

# Service Guide

Following the proper handling guidelines and simple maintenance tips listed below will ensure years of worry free service from your new purchase.



- When not in use, your Professional/Legacy Screen should be retracted into its protective housing.
- Ensure that the mesh rolls up evenly into the housing. Retracting the screen with creases in the screen can cause permanent wrinkles or even tears or splits.
- Please only use Phantom's greaseless silicone spray as other sprays can reduce the effectiveness of the units operation. If you run out please contact free call 1800 630 050 to purchase more.
- Ensure that the tracks are kept free of dirt and debris, which may cause the screen to perform poorly. Cleaning the tracks weekly and lubricating the handle end caps when the unit is retracted with Phantom's greaseless silicone spray every month will ensure smooth operation.
- It is normal for the mesh to "sail" in certain windy conditions. This may cause the mesh to pull out of the track, however when the wind subsides the mesh can be easily pushed back into its tracks.
- Our units are spring loaded and may retract suddenly. Educate those using the door or window as to how the product functions in order to ensure trouble free operation.
- Insect screens are intended to provide reasonable insect and/or light control and are not intended to provide the retention



- When not in use, your Executive Screen should be retracted into its protective housing.
- Ensure that the tracks are kept free of dirt and debris, which may cause the screen to perform poorly.
- Mesh fabric, housing, tracks and slide bar can be cleaned with water and a soft brush but not with a pressure cleaner. A mild detergent like dish soap can be used, but do not use chemicals. After cleaning the mesh, allow it to dry before retracting it back up into the housing.
- It is normal for the mesh to "sail" in certain windy conditions. Executive screens should be retracted in winds in excess of 35kph. Wind load may affect the ability of the unit to extend or retract. The screens should never be used solely for the purpose of a wind break.
- Executive screens should be watched during operation. Objects left under a motorised unit can prevent the unit from lowering. If this happens, lift the slide bar up manually, remove the obstacle, and lower the slide bar. If it does not extend to a level position, use the remote up button and roll up the mesh until the slide bar is level. Stop the unit, and then lower it.
- Interruption of power can affect motorised unit operation. Ensure that power is still getting to the unit by checking circuit breakers and ground faults for resetting. Remotes (in wall and handheld) have a limited battery life. If the remote light does not come on when the buttons are depressed, the battery is exhausted.
- Executive Screens are intended to provide reasonable insect and/or light control and are not intended to provide the retention and/or security of objects, animals, or persons inside or outside your dwelling.



- When not in use, your Serene Screen should be retracted into its protective housing.
- Ensure that the mesh rolls up evenly into the housing. Retracting the screen with creases in the screen can cause permanent wrinkles.
- Ensure that the tracks are kept free of dirt and debris, which may cause the screen to perform poorly.
- It is normal for the mesh to "sail" in certain windy conditions. This may cause the mesh to pull out of the track, however when the wind subsides the mesh can be easily pushed back into its tracks.
- Our units are spring loaded and may retract suddenly. Wherever possible, always assist with the retraction of the screen. Educate those using the door or window as to how the product functions in order to ensure trouble free operation.
- Insect screens are intended to provide reasonable insect and/or light control and are not intended to provide the retention and/or security of objects, animals, or persons inside or outside your dwelling.