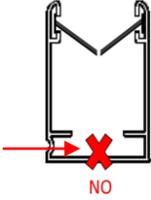




CASCADE RETRACTABLE WINDOW SCREEN TROUBLESHOOTING GUIDE

Retractable screens should always be installed square, plumb and level.

THE SCREEN DOES NOT RETRACT, RETRACTS SLOWLY OR WITH DIFFICULTY

- Check that the screen has been installed in a square and plumb opening. Correct the opening as needed.
- Check and correct any interference (e.g. screws or debris) inside the **B-Inside Rails**.
- Check that the nylon **H-Pull Bar End Caps** have not been aligned incorrectly so that they are riding in the small screw only installation chamber of the **B-Side Guide Rail**. 
- Check that the **Pull Bar** glides smoothly. If the **PULL BAR** is too tight in the opening then slightly trim down only the aluminum **PULL BAR** as needed.
- Check to see if the **M-Weather Strip** is catching or binding in the **B-Inside Rails**
- Pull the screen all the way down to the bottom of the opening and then retract the screen. This will often help the screen fabric to realign.
- Pull the screen all the way down to the bottom of the opening. Look to see if there are creases in the fabric or other signs indicating that the screen fabric may have rolled over itself inside the A-Screen Cassette Assembly. If needed remove the **A-Screen Cassette Assembly** from the opening, extend (unroll) all of the screen fabric and on the **A-Screen Cassette Assembly** and then retract the fabric making sure to remove any wrinkles or creases.
- If the screen has the optional **Anti-Wind Brush Pile** located within the **B-Inside Rails** gently run your finger or another soft object down each side of the screen fabric in order to release the engagement of the **Anti-Wind Brush Pile** within the small openings in the Screen Fabric. Now retract the screen.
- Check that the screen has adequate spring tension. If needed add spring tension as outlined in the service bulletin "Spring Tensioning". Contact your dealer for assistance and additional information.

THE SCREEN FABRIC GETS BLOWN OUT OF THE SIDE TRACKS

- An optional **Anti-Wind Brush Pile** is available for use in the inside the **B-Side Guide Rails**. This **Anti-Wind Pile** is designed so that the stiff bristles of the Brush Pile will engage inside the holes of the screen fabric as wind blows/pushes on the fabric. Please call for pricing and availability. 
- If you already have the stiff **Anti-Wind Brush Pile** located inside the **B-Inside Rails** check that the aluminum walls of the **B-Inside Rails** have not been bent outward during customer installation. A bent part will prevent proper engagement. If needed take your thumb and forefinger and

gently run them along the length of the **B-Inside Rails** altering these back into a straight 90-degree position. This will reposition the Anti-Wind Pile so that it can perform as intended.

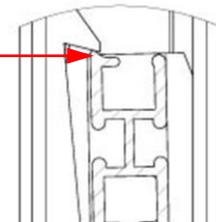
- If you already have the stiff **Anti-Wind Brush Pile** located inside the **B-Inside Rails** check that the **Anti-Wind Brush Pile** has not been deformed or damaged and that it is still pointing in a 60 degree angle within the **B-Inside Rails**.
- Windy conditions may affect the performance of a retractable screen. Retract the screen in windy circumstances, during inclement weather, when not needed to support immediate ventilation or during prolong periods when not used.

THE BRUSH PILE OR ANTI-WIND BRUSH PILE MOVES IN THE SIDE GUIDE RAILS

- The **Pile Weather Strip** that is located inside the aluminum **B-Inside Rails** need to be crimped securely in place so that it does not move within the channels of the **B-Inside Rails**.

THE L-PULL BAR LOCKS DO NOT CATCH ON THE D-PULL BAR

- Check that the **C-End Cap/Latch** has been installed correctly so that it aligns to the **Pull Bar** and latches as show here:



THE SCREEN IS TORN OR WRINKLED

- Contact dealer to order a Screen Refill Replacement Kit

THE M-WEATHER STRIP DOES NOT SEAL AGAINST THE SILL

- Check that the screen has been installed in a square and plumb opening. Correct the opening as needed.
- Pull the screen all the way down and look for wrinkles or other signs that the screen fabric has somehow looped over itself. If needed uninstall the retractable screen then gently pull the screen fabric from within the **A-Screen Cassette** and remove wrinkles and looped fabric.
- Pull the screen all the way down and look for signs that the screen fabric is not aligned straight on the inner aluminum tube within the **A-Screen Cassette**. If needed order a Screen Refill Replacement Kit and follow the procedures as outlined in the service bulletin “Screen Replacement”. Contact your dealer assistance and additional information.