



SHEER CLASSIC SCREEN

TROUBLE SHOOTING GUIDE

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

THE SCREEN COMES OFF THE PVC BOTTOM GUIDE

- If the door sill is sloped (angled) install shim material to level the surface of the PVC BOTTOM GUIDE or, order the optional PVC BOTTOM GUIDE FOR SLOPED SILLS.
- Check that the PVC BOTTOM GUIDE is installed straight and anchored securely to the sill.
- Check that all parts aligned properly and securely fastened and that the retractable screen has been installed square, plumb and level.

THE SCREEN PANEL WILL NOT CLOSE or OPEN

- The SCREEN CASSETTE must rest tight to the PVC BOTTOM GUIDE or the alignment of the internal components will not allow the screen to retract as intended. Gently push the SCREEN CASSETTE so that it rests tight to the PVC BOTTOM GUIDE and the floor. Now gently open and close the screen several times so that the internal parts can realign.
- Remove the SCREEN CASSETTE and check that the top plastic cassette end caps have a screw that is holding it in place and that this screw is tight. Likewise verify that the end caps have not been cracked or damaged.
- If the screen has been opened before installing it in the opening or, opened outside of the opening, rest the Screen Cassette on a solid surface so that the bottom is fully supported. Now gently open and close the screen several times so that the internal parts can realign. Install the Screen Cassette.
- Rarely a cable within the Wall Mount Profile could get caught to a Recess Mount Bracket during the user's initial installation of the screen. To remedy simply remove the SCREEN CASSETTE from the opening. Rest the Screen Cassette on a solid surface so that the bottom is fully supported and gently open and close the screen several times. If the screen works properly then the problem was caused by a Cord being caught on a Recess Mount Clip. Now simply reinstall the Screen Cassette.
- Check for any loose or broken cables. If needed adjust the cable(s) per the Sheer Classic Screen Panel Adjustment Guide.
- Check for any broken or loose pieces of the top or bottom black plastic caterpillar track. Link any loose connecting pieces.

THE SCREEN FABRIC IS GETTING BLOWN OUT OF THE GUIDES AT THE TOP OR BOTTOM

- If exposed to high wind the screen fabric may be blown out of the top or bottom guides. With your hands gently set the screen fabric back in alignment and then open and close the screen to assure that the alignment is complete.
- 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 MOVES IN THE TOPGUIDE RAIL

- The **Brush Pile** that is located inside the aluminum **TOP GUIDE** needs to be crimped securely in place so that it does not move.

THE BLACK PLASTIC CATERPILLAR (CHAIN) GUIDE IS HANGING DOWN

- The Top Guide Rail has been bent open and this added space is allowing the caterpillar to misalign and fall off the screen fabric.
- Check to see if there are "dips" in the floor which are causing the Top Caterpillar to move up and down, get caught on the Top Guide Rail Pile Weather Strip and eventually misalign from the fabric.
- Check to see if the Top Guide Rail is not anchored securely or, the Bottom Guide Rail is not anchored securely.

A HORIZONTAL CABLE IS LOOSE

- Reference the Screen Panel Adjustment Guide to adjust the cable(s).