



## TROUBLESHOOTING & MAINTENANCE TIPS FOR HOMEOWNERS WITH CASPER SCREENS

### Troubleshooting Guide for Homeowners

#### Maintenance Tips for your Casper Screen

- Casper Screens recommends that Homeowners clean the bottom track of their retractable screen once a month using a vacuum attachment to remove any debris that may have accumulated in the track.
- Use a multi- purpose cleaner (ex. 409) on the framework itself to clean off hand oils and dirt.
- To keep the screen mesh clean we recommend lightly going over the mesh with a vacuum cleaner brush attachment and/ or a rag with mild soapy water/ solution. Please don't use a hose to wash the mesh as water can collect inside the casement (bottom track) and damage the brushes.
- When pulling the screen across the bottom track, be sure it is pulled straight across and parallel with the track. Twisting the handle or pulling the pull bar towards you can cause the pull bar to bind and/ or come out of the bottom track. Casper Screens recommends that the handle height be maintained at 36" from the bottom track for best operation.
- To release the magnet, place your thumb on the magnetic profile while grasping the handle and lightly pull towards you. For double systems, push one handle lightly while pulling the other handle slightly towards you. Again, use the thumb on the opposing handle for leverage.

- If through closing the door a fold appears in the screen mesh, immediately straighten out the fold and retract the screen back into the housing. The fold will straighten itself out quickly. If the fold is left over time the cloth can split.
- Casper Screens highly recommends that when the retractable screens are not in use that they be retracted back into their appropriate housing(s). This helps to preserve the mesh as it will not be subjected to the elements as well as maintaining tension in the spring. Keeping the screens open/ up constantly when not in use may reduce the tension in the spring causing the screen not to retract properly/ fully.