount the door to the header, cable anchor kits, J Tracks, and column support angle sets (optional). Mounting hardware for steel buildings varies depending on whether the door will be welded or bolted onto the header.

## PEDESTRIAN DOOR

### INFORMATION SHEET

#### OVERVIEW

Diamond Doors offers commercial pedestrian doors for easy access to your building through the bifold door. This is especially useful for buildings like quonsets, where space for pedestrian doors is limited.

Made from steel with a reinforced core, these insulated doors are available in two sizes - 71"½ inches by 35"½ inches and 79"½ inches by 35"½ inches. Weather proof seals on the sides and bottom of the door protect against moisture and drafts.

A commercial grade handle, high security deadbolt, and heavy duty closure offer added security and peace of mind, while stainless steel hinges ensure long-lasting and durable operation.

These doors swing outward and are customizable to open toward the right or left.

#### TECHNICAL SPECS

**Sizes:** 71-1/2" x 35-1/2", 79-1/2" x 35-1/2"

**Material:** Steel construction with reinforced core

**Leaf Material:** 22-gauge

**Insulation:** Polyurethane

**Swinging Mechanism:** Outward swinging, left or right installation

**Security:** Heavy duty Grade 2 handle, high security deadbolt, and heavy duty closure



#### FREQUENTLY ASKED QUESTIONS

##### I would like to have a pedestrian door on my building, but don't have room. Can I put it in the bifold?

Yes, we offer pedestrian doors with our bifold door package for convenient access to your building.

##### Does the door come with a lock set?

Yes, all doors come with a standard exterior lock set.

##### Can I choose where my pedestrian door is located on the bifold?

Yes, most door styles allow you to select where your pedestrian door is located. Customers typically choose to place their pedestrian door on the side nearest their up/down/stop controller.





## PHOTO ELECTRIC SAFETY SENSORS

### INFORMATION SHEET

#### OVERVIEW

Photo electric safety sensors (photo eyes) stop the door from closing if there is anything blocking the door's opening. This helps prevent injury to people and damage to your equipment if the door is accidentally closed while something is in the doorway. We include a set of photo eyes with every door, which allows for convenient, push-and-walk-away door operation much like a residential garage door.

For commercial and public buildings, we recommend using a series of photo eyes to create a photo curtain. This offers added safety in high traffic areas.



#### TECHNICAL SPECS

**Standard Number of Sensors:** Two  
**Manufacturer:** Banner Engineering  
**Sensor Model:** Q40SP

#### FREQUENTLY ASKED QUESTIONS

##### How many photo eyes come with a standard door?

Diamond Doors includes one set of photo eyes with every door; a receiver and a transmitter.

##### How many photo eyes should I add to create a photo curtain?

This will vary depending on the size of the door. However, most doors require an additional four to eight sensors to create a full photo curtain.

##### Does the wiring come with the photo eyes?

Yes, we include the sensor wiring that runs from the photo eyes to the Genesys electrical box with your door purchase. Because this wiring must be attached to your building, it will need to be installed after the door is delivered.

##### What do I do when a photo eye breaks and the door is stuck open?

Diamond doors are equipped with a safety sensor override. If a photo eye breaks and your door is stuck open, quickly press the down button on your Up/Down/Stop controller five times. On the fifth time, continue to hold the button until the door is completely closed. *Please note that this procedure requires precision – if you are experiencing difficulties, please contact our service team for assistance.*

##### How do I know if my photo eyes are aligned?

Both sensors have a green LED light showing power to the sensor. One sensor is receiving and one is transmitting. The receiving sensor will also have an orange light that will be illuminated when the sensors are aligned.

## POLYCARBONATE SHEETING

### INFORMATION SHEET

#### OVERVIEW

Polycarbonate sheeting is a great option for natural light while maintaining privacy. Diamond Doors offers two types of polycarbonate sheeting in varying thicknesses, tints, and insulating capabilities. Both polycarbonate sheeting options are equipped with a special coating that prevents UV damage and discoloration.

Our Therma Vu polycarbonate sheeting is available for insulated buildings. This 30mm thick sheeting has a U-value of 1.3, which is similar to the U-value on many double pane windows. It is available in two tints – clear and smoked. The clear option lets in about 64% of light, while the smoked option lets in between 15% to 20%. Therma Vu polycarbonate sheeting is fire rated.

Diamond Vu sheeting comes in a 10mm thick polycarbonate sheeting, with a higher U-value of 3.2, making it a good choice for uninsulated buildings. This sheeting is available in clear and lets in about 88% of light.

The polycarbonate sheets snap together much like a tongue and groove joint connection. They are cut to length before shipping and arrive ready for easy installation.



#### TECHNICAL SPECS

##### THERMA VU

**Internal Structure:** Eight wall  
**Panel Coverage:** 21' wide, 12' long / cut to size  
**Thickness:** 30mm  
**Weight:** 3.6 kg/m  
**Light Transmission (Clear):** 50% - 56%  
**Light Transmission (Smoked):** 15% - 30%  
**U-value:** 1.3W/m<sup>2</sup>.K  
**Tensile Strength:** >60Mpa  
**Fire Rating:** B1

##### DIAMOND VU

**Internal Structure:** Twin wall  
**Panel Coverage:** 21' wide, 12' long / cut to size  
**Thickness:** 10mm  
**Light Transmission (Clear):** 88%  
**U-value:** 3.2W/m<sup>2</sup>.K

#### FREQUENTLY ASKED QUESTIONS

##### Can I add polycarbonate sheeting to my existing Diamond door?

Yes, you can add polycarbonate sheeting to an existing bifold door. Our sales team would be happy to help. All we require is your door's serial number, located on the Genesys electrical box.

##### How much of the bifold door can I cover with Polycarbonate Sheeting?

Polycarbonate sheeting can be installed on the top half of the door or on the entire face of the door.

##### Is it difficult to install polycarbonate sheeting?

Polycarbonate sheeting is easy to install. It arrives at your building site cut-to-length and our installation manual includes step-by-step instructions on how to install the polycarbonate sheeting.





## REMOTE OPENER PACKAGE

### INFORMATION SHEET

#### OVERVIEW

The optional remote opener package is available in two different styles – a three button visor or key chain remote. When paired with the Electric Autolock system, it allows for a completely remote access door, much like a residential garage door.

The package includes two remotes, the receiver, and the necessary photo eyes. Additional remotes are available and sold separately.

As an added option, include the wireless keypad option, which allows you to operate the bifold door with a personalized four digit code. The keypad can be mounted to the building, or to any other convenient surface that is near the door.



#### TECHNICAL SPECS

Remote Brand: LiftMaster  
Visor Model: 893MAX  
Key Chain Model: 890MAX  
Receiver Model: 850LM

#### FREQUENTLY ASKED QUESTIONS

##### How do I add multiple remotes to one door?

Our electrical manual includes step by step instructions on how to pair multiple remotes to your door. With the 850LM receiver, you can pair up to three different remotes.

##### The power in my building went out and now my remotes don't work. What do I do?

Check the receiver inside the Genesys electrical box to see if the remotes are paired. If not, refer to the owner's manual for remote diagnostics and troubleshooting. If you need assistance, our service team would be happy to walk you through this over the phone.

##### Can I use the remote to stop the door halfway through an open or closing cycle?

Yes, there are buttons for Stop, Open, and Close. Once stopped, the door will resume the cycle upon pressing open/close.

## ROLLERS

### INFORMATION SHEET

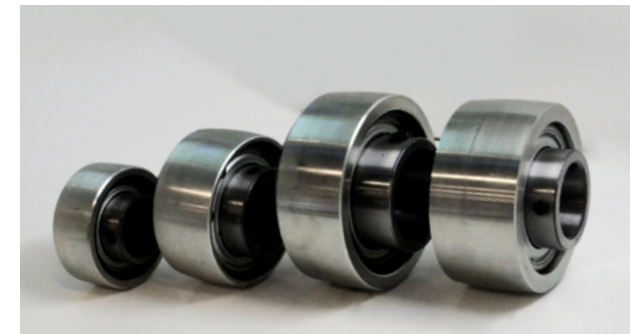
#### OVERVIEW

Door rollers run vertically on the door track, supporting the load from the bottom half of the bifold door. At Diamond Doors, we use industrial grade bearings to provide smooth operation as the door opens and closes. However, our roller design is not just a simple bearing.

We use double sealed bearings to extend the life of the door rollers. These bearings are pressed into a stainless steel beveled sleeve. This sleeve acts as a cushion to protect the bearings from damage due to bumps along the roller track, while the beveled edges protect the roller track from the sharp edges of the bearing itself. The result is a bifold door roller with superior longevity, no maintenance, and smooth operation.

Diamond Doors offers two roller style – the cantilever roller and inset roller. The roller type is chosen based on the door application and size of the door.

The cantilever roller is our standard roller style for doors less than 60' wide. It provides easier installation, reliable operation, and an improved door seal. In comparison, our inset roller design offers better load transfer into the door frame and is more effective for larger doors and loads.



#### TECHNICAL SPECS

J-Track (Wind Protection): Cantilever, Inset  
Nylon Wear Disk: Cantilever  
Trim Sheeting During Install: Inset  
Access Hatch in J Track: Cantilever  
Bottom Roller Wedge: Cantilever, Inset

#### FREQUENTLY ASKED QUESTIONS

##### Is it difficult to replace a door roller?

Our doors are designed with longevity in mind, and we don't expect that you'll need to replace your door rollers. However, if you do, the process to replace the rollers on your bifold door varies depending on your building type, door column style, and door size. Please contact our service department for assistance and further information.

##### What makes the Diamond Doors roller design unique?

We use a double sealed bearings to extend the life of the door rollers. These bearings are pressed into a stainless steel beveled sleeve. The result is a bifold door roller with superior longevity, no maintenance, and smooth operation.



## SELF SUPPORTING HEADER

### INFORMATION SHEET

#### OVERVIEW

The self supporting header system provides additional structural support for buildings that do not have the strength to support the weight and loads of the door, and where the cost of adding the required structural bracing is not cost effective. It also allows you to extend the door's clear opening to the roofline, increasing your available over head space.

The system is designed with two wide flange vertical columns and web truss header. The header is delivered to your building site attached to the door frame. The pre-drilled vertical columns are anchored to the building's foundation and the header is then mounted with a simple, four bolt connection.

The self supporting header system is factory-painted to match the door frame, and all necessary mounting hardware and fasteners are provided for installation.

Insulation caps are provided with the header system when the door is ordered with the insulation package.



#### TECHNICAL SPECS

**Steel Type:** ASTM A500

**Grade:** C

**Finish:** Two part polyurethane paint

**Standard Colour:** Charcoal Gray

#### FREQUENTLY ASKED QUESTIONS

##### Are any loads or weights transferred into the building with the self supporting header system?

The self supporting header system handles all weight and loads of the door, except for the outward pull that is transferred to the building when the door is in the open position. Tie-back cables are provided with the system to transfer these loads.

##### How can I maximize the overhead space in my building?

For many doors and building applications, the self supporting header system allows the door to mount above the roofline, which raises the clear opening to ceiling height and maximizes the available overhead space.

##### I am concerned about the weight of a bifold door for my building. How does the self supporting header system help?

The self supporting header system provides additional structural support to carry the weight and loads of a bifold door. If your building is otherwise structurally sound, the self supporting header system is the perfect choice.

## SINGLE LEVER LOCKING SYSTEM

### INFORMATION SHEET

#### OVERVIEW

The single lever locking system (or manual lock) secures your door when closed, protecting your plane or equipment from harsh weather or unwanted visitors. It uses a simple design to improve reliability and make maintenance easier.

This system uses a single lever to operate, locking and unlocking both sides of the door at the same time. It can be placed on either the left or right side of door for quick and easy access, or to accommodate [windows](#) and [pedestrian doors](#). This option comes standard with every Diamond Door, providing convenient door access.



The locking system consists of three main components – lock rods, locking fingers, and locking catches. These components work together to secure the door against the building frame. It's a simple design that improves reliability and makes maintenance easier. We install your locking system in factory, simplifying door installation.

*Looking for even more convenience? We also offer an automatic locking system for our bifold doors. Ask our sales team!*

#### FREQUENTLY ASKED QUESTIONS

##### What happens if I forget to unlock my door before opening it?

Nothing will happen. Our locking system is equipped with a Single Point Lock Switch that prevents the door from operating if the lock is still engaged. This protects your door, building, and lift motor from damage.

##### Do I have to install the locking system on my door?

No, your door will arrive with the locking system completely installed and ready to go. You will need to install the locking catches on your building, as their location varies depending on your building.

##### What makes the Diamond Doors locking system unique?

Our system uses a simplified locking system to provide a more reliable and effective lock. It eliminates most moving parts and minimizes maintenance.

##### Can I get an automatic locking system for my door?

Yes, we can provide an automatic locking system for all our bifold doors. This system offers even greater convenience and flexibility, operating much like a residential garage door. You can even add an optional remote control and /or keypad upgrades.





## STAINLESS STEEL PACKAGE

### INFORMATION SHEET

#### OVERVIEW

For high humidity or corrosive environments such as dairy barns and poultry barns, the stainless steel package extends the lifespan of your bifold door. The stainless steel bifold door package includes a stainless steel frame, hinges, hinge pins, motor, and lifting cables.

