



Screen Care and Usage Guide

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General Care Information

PROTECT your screen when it is not needed by storing it away. Consider applying an eye-catching screen decal at your line of sight to help prevent impact. If impact occurs, inspect for wrinkles, folds, tears and other damage before further use.

CLEAN your screen with 1/3 cup dish soap to 1 gallon of warm water (add a 1/3 - 3/4 cup of bleach for white mesh). You may use a washrag or soft bristle brush to scrub, then rinse and let dry before storing it away. **DO NOT** use any high pressure or a pressure washer, as this will damage your screen or shade.

LUBRICATE the tracks with a Dry Silicone Spray lubricant only. **DO NOT** use petroleum or oil-based lubricants, such as WD-40. Please refer to '*Product-Specific Operations & Troubleshooting*' for more information on frequency for your unit.

WIND pressure can affect screen performance, particularly those lacking full retention. Do not use your screen or shade in extreme weather conditions. Refer to '*Product-Specific Operations & Troubleshooting*' for more information on storing your screen or shade.

WARRANTIES are typically limited to parts. Unless otherwise specified in writing, warranties do not cover labor, trip or handling charges. Non-warranty charges are payable at the time of service. Refer to your warranty document(s) for details on your specific unit type. In the event that a defect or failure was a direct result of our installation, and it is reported to us on or before the 1-year anniversary of the original installation date, we will waive labor, trip and handling charges.

SERVICE hours are Mon-Fri between 8:30AM-4:00PM. We will attempt to diagnose and resolve your issue via phone or email and every effort will be made to provide an accurate estimate of charges prior to performing any on-site service work.

Product Specific Operation & Troubleshooting

☐ You have a Manual Retractable Screen

- Ensure magnet(s) latch securely. To release, push/pull outward on the pull-bar. Guide back toward the housing.
- Lubricate upper and lower tracks on a **quarterly basis**.
- “Wind Sail” occurs when excess wind pressure causes non-retained top and/or bottom edges to release from the track. Adjust flow of air and pressure by closing off opposing doors/windows. Do not use your screen during extreme weather conditions.

☐ You have a Motorized Roll-Up Screen / Shade

- Although preset with automatic up/down limits, monitor screen until it reaches your desired position.
- If the screen stops or drops unevenly, immediately stop motor and check for obstructions. **IMPORTANT:** Before resuming automatic movement, tug down on weight-bar to remove any slack.
- Lubricate the sidetracks on a **monthly basis**.
- In extreme weather conditions, be sure to retract your screen or shade completely into its housing to prevent any damage.

☐ You have a Lifestyle Garage Screen

- To lower, grip both door straps while walking forward. Engage the magnets by pushing forward against the center vertical posts.
- To lift, retract your center door into its housing and disengage the magnets by firmly pulling backwards with the door straps. The springs will begin lifting the unit. Push upwards on the lower horizontal frame until the screen reaches its final up position.
- Lubricate roller wheels on an **annual basis**
- To prevent high winds from disengaging magnets, optional mainframe locks are available.

☐ You have a 2, 3, or 4, Panel Slider Screen

- To open, be sure all locks are disengaged and slide your panels to the desired direction (left or right)
- To close, pull panels until interlocking frame channels engage and then secure the locks.
- Lubricate the upper and lower tracks on an **as needed basis**. DO NOT lubricate rollers, tracks only. Slide the panels back and forth to ensure satisfactory lubrication.
- In extreme weather conditions, stack all panels together at either end of the mainframe.

☐ You have a Retractable Awning

- Although preset with automatic extension/retraction limits, monitor your awning until it reaches your desired projection.
- In extreme weather conditions, be sure to retract your awning completely into its housing to prevent any damage.
- Our retractable awnings are virtually maintenance free. Should you have questions or require service, please feel free to call our office.