

**1. What's the difference between Residential and Commercial Door Hinges?**

The difference between the residential and commercial hinge is the spring tension has been optimized for the best door performance, based on the typical doors used in residential and commercial applications. If a residential door is 12 feet wide or more commercial hinges should be used. Residential hinges have silver springs, commercial hinges have gold springs.

**2. How long will the spring last?**

Our system is built to last; with a spring that exceeds 10,000,000 life cycles. Comes with a Lifetime warranty, call for details.

**3. Will the Green Hinge work with my existing shaft and wheels from my current hinges?**

Yes, the existing 7/16" shaft and attached wheels are very common in 99% of overhead doors. The Green Hinge is designed to work effectively with these common shafts and wheels. Any additional adjustment required can be handled by your installation professional.

**4. Why does your system out perform other sealing systems?**

Each panel can automatically adjust to overcome poor track positioning and warped walls. Most Important the doors themselves only have one true sealing surface and that is the outer panel edge where it contacts the wall. Most door panels are corrugated where the seal contacts, still leaving air gaps with traditional seals.

**5. Has my order been shipped/How do I track my order?**

You can check on the status of your order by clicking on Order Status or by clicking on the link on your order confirmation e-mail to review your order. If a tracking number is assigned to your order, you can track the order by logging in to Order Status and reviewing your order.

**6. Are there any special adjustments required to my door?**

The majority of doors do not need special adjustments. On a rare occasion the motor drive tension may be adjusted. Your door professional can easily make this minor adjustment if necessary after installing the Green Hinge System.

**7. I forgot my account password. How do I retrieve it?**

If you forgot your password, you can retrieve it by clicking on the Forgot Password link on the Order Status page or during the checkout process while placing a new order.

**8. What is your return policy?**

Our return policy is available on the Terms of Sale agreement.

How to make a return: Please pack items tightly to avoid damage and include name, address, phone and PO number of order inside the box and ship to: Green Hinge System, 4429 State Hwy 22E, Lena, WI 54139

Exception: There are no returns or warranty on industrial double end hinges.

**9. Do you share, sell, or trade any of my information?**

Absolutely not: We do not sell, trade, or share any of your information with anyone under any circumstances. [Click here](#) to review our Privacy Policy

**10. Do you keep my personal information?**

Yes, your personal information is securely stored in our Ecommerce database with the same SSL 128-bit encryption. You have the option to make this information available for future orders when logging in, so that you do not have to type it again when you come back and shop from us.

**11. When will my credit card be charged and is your website secure?**

Credit cards are charged when the order is placed. You will receive email notification confirming the approved transaction. Our website and shopping cart processes all information by using the latest SSL 128 bit encryption security technology.

**12. How do I order from Canada?**

For Canadian orders: Please place orders from Harmony Door Service at 519-821-4400 or [www.harmonydoors.ca](http://www.harmonydoors.ca). Orders will direct ship from this local Canadian company.

### **13. Should I lubricate the Green Hinge?**

Yes, you can lubricate the Green Hinge. Use the door manufacturer suggestions for lubrication on your door hinges. Occasional lubrication is needed on hinge bias tube if popping noise occurs.

### **14. Where do I find documentation on Proposition 65?**

Click on the below links to download the Proposition 65 warning documentation. See also <https://www.p65warnings.ca.gov/> for more information.

[Download GHS Proposition 65 Document Part 1](#)

[Download GHS Proposition 65 Document Part 2](#)