The stainless steel motor is available in most standard HP and voltages and is sealed to provide protection in harsh environments. Because the motor is sealed, the emergency manual opener is not available.



Stainless steel is a good choice for many reasons. It has a relatively low thermal conductivity, which helps with temperature control. The improved surface finish resists cracking and the unique properties of stainless steel protect the door from rust. This improves door longevity and results in less maintenance over the years.

Diamond Doors offers a range of stainless steel options, including 304, 304L, 316 and 316L.

#### TECHNICAL SPECS

**Stainless Steel Grade:** 300 series (304, 304L, 316, 316L)

**Motor HP:** 3/4 HP, 1 HP, 1.5 HP, 2 HP, 3 HP

**Motor Type:** AC induction brake motor

**Motor Voltage:** Single phase 230V, 3 phase 208V, and 3 phase 460V. 60Hz.

#### FREQUENTLY ASKED QUESTIONS

##### What is all included in the stainless steel package?

The stainless steel package includes the door frame, hinges, hinge pins, motor, and lifting cables. All other door features are also included in your order.

##### Does anything change in the installation process?

When installing the exterior cladding, we recommend pre-drilling the fastener holes, as stainless steel is a harder material than our standard steel frame. Otherwise, the installation process stays the same.

##### Why should I choose stainless steel?

Stainless steel resists rust and cracking better than regular steel. This makes it a great choice for corrosive environments or high humidity locations.

## STEEL FRAME

### INFORMATION SHEET

#### OVERVIEW

Every Diamond door starts as a simple steel frame, carefully manufactured by our CWB certified welding team. We use HSS tubular steel to build a lightweight yet durable door that maximizes the strength of your door while minimizing the loads on your building.

We design each door according to the wind loads in your region, door size, and the weight of the exterior finishing.

The frame consists of vertical and horizontal members, as well as a triple internal truss system. This system adds extra strength and prevents deflection when the door is opened. The three trusses are placed inside the door to provide a polished exterior look. Finally, we finish each door with a high quality, two-part polyurethane paint, which offers a long lasting and durable finish.

With the exception of very large doors, we ship each door directly to your building site with the frame (and door components) fully assembled. This helps you save time and costs on installation.



#### TECHNICAL SPECS

**Steel Type:** ASTM A500

**Grade:** C

**Wall Thickness:** 0.083" - 0.250"

**Finish:** Polyurethane Paint

#### FREQUENTLY ASKED QUESTIONS

##### What wind loads can a Diamond door handle?

We design your door to handle the wind loads in your region. Our design, while in the closed position, is based on the 1/50 (the highest wind speed in a 50 year span). We do not recommend operating your door in high winds.

##### Can you customize the spacing between frame members?

Yes, we can customize the spacing of your door frame members. This is commonly done to accommodate custom exterior finishes, windows, or pedestrian doors. For more information, please talk to our sales team.

##### Do I need to assemble my door frame when it arrives?

With the exception of very large doors, no onsite frame assembly is required. We ship your door to your building site pre-wired and fully assembled for quick and easy installation.





## TRIM PACKAGE

### INFORMATION SHEET

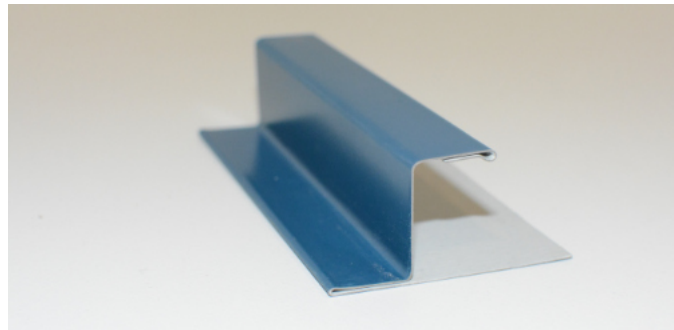
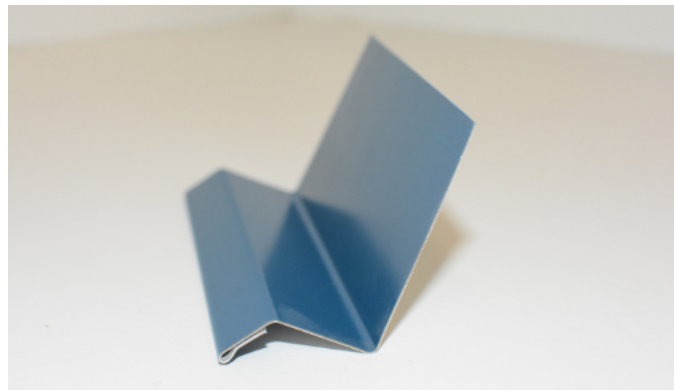
#### OVERVIEW

The Diamond Doors trim package includes three trim styles to provide a clean finished edge around the door frame and prevent moisture infiltration.

The J trim runs along both sides of the door frame and across the top. The center trim is placed at the top of the bottom section of the door and covers the top edge of the cladding. The drip flashing is placed at the bottom of the door to direct moisture away from the seal. For insulated doors, an additional L trim covers the bottom edge of the top section of the door to seal off the insulation.

The trims are typically made from 26 gauge material, with exact dimensions determined by door size, and features such as insulation, that are included in the order. The trims are available in all the standard Diamond Doors colours, with custom colours available on request.

If you prefer to supply your own trims to match your building order, we are happy to provide a cutlist and trim profiles to your preferred trim supplier.



#### TECHNICAL SPECS

**Trim Thickness:** 26-Gauge

**Standard Colour:** See colour chart

#### FREQUENTLY ASKED QUESTIONS

##### Can I provide my own trims?

Yes, you can provide your own trims. We would be happy to provide the trim profiles and cutlist to your preferred building supplier.

##### Can I customize my trim colours?

Yes, custom colours are available on request. We will need a colour code or QC number. You can also choose from our wide selection available on our colour chart.



VIEW THE COLOUR CHART

## UP/DOWN/STOP CONTROLLER

### INFORMATION SHEET

#### OVERVIEW

The up/down/stop controller is a wall mounted station that allows you to control the operation of your bifold door. It can be easily mounted on either side of your door, usually on the side nearest to your pedestrian door.

We provide the wiring necessary to mount your up/down/stop controller, with thorough instructions in our electrical manual about the installation process. A qualified electrician should complete all electrical connections before operating the door.

Our controller meets North American electrical standards, with NEMA 4/12 and CSL/UL certifications.



#### TECHNICAL SPECS

**Certifications:**

- NEMA 4 and NEMA 12
- CSA / UL

#### FREQUENTLY ASKED QUESTIONS

##### Is the wiring included with the up/down/stop controller?

Yes, we provide the necessary wiring to mount the door controller on your preferred side of the bifold door. Usually, it is mounted on the side nearest to the pedestrian door.

##### Do I need an electrician to install the up/down/stop controller?

Yes, a qualified electrician should complete all electrical connections for your door, including mounting and installation of the up/down/stop controller.



## WEATHER SEALS

### INFORMATION SHEET

#### OVERVIEW

The Diamond Doors weather seal kit protects your building against harsh weather, wind, and pests by sealing the top and bottom of the door. The weather seal kit comes standard on every Diamond door.

The top weather seal is a rubberized canvas, installed between the building and the door frame to seal the area around the door hinges. The canvas is fastened between the door frame and top trim. The other side is fastened to the building behind cladding. This top weather seal comes standard in white, but is also available in black and charcoal upon request.

The bottom rubber seal covers the space between the lower door frame and your finished floor, fastened to the bottom of the door by an aluminum track. Ribs on the rubber seal prevent it from freezing to the ground. These seals are available in different sizes for uneven finished floors and changes due to frost heaving.

#### TECHNICAL SPECS

Available Top Seal Colours: White, Black, Charcoal  
Standard Bottom Seal Colour: Black  
Bottom Seal Size: 6" and 9"



#### FREQUENTLY ASKED QUESTIONS

##### Is it difficult to replace the bottom seal if needed?

It is easy to replace the bottom seal if it is damaged. Remove the bottom seal from the aluminum track and replace it with the new track.

##### What colours does the top weather seal come in?

The top weather seal comes standard in white, but is also available in black and charcoal to complement darker building finishes. Please talk to our sales team for more information.

##### What size is the bottom rubber seal?

The bottom rubber seal comes in 6" and 9" widths. The larger 9" seal is generally used for wider doors or buildings with a more uneven finished floor.

## WINDOW PACKAGE

### INFORMATION SHEET

#### OVERVIEW

Windows allow a clear view onto the yard and provide plenty of natural light, which is especially nice for dimly lit shops. Diamond Doors offers a standard window size of 36" wide by 18" tall. These windows include a dual pane PVC frame and nailing fin for easy installation, with brick mold in black or white to accommodate the 3/4 inch cladding profile.

Windows are generally placed at eye level to allow personnel to look outside, or higher in the door to allow more sunlight into the building. Spacing can be customized to suit the style and look of your building, and windows are available in tempered, mirrored, or tinted.



#### TECHNICAL SPECS

Brand: Humphrey Products  
Standard Size: 36" x 18"  
Transparency: 100%

#### FREQUENTLY ASKED QUESTIONS

##### How many windows can I put in my door?

The number of windows is determined by the size of the door and the number of vertical members. Generally, a 30 foot wide door has 6 vertical door members, which would allow for five windows per row. A 40 foot wide door has seven members, allowing for six windows per row. And so on. However, windows can be added to both the top and bottom section of the door, and custom solutions may be possible. Please talk to our sales team for more information for your specific project.

##### What style of windows are available?

Diamond Doors offers a dual pane window with a PVC frame. Glass is available in tempered, mirrored, or tinted.

##### Are custom sizes available for my windows?

Yes, custom sizes may be available. Please talk to our sales team for more information.





## Y PUSHERS

## INFORMATION SHEET

### OVERVIEW

“Y” pushers, located at the center hinge of your bifold door, provide an outward push as your door opens. This causes the door to fold and provides a smooth opening motion.

The number of “Y” pushers is determined by the number of cables on your door, with one pusher per cable. The size of the “Y” pusher varies depending on the height of the door, with taller doors requiring longer “Y” pushers. “Y” pusher lengths range from 12 inches to 30 inches.

The “Y” pusher is made from two main components – a galvanized steel tube which is attached to the door frame and a high-quality plastic end. This end prevents cable wear by providing a smooth surface for the cable to glide along as the door opens. We have made them yellow for clearance visibility.

### TECHNICAL SPECS

#### Material:

Galvanized steel tube shaft with plastic end

#### Quantity:

Dependant on door size and number of cables



### FREQUENTLY ASKED QUESTIONS

#### Can I operate the door with a broken “Y” pusher?

Yes, your door can be safely operated with a broken “Y” pusher. However, we strongly recommend ordering a replacement “Y” pusher as soon as possible by contacting our service team. Operate your door with caution while waiting for a replacement.

#### I have an older door with the previous pusher design. Can I use the new design on my old door?

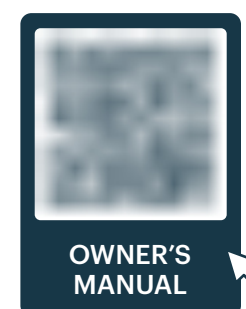
Yes, you can use the new “Y” pusher design. It is a direct replacement to our old design and can be retrofitted to all older Diamond door models. Please contact our service department for more information, or to order replacement “Y” pushers.



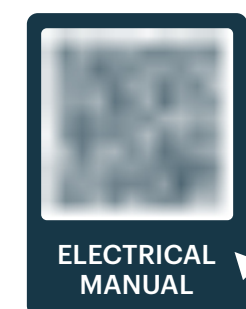
# Installation and Owner's Manuals

Diamond Doors manufactures bifold doors designed for easy installation. To further simplify door installation and maintenance, we provide thorough installation and owner's manuals for your use. You can view these manuals through our Dealer Portal using the QR codes below, or request printed copies from our office. We also provide printed copies of the manuals with every door upon delivery.

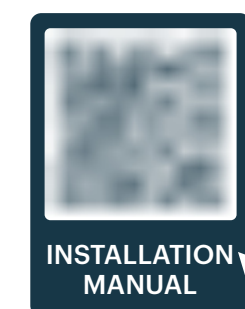
If you have any questions about these manuals, please reach out to us by calling toll-free at (866) 325-7600 or by emailing [info@diamonddoors.com](mailto:info@diamonddoors.com).



OWNER'S  
MANUAL



ELECTRICAL  
MANUAL

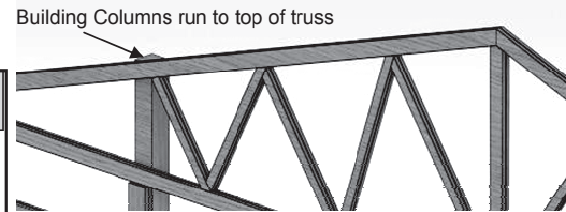


INSTALLATION  
MANUAL

## Prepare the Building (WOOD)

### Building Columns

The posts forming each column run to the top of the truss.



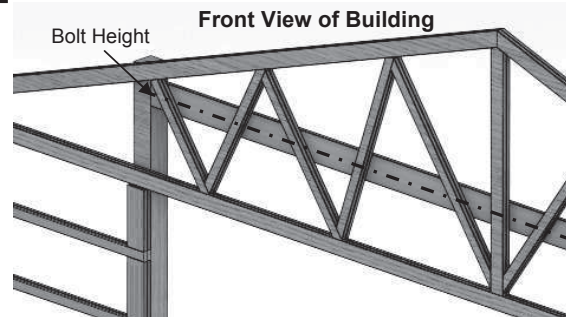
**IMPORTANT**  
**Door Columns must extend or be extended to the top of the roof truss.**

### Building Header

The Header is the part of the end-wall truss from which the door will hang.

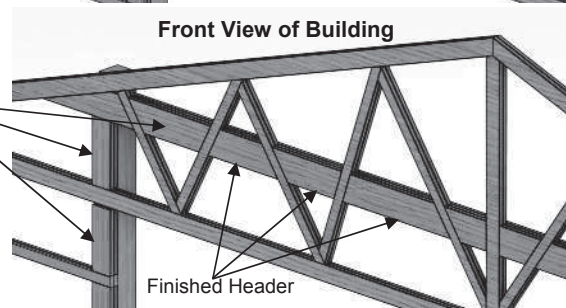
For most wood buildings, the Header will need to be built by reinforcing the end-wall truss as follows;

1. Horizontally attach a 2x10 (or similar) to the inside (back) of the end-wall truss.  
 It should span the entire clear opening, attaching to the building column on either side.



Make sure it is vertically centered at the height where the hinges of the door will be attached.

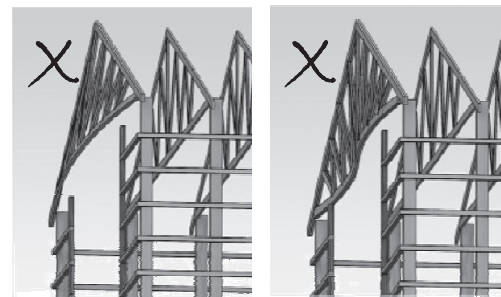
2. Fill the angles between the webbing with blocking



**IMPORTANT**  
**It is very important that the building face is flat and true**

### Make Sure the Building Face is Straight

It is very important that the building face is flat and true. Any warping or bowing will impede door from operating properly.



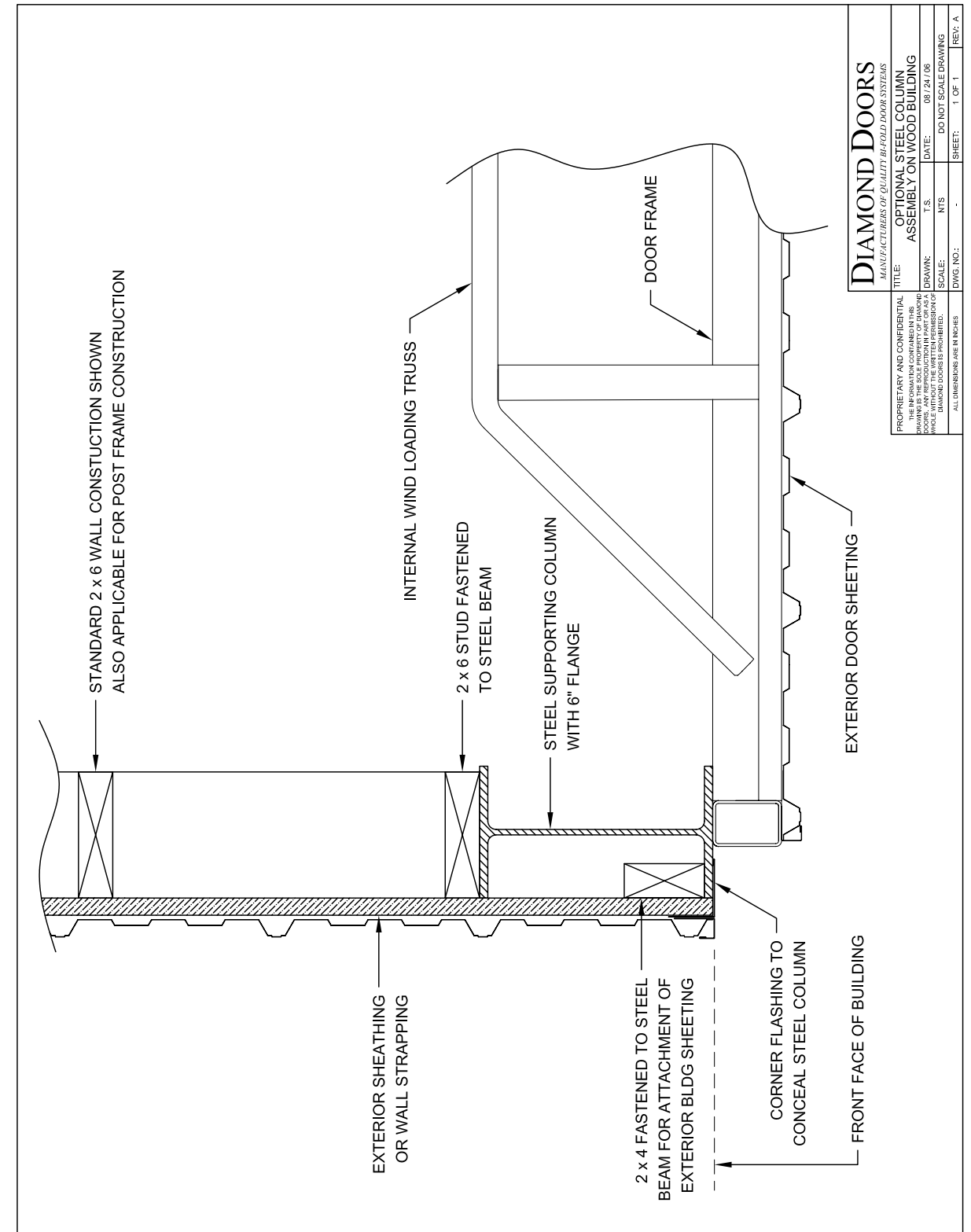
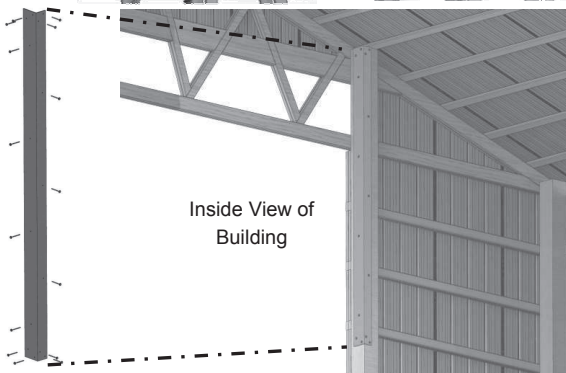
### Column Support Angles-OPTIONAL

Upon request, optional column support angles can be included to strengthen the vertical column on wood buildings.

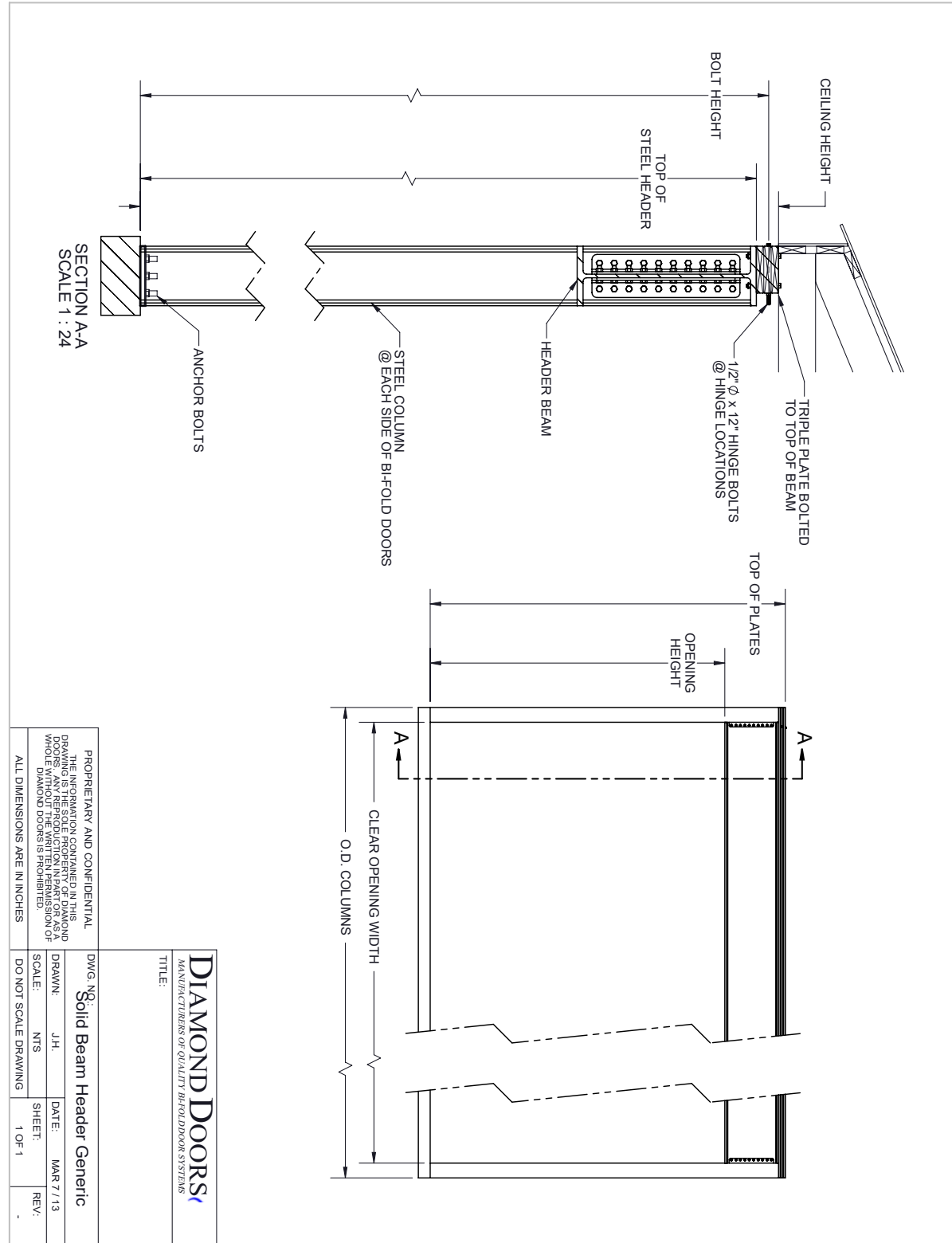
Mount support angles so that the top edge is as high or higher than the hinge bolts.

If possible, the top corner hinge bolts for the door should be extended through the support angle.

Use supplied 5/16 x 4" Lag Bolts for mounting.



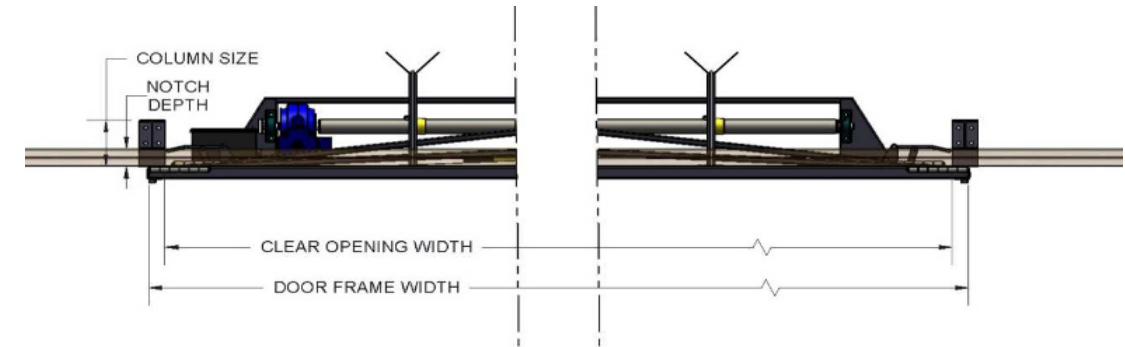
<b>DIAMOND DOORS</b>		MANUFACTURERS OF QUALITY BEYOND DOOR SYSTEMS
TITLE: OPTIONAL STEEL COLUMN ASSEMBLY ON WOOD BUILDING		DATE: 08/24/08
DRAWN: NTS	SCALE: DO NOT SCALE DRAWING	REV. A
DWG. NO.:	SHEET: 1 OF 1	
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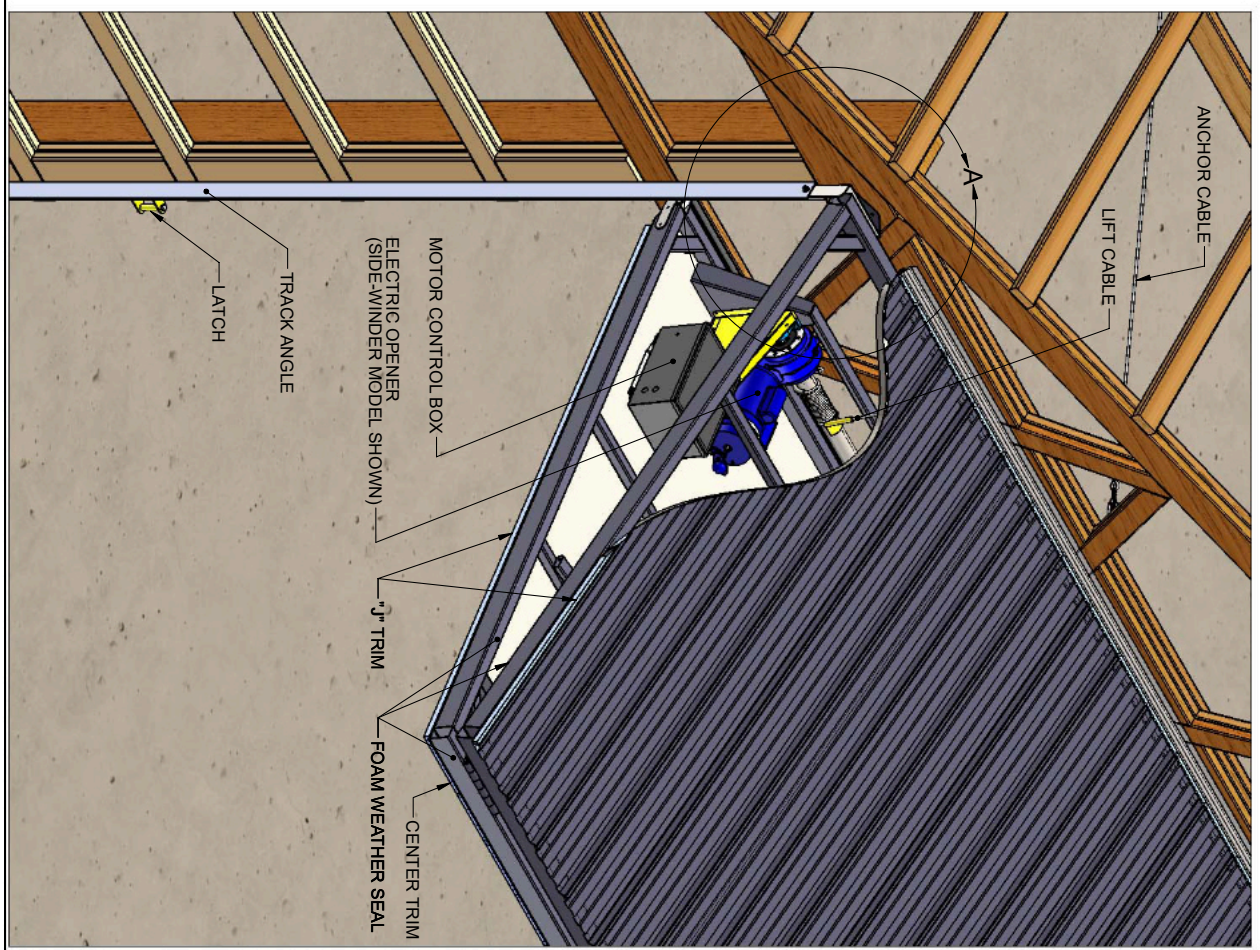


Notched Door Column

Column arrives notched to fit your endwall.  
Eliminates the need for wide built-up posts  
Track Angles may be required (if door rolls onto truss)

6", 8", 10", and 12" Sizes available  
Please specify notch depth (ex. 3" for double truss)



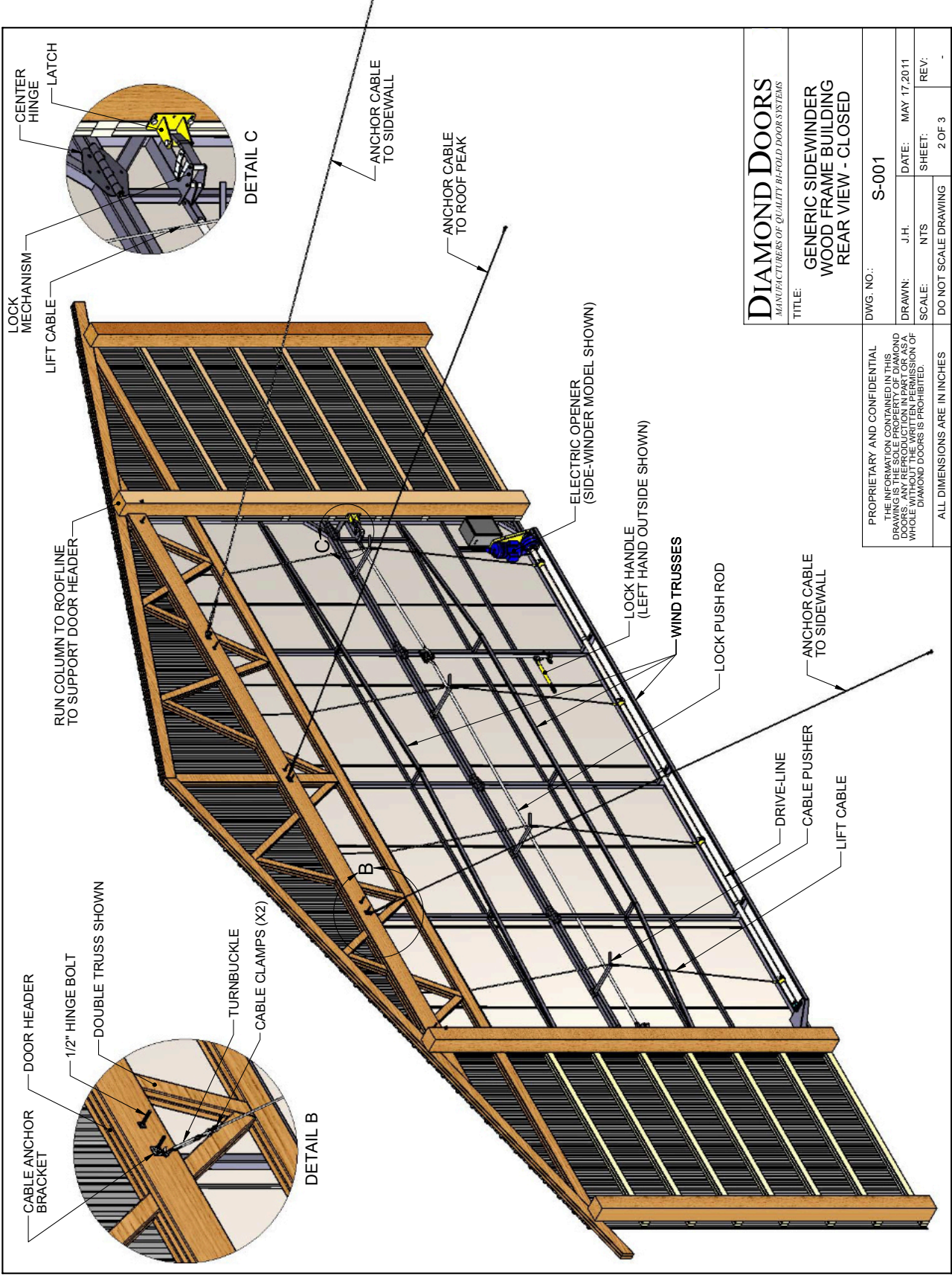
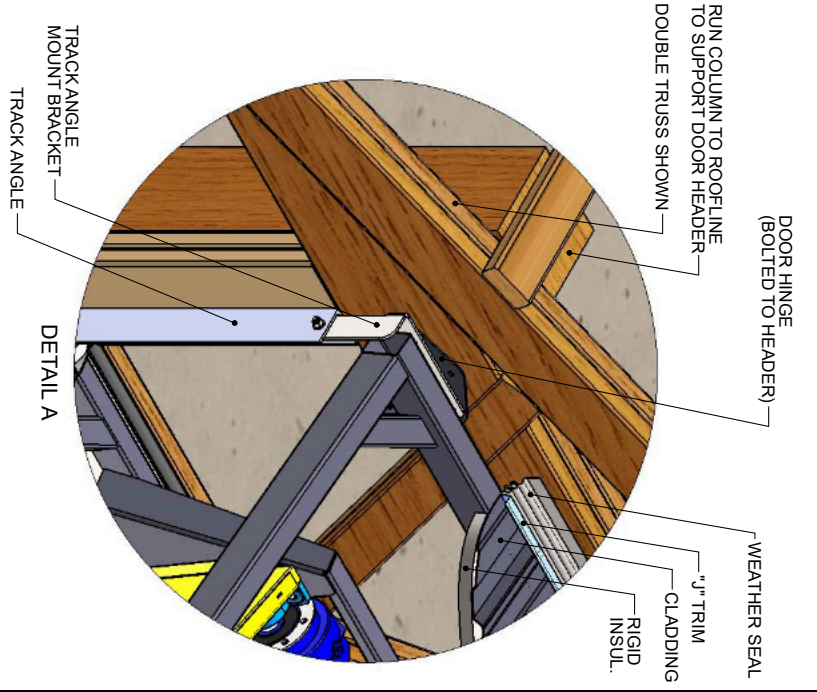


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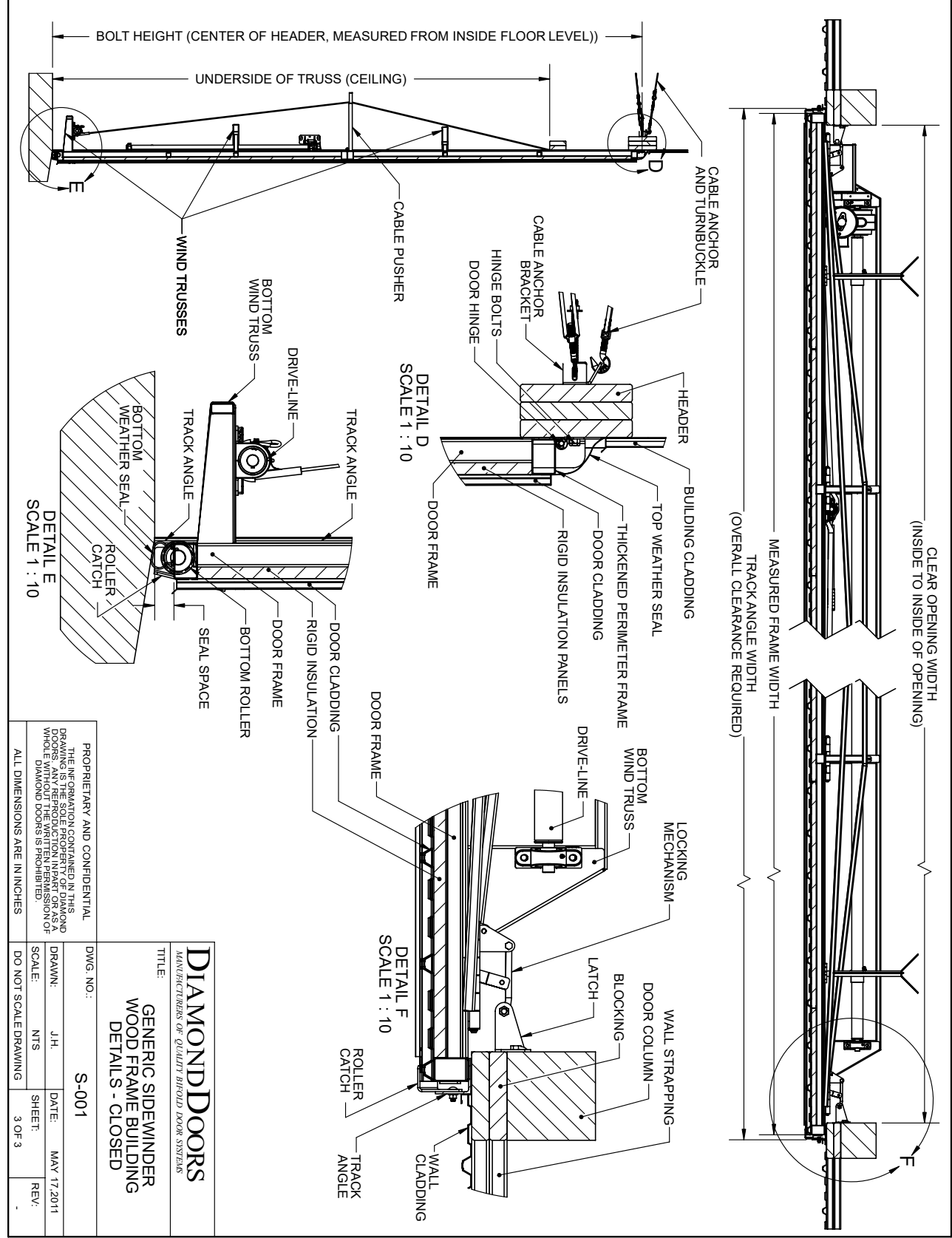
DWG. NO.: S-001  
 DRAWN: J.H. DATE: MAY 17, 2011  
 SCALE: NTS SHEET: 1 OF 3 REV: -

**DIAMOND DOORS**  
 MANUFACTURERS OF QUALITY BI-FOLD DOOR SYSTEMS

TITLE:  
 GENERIC SIDEWINDER  
 WOOD FRAME BUILDING  
 PARTIAL FRONT VIEW - OPEN



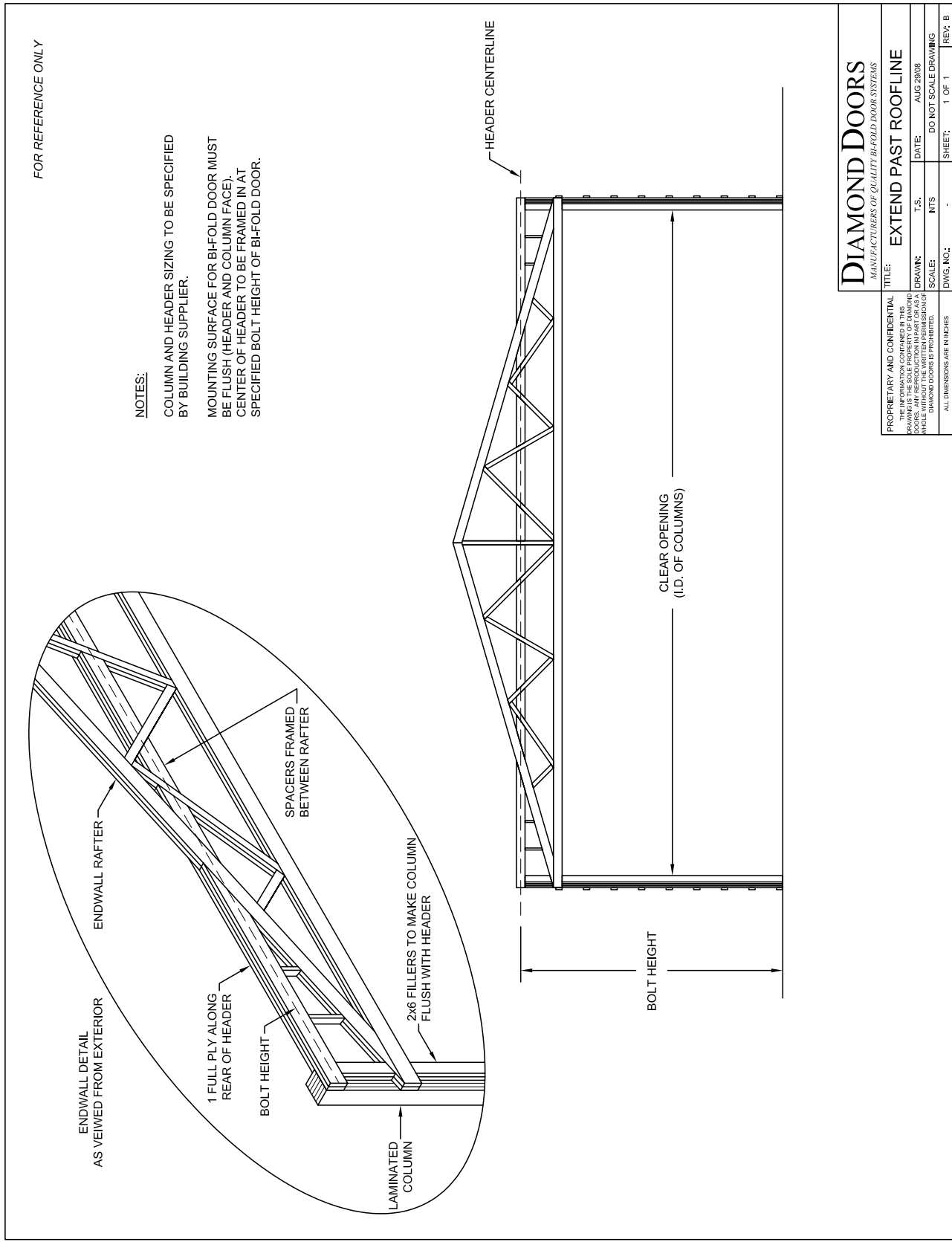
<b>DIAMOND DOORS</b> MANUFACTURERS OF QUALITY BI-FOLD DOOR SYSTEMS		DWG. NO.: S-001
TITLE: GENERIC SIDEWINDER WOOD FRAME BUILDING REAR VIEW - CLOSED		
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DRAWN: J.H.	DATE: MAY 17, 2011	REV: -
SCALE: NTS	SHEET: 2 OF 3	
DO NOT SCALE DRAWING		
ALL DIMENSIONS ARE IN INCHES		



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DWG. NO.: S-001  
 TITLE: GENERIC SIDEWINDER WOOD FRAME BUILDING DETAILS - CLOSED  
 MANUFACTURERS OF QUALITY BIFOLD DOOR SYSTEMS  
 DIAMOND DOORS

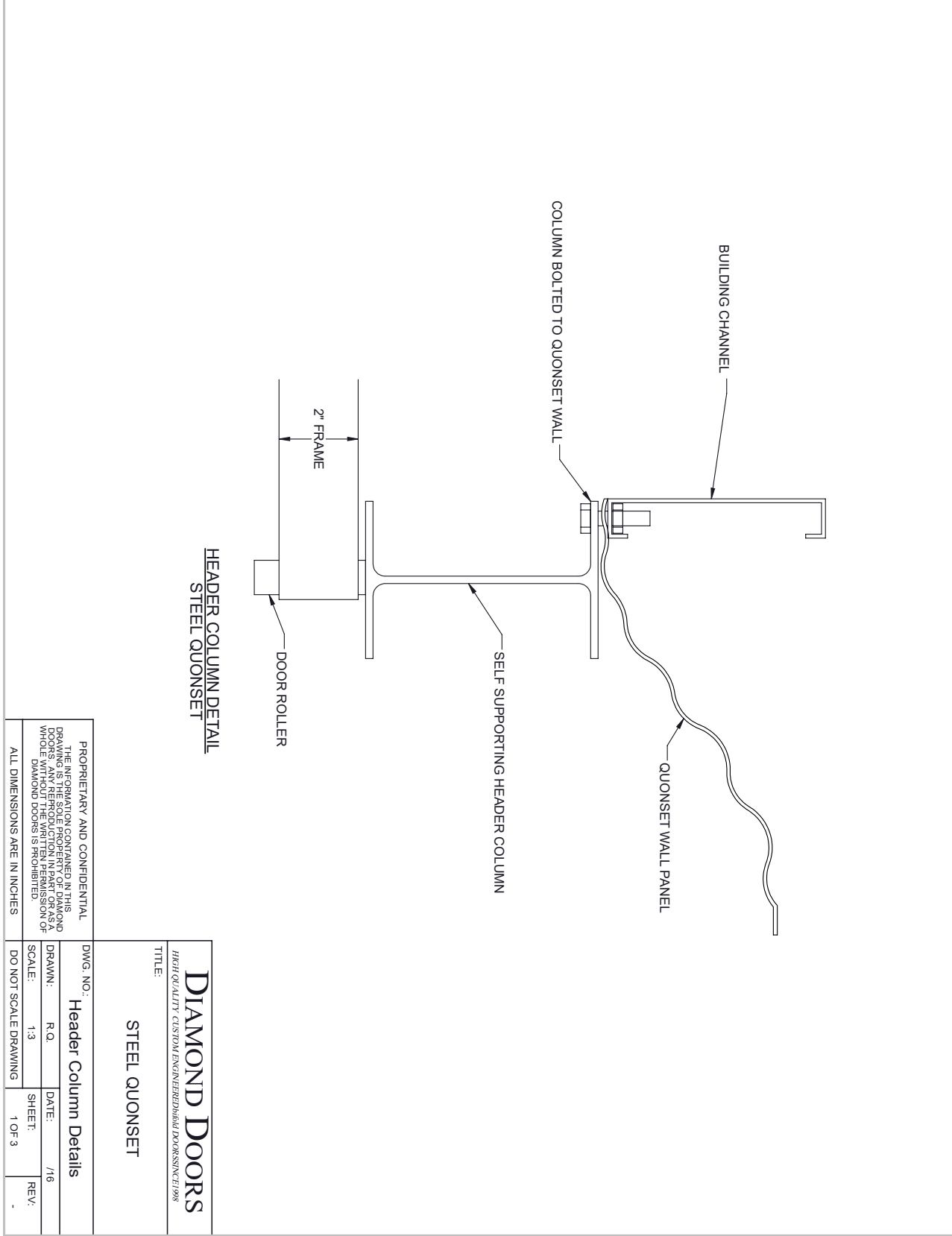
DRAWN: J.H.  
 DATE: MAY 17, 2011  
 SCALE: NTS  
 SHEET: 3 OF 3  
 REV: -



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 ALL DIMENSIONS ARE IN INCHES

TITLE: EXTEND PAST ROOFLINE  
 MANUFACTURERS OF QUALITY BIFOLD DOOR SYSTEMS  
 DIAMOND DOORS

DRAWN: J.S.  
 DATE: AUG 28, 2008  
 SCALE: NTS  
 SHEET: 1 OF 1  
 REV: B



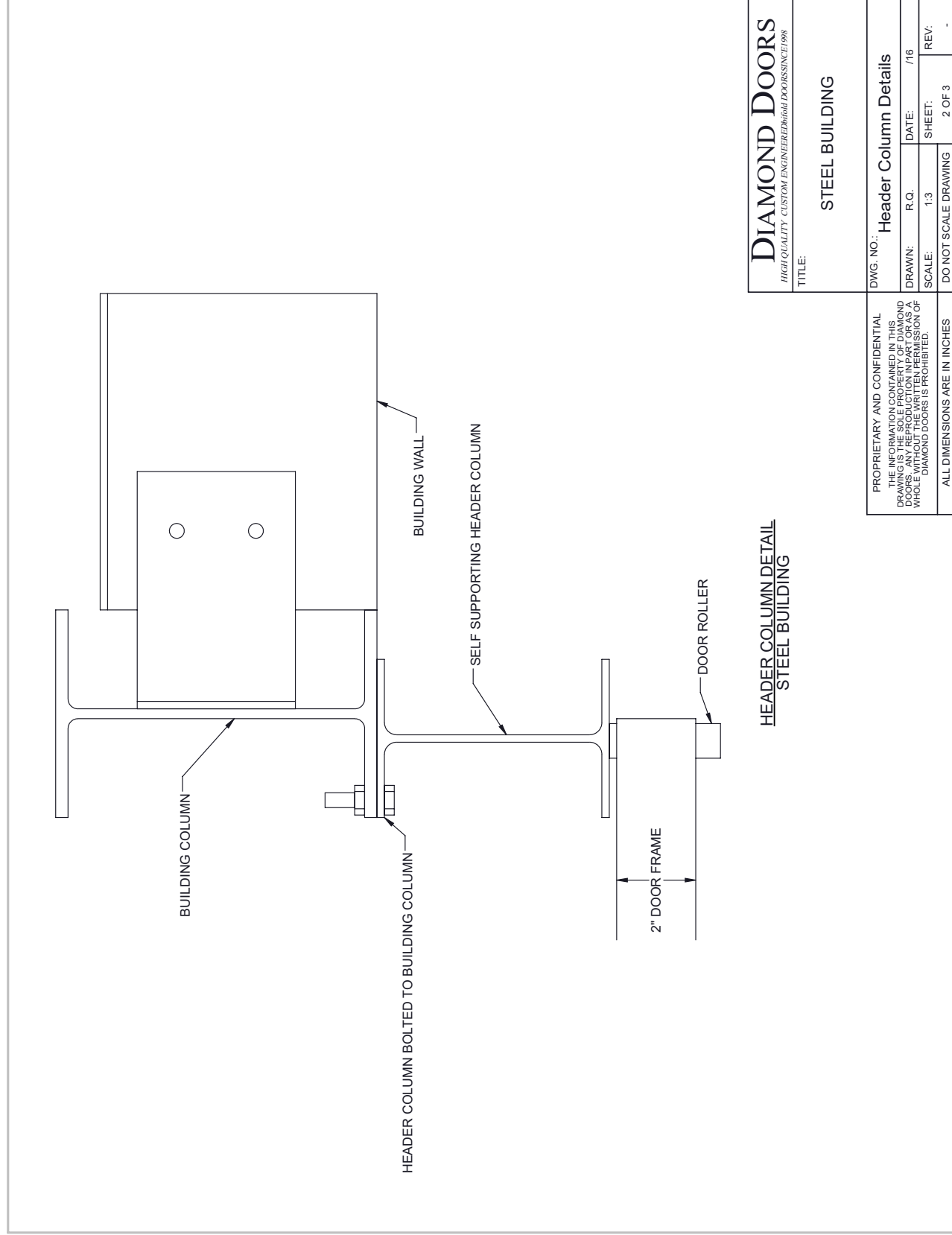
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DWG. NO.:  
 Header Column Details

DRAWN: R.O.  
 SCALE: 1:3  
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DIAMOND DOORS  
 HIGH QUALITY CUSTOM ENGINEERING SINCE 1988

DATE: /16  
 SHEET: 1 OF 3  
 REV: .



HEADER COLUMN DETAIL STEEL BUILDING

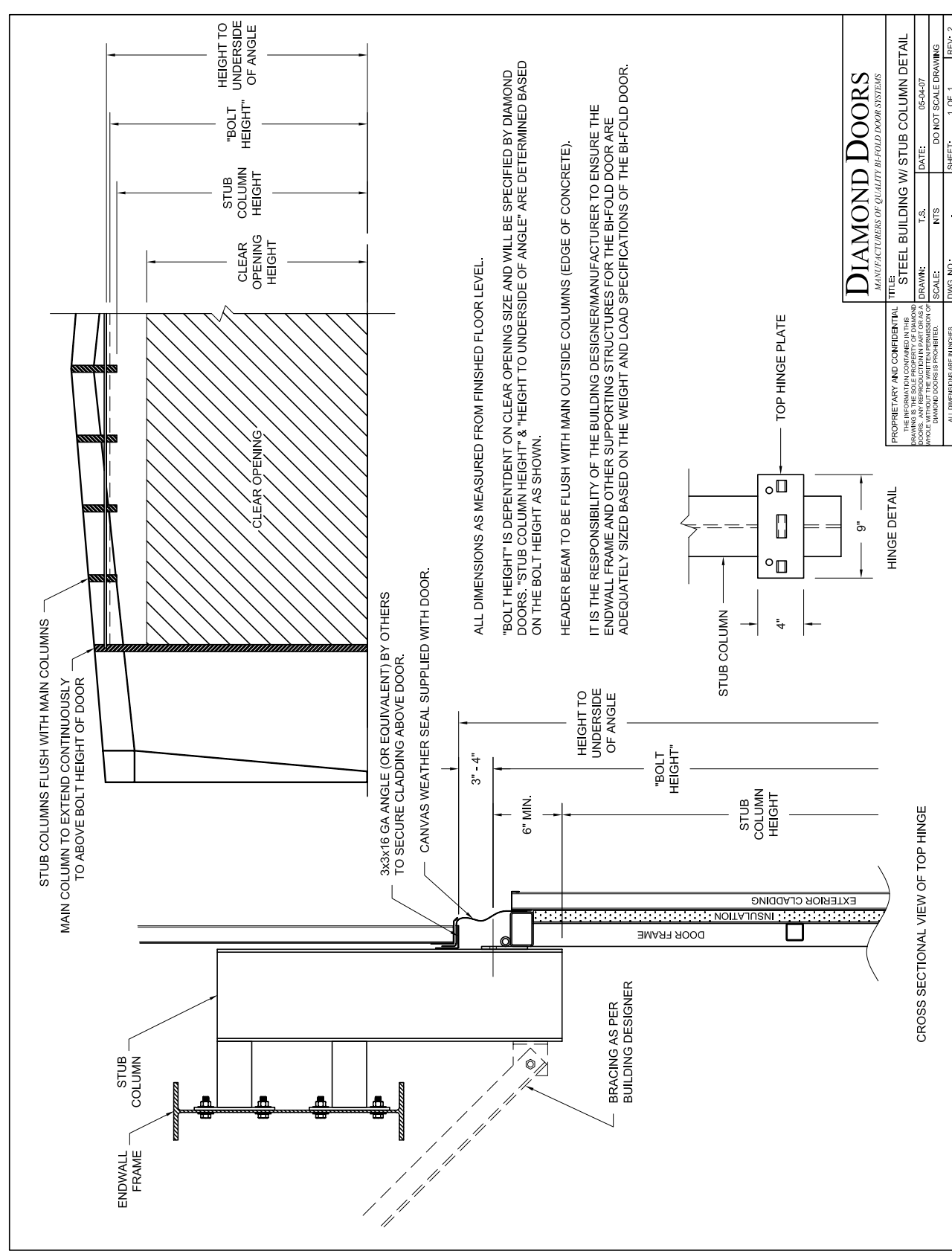
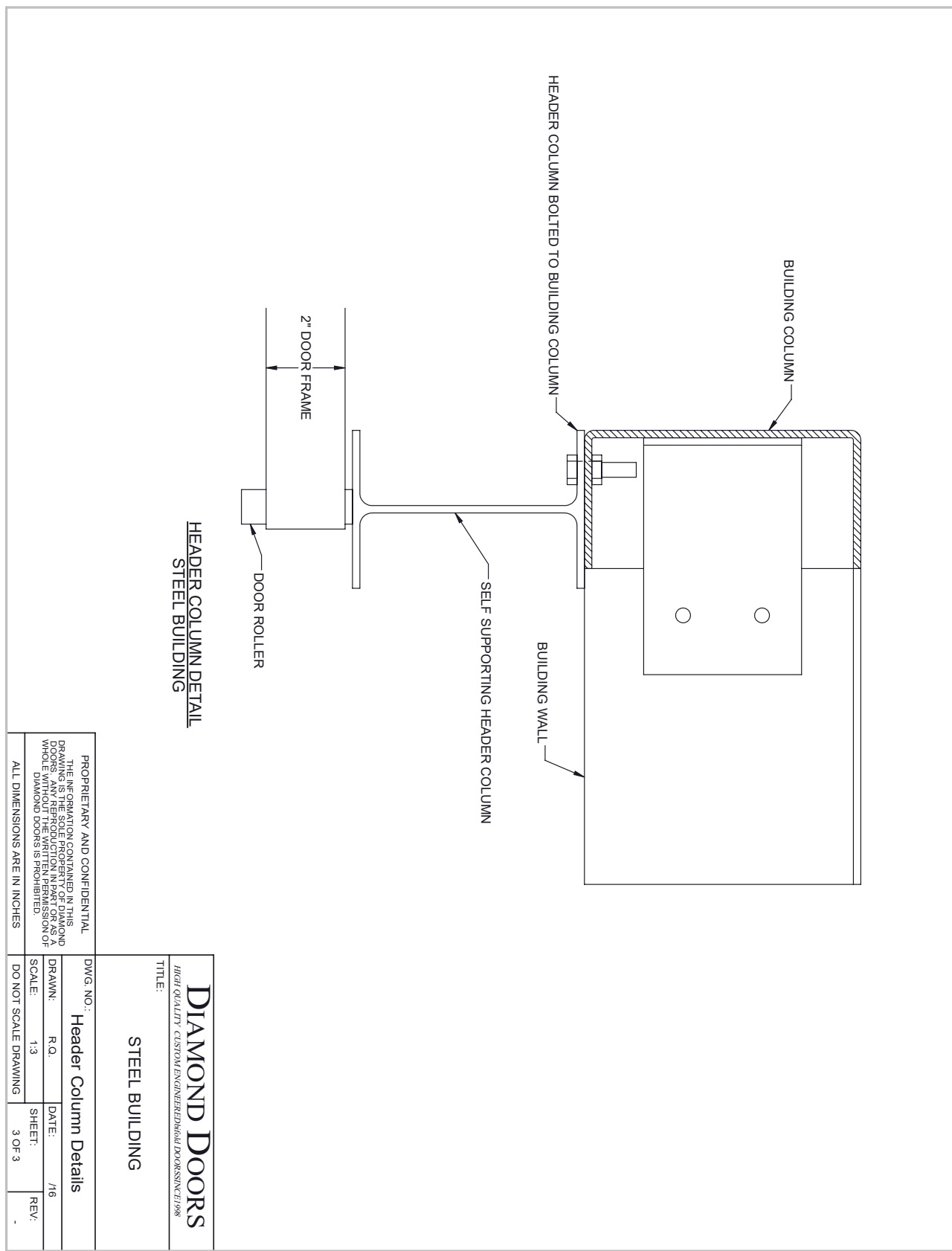
DIAMOND DOORS  
 HIGH QUALITY CUSTOM ENGINEERING SINCE 1988

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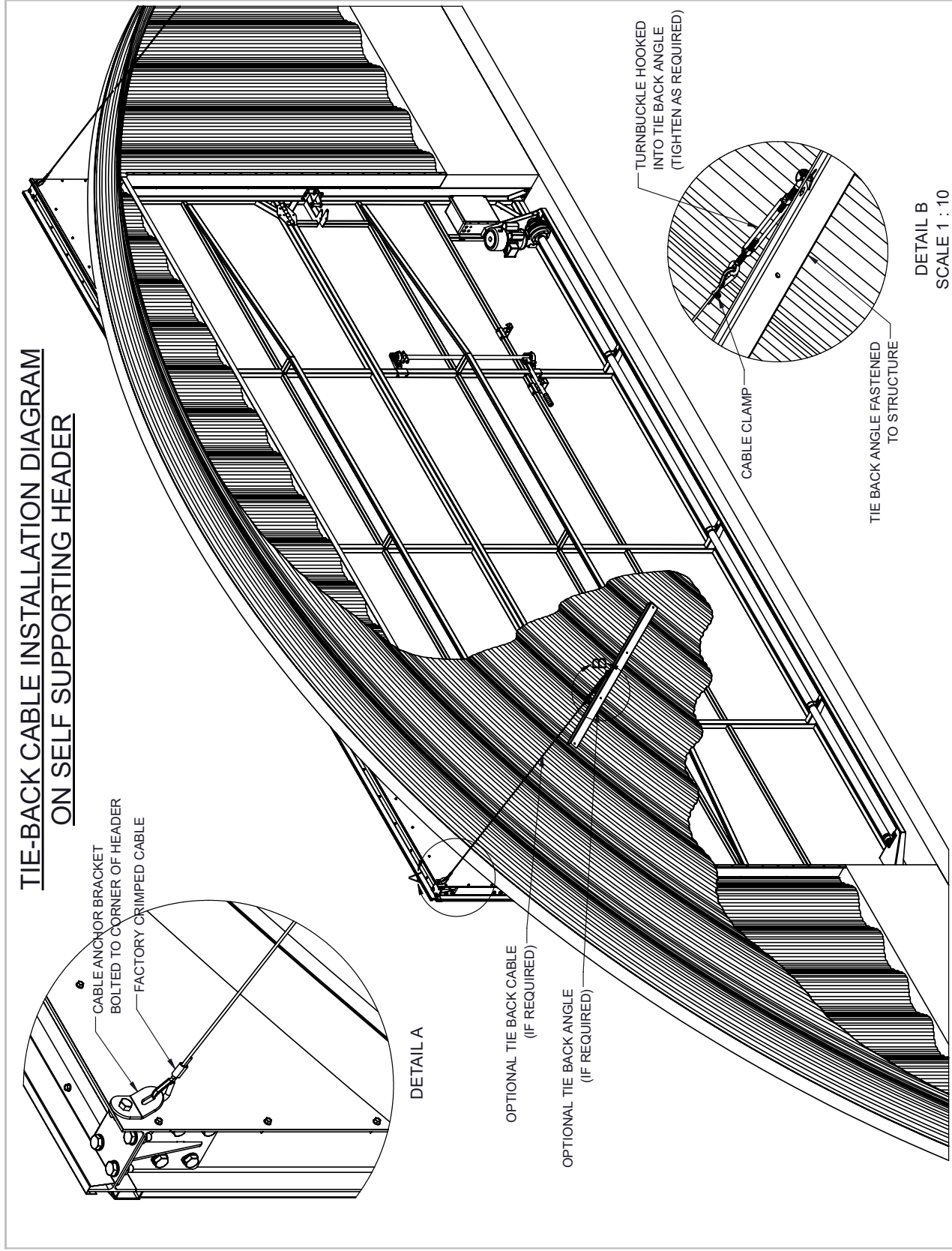
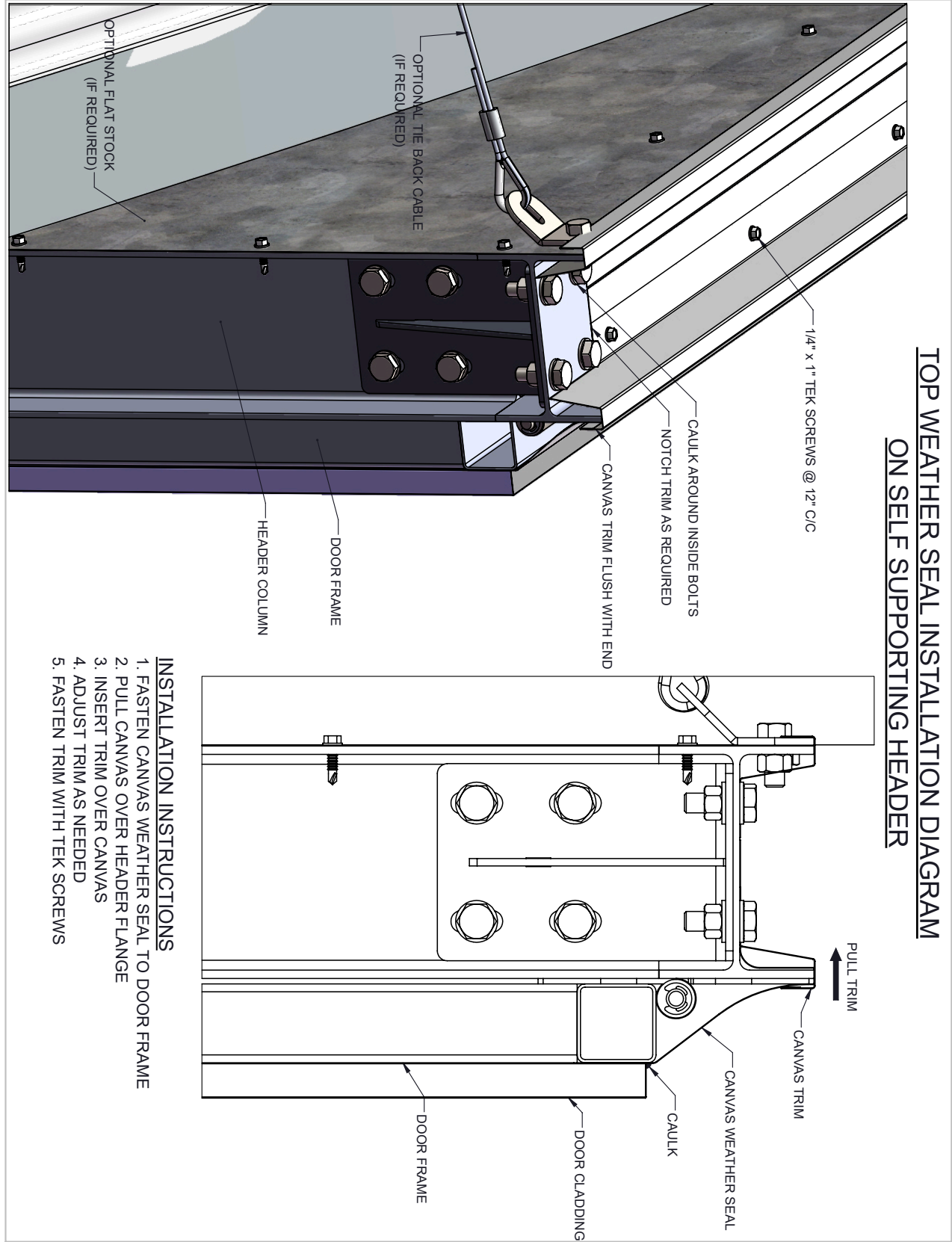
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 DO NOT SCALE DRAWING

DIAMOND DOORS  
 HIGH QUALITY CUSTOM ENGINEERING SINCE 1988

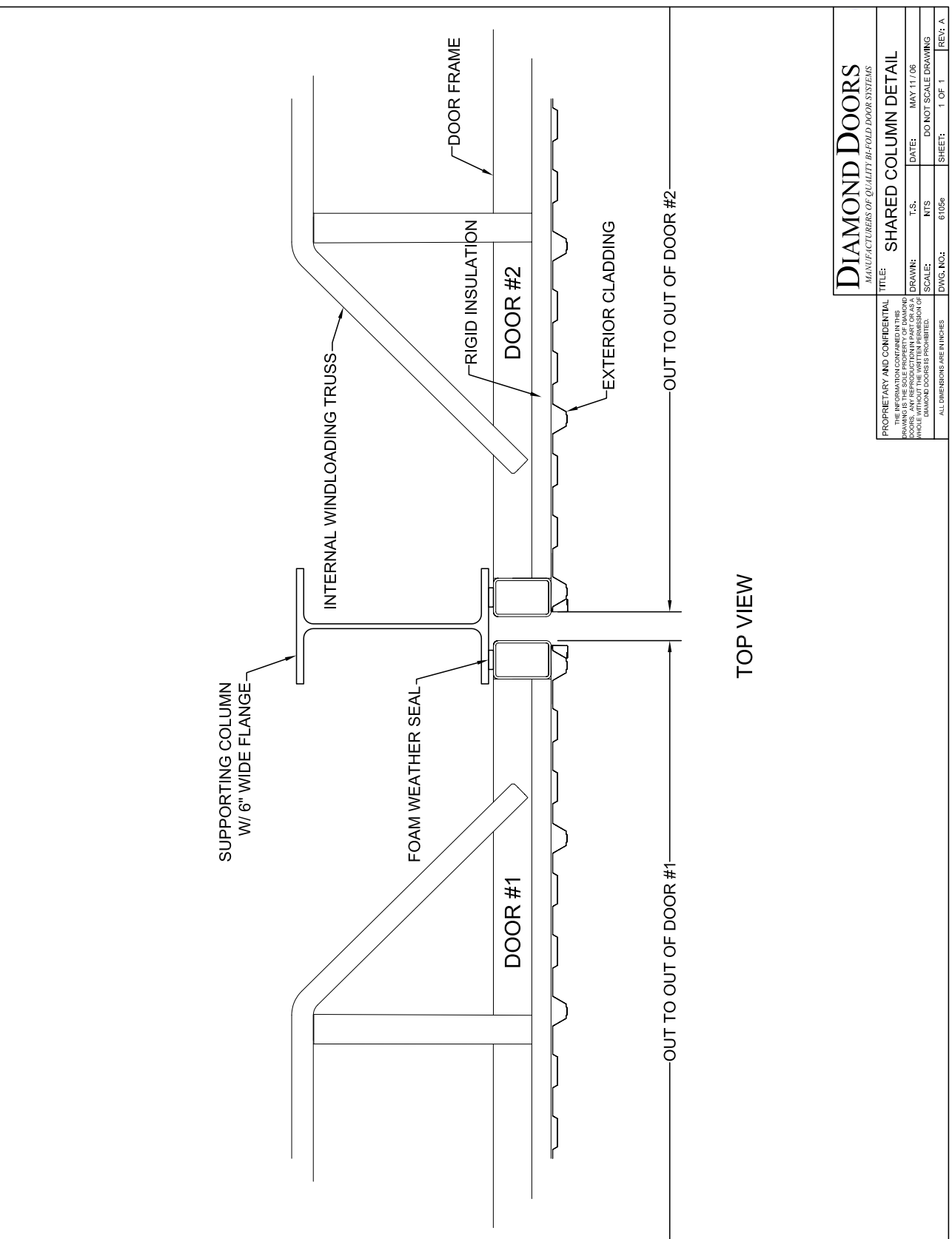
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 REV: .





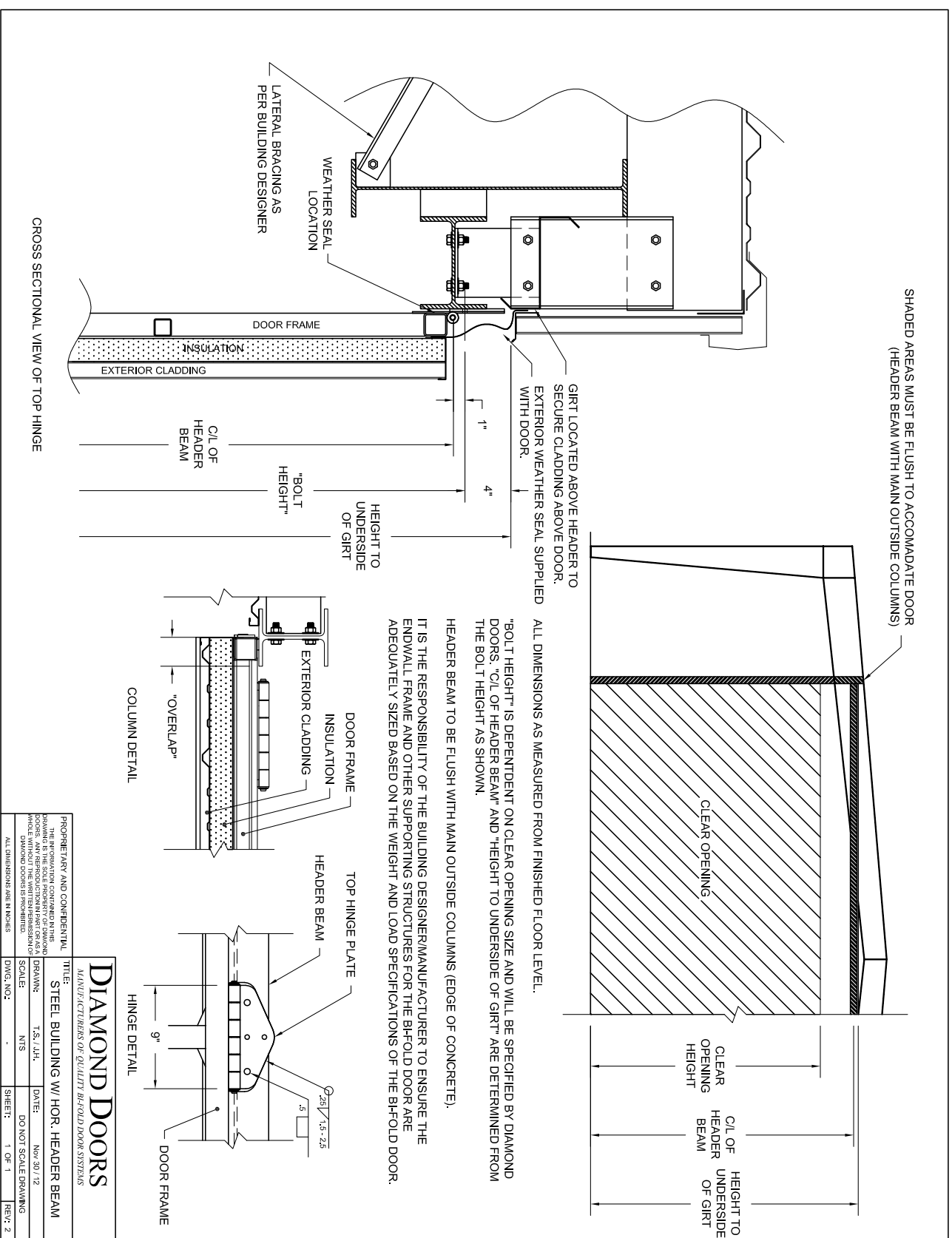


Product Information

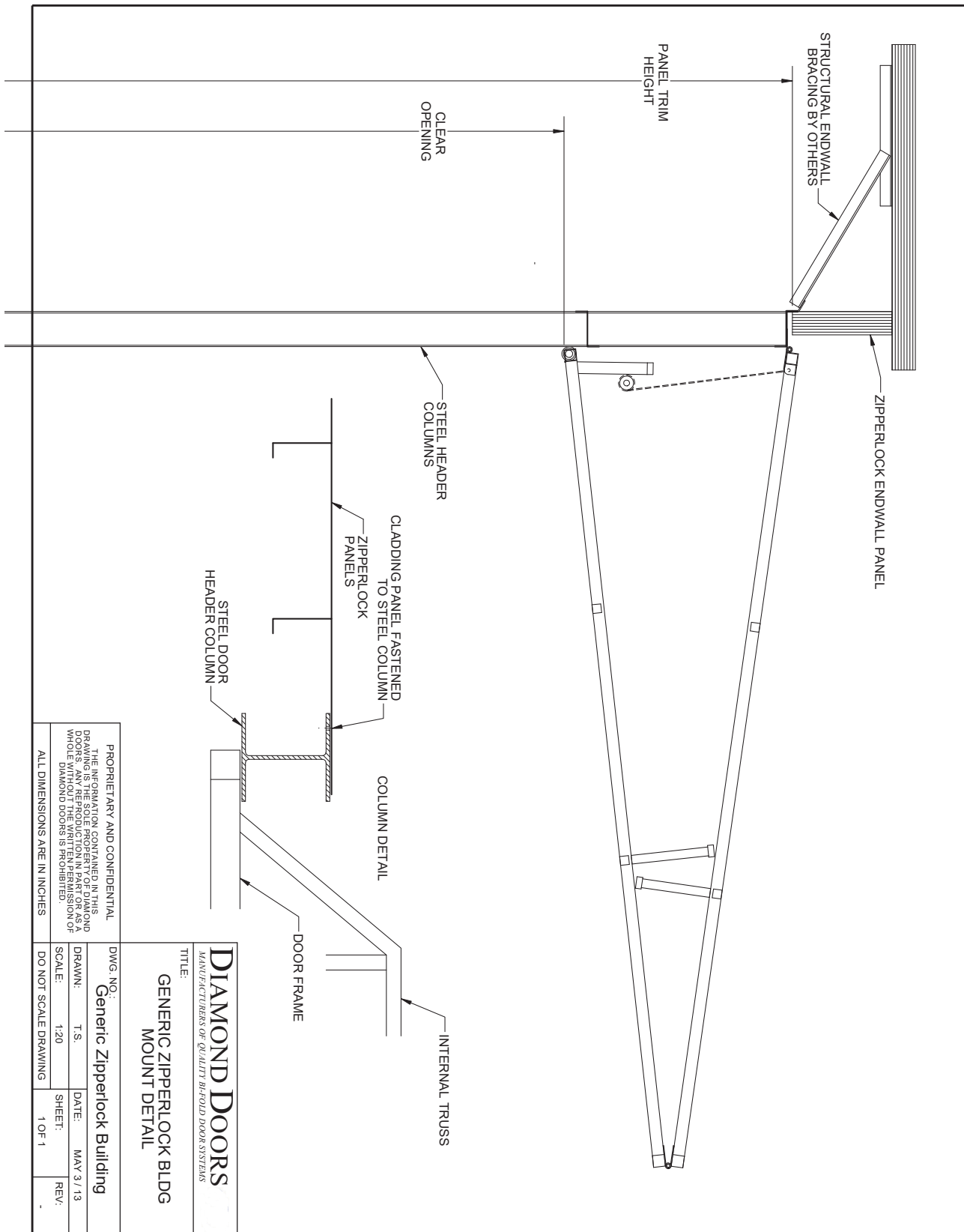


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DRAWN: T.S.	DATE: MAY 11 / 06
SCALE: NTS	DO NOT SCALE DRAWING
DWG. NO.: 61056	SHEET: 1 OF 1
REV: A	

Product Information



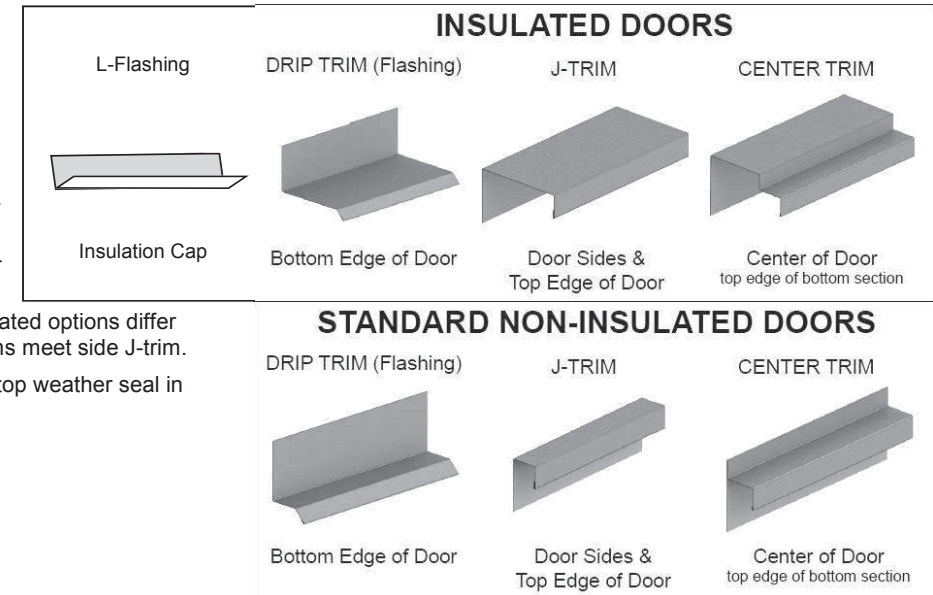
<b>DIAMOND DOORS</b> MANUFACTURERS OF QUALITY BIFOLD DOOR SYSTEMS	
PROPRIETARY AND CONFIDENTIAL DRAWING IS THE SOLE PROPERTY OF DIAMOND DOORS. ANY REPRODUCTION IN PART OR AS A WHOLE WITHOUT THE WRITTEN PERMISSION OF DIAMOND DOORS IS PROHIBITED.	TITLE: STEEL BUILDING W/ HOR. HEADER BEAM
DRAWN: T.S./JH.	DATE: NOV 30 / 12
SCALE: NTS	DO NOT SCALE DRAWING
DWG. NO.: -	SHEET: 1 OF 1
REV: 2	



## Install the Trims

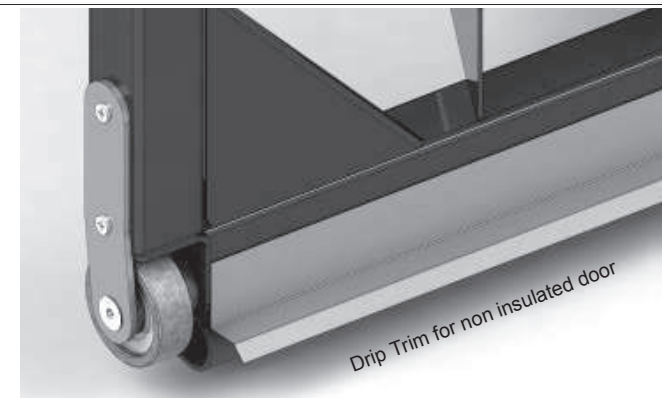
### Notes:

1. Close and lock the door before installing trims, insulation or cladding.
2. Install trims before insulation or sheeting.
3. Fasten trims  $\approx 24"$  o/c with supplied 1/2" flat-head screws.
4. Insulated & Non-Insulated options differ only where center trims meet side J-trim.
5. Top J-Trim holds the top weather seal in place.



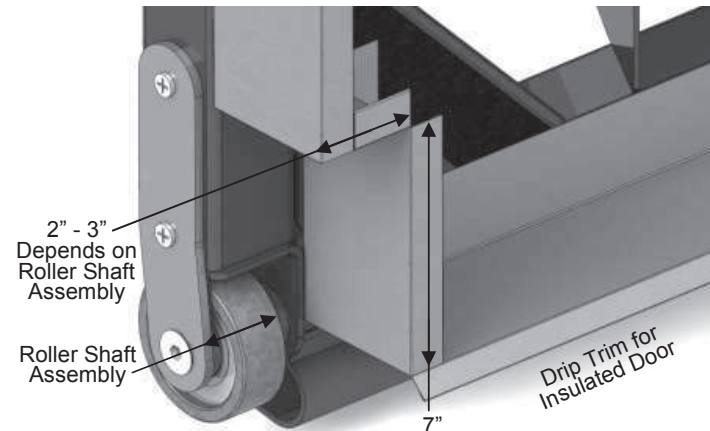
### Installation

1. Staple the top seal to the building leaving  $\approx 2"$  overlap at the top of the door to cover the top frame.
2. Install the Drip Trim along the bottom exterior edge of the door.
  - a. Bottom of trim should be flush with the bottom edge of door the frame.
  - b. Trim will need to be adapted at each end to accommodate the bottom roller assembly.
3. Install the Center Trim along the top edge of the bottom half of the door.
  - a. Center trim should be flush with top of frame, and not extend past the top of the frame.
  - b. Ends should be trimmed to be flush with sides of frame.

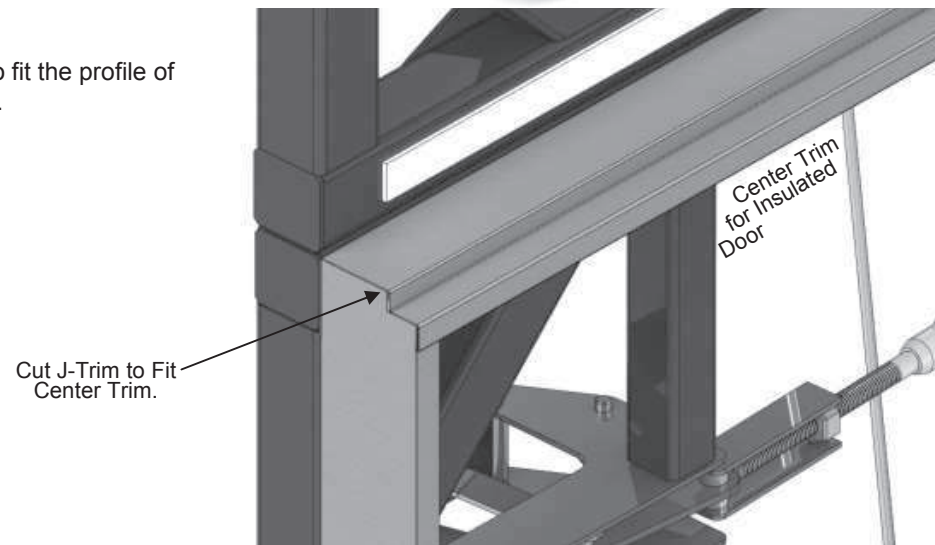


## Product Information

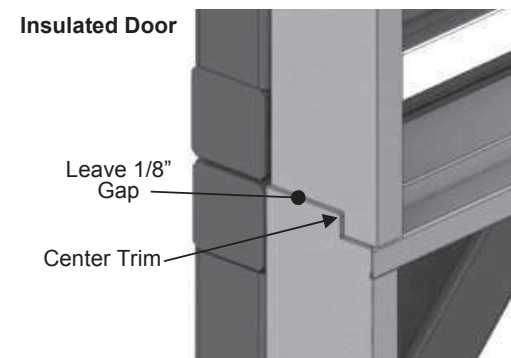
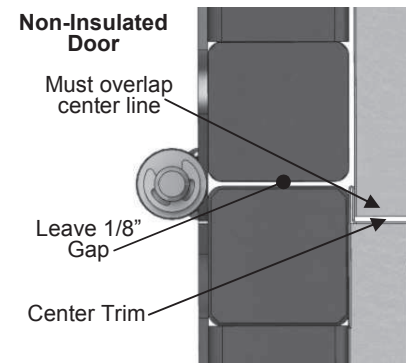
4. Install J-Trim along both sides of the bottom half of door.
  - a. Start by notching and bending the J-trim as shown around bottom roller area.
  - b. Leave enough clearance for the lower angle bracket (see diagram for dimensions).
  - c. Repeat a and b for the other side of the door.



5. Cut the top end of the J-trim to fit the profile of the center trim (See Diagram).



6. Install J-Trim along both sides on top half of door.
  - a. At top ends of the door, J-trim should be installed flush with the top of door frame.
  - b. At the center of door, J-trim should run PAST the center line of the door, leaving only a 1/8" gap between top J-trims and center trim on the bottom section.
  - c. Repeat a and b for the other side of the door.



## Diamond Doors Inc. Limited Warranty

Subject to the limitations and conditions set forth below, Diamond Doors Inc. warrants from the date of original invoice, (a) the door system will be free of manufacturing defects in material and workmanship for a period of two (2) years in Canada, one (1) year in the United States of America; and (b) our doors will not warp, crack or buckle under normal intended use as a door, and for no other purposes, during the period of this limited warranty. Upon purchase of a Diamond Doors product, the buyer accepts this warranty and agrees it is the only official warranty, thereby excluding any other representation, warranty or condition, whether written or implied, except if stated in writing by an authorized Diamond Doors agent.

### These warranties are subject to the following restrictions:

- Warranty is void if any modifications are made to the door system that change the weight and/or structural integrity of the door system, unless approved in writing by an authorized Diamond Doors agent. Examples may include any addition or removal from the door structure, adding windows/doors, using a heavier exterior sheeting/insulation, etc.
- Warranty is void if any modifications are made to the door system using after-market parts, unless approved in writing by an authorized Diamond Doors agent.
- Warranty is void if the door system is used for anything other than its intended use as a door, or other than normal/intended service conditions.
- Warranty applies only to doors that have been properly installed, and Diamond Doors reserves the right for itself or any authorized agent to inspect the door before approving a warranty claim.
- The buyer shall inspect material received from the Seller prior to installation so as to mitigate expenses involved in repairing, repainting, modifying or replacing product.
- **Any claim must be submitted in writing to the manufacturer within 30 days after discovery of the defect, describing the alleged defect, and must be received by Diamond Doors Inc. within the period of the warranty, otherwise the warranty shall be deemed null and void.**
- After receiving a written claim of alleged defect(s), Diamond Doors Inc. shall then have reasonable opportunity to inspect the product before any further action shall be taken.

### These warranties expressly exclude:

- Defects or damage to the door or door components after delivery by Diamond Doors Inc., resulting from handling, shipping, transit, processing, improper storage or installation, or prolonged moisture contact or with corrosives and/or similar materials.
- Damage to the door resulting from any accident due to inadequate or defective building design, material or workmanship.
- Damage as a result of Acts of Nature (fire, flood, wind, earthquake, etc.), falling objects, external forces, explosions, or damage as a result of the actions of persons outside of Diamond Doors Inc. control.
- Problems due to misuse, abuse, or failure to follow care and maintenance instructions as found in the owners manual.
- Problems due to inadequate or incorrect power supply, including but not limited to; undersize electrical supply, undersize generator.
- Problems due to water and/or air infiltration due to improper or inadequate building construction/design, or improper installation of door system.
- Any costs related to the transportation of the replacement product.
- Any installation and labor charges related to the replacement product.
- Any non-factory customization or modifications made to the door by the buyer.
- Diamond Doors Inc. shall not be liable for any losses, damages or expenses whether direct, indirect, or consequential, caused by or resulting from the use of a defective or non-conforming door system, or for any other incidental or consequential damages. The total liability of Diamond Doors Inc. is expressly limited to the purchase price of the door system. Without limiting the generality of the foregoing, this warranty pertains to product only, and the seller shall not be liable for damages for or relating to labor or loss of use of structure or damage to contents of structure.

Diamond Doors Inc. reserves the right to provide products of similar quality and function, but of a different type or color in order to fulfill its obligations in the event it could not provide products of the original type/color, or if in its opinion, an alternate replacement could prevent the problem from reoccurring. Diamond Doors Inc. reserves the right to claim ownership of a replaced product, and may request that the replaced product be returned to the manufacturer at the buyers expense.

### Maintenance to be done by the buyer

The buyer commits to carry out regular maintenance as recommended by Diamond Doors Inc. In the Owners Manual.

### DISCLAIMER

EXCEPT FOR THE WARRANTY EXPRESSLY SET FORTH HEREIN, DIAMOND DOORS INC. HEREBY DISCLAIMS AND EXCLUDES ALL REPRESENTATIONS, WARRANTIES AND CONDITIONS, WHETHER WRITTEN OR ORAL, IMPLIED, STATUTORY OR OTHERWISE WITH RESPECT TO ITS PRODUCT AND ALL COMPONENTS AND ELEMENTS THEREOF, INCLUDING, WITHOUT LIMITATION, IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSE INCLUDING ANY AND ALL WARRANTIES AND CONDITIONS FOUND IN THE APPLICABLE SALE OF GOODS ACTS.



VERSION: 2025



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