

Retractable Screen General Care

To ensure smooth operation of your Artistic Awning Retractable Screen, we recommend the following tips:

- The Retractable Screen fabric is made from a strong, woven synthetic material which will act similarly to a boat's sail by catching the wind. Under light wind conditions, some movement of the fabric will occur, possibly lifting the bottom profile momentarily. This is a normal occurrence and will not cause any damage to your Retractable Screen. However, you must ensure that your Retractable Screen is completely open during moderate to high wind conditions or possible damage to your Retractable Screen may occur.
- When Retractable Screens are in the fully projected (downward) position, they will perform well without loss of product integrity. However, operating Retractable Screens under high wind loads in the downward direction may hamper the operation of the Retractable Screens. If conditions are windy, wait until heavy winds or gusts have subsided before lowering the Retractable Screen. Upward operation of Retractable Screens can be performed even in windy conditions.
- Retractable Screen material can be damaged by sharp objects or abrasive rubbing. Keep branches and other sharp or abrasive items away from your Retractable Screen to avoid any unwanted friction. It is recommended that the operating person is in view of the Retractable Screen as it is being operated.
- Manually operated Retractable Screens with gear operators do not have a mechanical limit to stop the downward travel of the Retractable Screen curtain. To avoid the possible extra Retractable Screen material from flowing out of the panel box when the bottom profile has reached the fully projected position, slow down the closure rate of the Retractable Screen approximately 12" from the bottom of your window or patio opening and release the crank rod operator immediately when the bottom profile reaches the fully projected position. If extra Retractable Screen material does flow out from the panel box when the Retractable Screen is projected, simply turn the crank rod handle in the opposite direction slowly to take up the slack in the Retractable Screen material.
- Your new Retractable Screen material will stretch vertically in length by up to 2" of its original height after the initial installation. This is a natural quality of the woven synthetic material, and the Retractable Screen material will stretch to its maximum limit and will not continue to stretch after this point, nor will it shrink back to its original size. To compensate for this stretch, the installer will typically set the lower (closed) mechanical limit on motorized Retractable Screens slightly higher than normal so that the bottom of the curtain will eventually stop at its proper closed position after the stretch period. The approximate time required for the Retractable Screen material to reach its stretched position is two months in hot weather and three to four months in cooler weather.
- Always be in viewing range of your Retractable Screen during operation of your Retractable Screen. This will ensure that obstructions are avoided and will mitigate the risk of personal injury or damage to the Retractable Screen caused by the force of the Retractable Screen operating downward. Possible obstructions include, but are not limited to: hands, fingers, pets, outward opening windows, branches, tools, furniture, or garden utensils.
- Do not operate your Retractable Screen if it is covered by snow, ice or debris. Brush off all obstructions prior to use to prevent these items from causing your Retractable Screen to malfunction.
- Do not force your Retractable Screen to operate. If it is stuck in the open or closed position, and is motorized, the motor may have overheated due to continuous operation. If your Retractable Screen motor does not reset itself within 10 to 45 minutes, contact your Artistic Awning dealer for service.
- Do not allow children to operate your Retractable Screen without supervision.
- Never operate a manual override motorized Retractable Screen with the crank handle if power is supplied to the motor. Over-cranking in either direction may damage the motor's internal limit switches, and would not be covered under the manufacturer's warranty.

Caution

Electrically operated Retractable Screens operate on a regular 120 volt current, and it is strongly recommended that you shut off power to your Retractable Screen via the circuit breaker on your building's electrical panel prior to cleaning your Retractable Screen with water.

General Cleaning

Over time, dirt and debris can collect on your Retractable Screen, and may adversely affect smooth operation. This can be corrected by periodically cleaning your Retractable Screen in the following manner:

Front side of Screen:

- Operate Retractable Screen to the down, or closed position.
- Use a garden hose to clean the panel box, guide rails, and Retractable Screen curtain. Do not use a pressure washer, as the pressure may cause the zippers to pull out of the edge retention inserts.

Back side of Screen:

- Operate the Retractable Screen to the up position, completely retracted in the panel box.
- Remove the screws that hold the panel box bottom in place.
- Remove the panel box lid by carefully pulling it down to reveal the Retractable Screen curtain rolled up inside the panel box.
- Clean the exposed sides of the Retractable Screen curtain in the panel box by wiping it clean with warm water. Gently lower the Retractable Screen curtain into the down position, or closed position to reveal more of the Retractable Screen and a greater cleaning surface.
- Re-install the panel box bottom by fastening the screws.

General Maintenance

To avoid the risk of personal injury or damage to your Artistic Awning Retractable Screens, Artistic Awning strongly recommends that you contact your Artistic Awning Authorized Dealer prior to performing any maintenance on your Retractable Screens.

Your Artistic Awning Retractable Screens are designed to be maintenance free. Under normal operation, it is not necessary to perform any adjustments or lubrication to any of the components.

Caution

Always ensure that all outward opening windows are closed and that the guide rails and sill are free from obstructions before operating your Retractable Screens. Failure to do so will result in damage to your Retractable Screens.

Your Retractable Screen is stuck in the guide rails.

Cause: The zippers on the vertical edge of the Retractable Screen curtain are sticking in the edge retention inserts within the guide rails because of an accumulation of dust within the edge retention inserts. This dust can cause an obstruction, thus preventing smooth operation of your Retractable Screen.

Solution: Retract your Retractable Screen to the up position and remove any dust and debris that has accumulated in the edge retention inserts located inside the throat of the guide rails using compressed air. Do not clear dust, debris, or obstructions with a screwdriver, knife, or any other object that may damage the edge retention inserts.

The electrical Retractable Screen is not moving in any direction.

Cause A: The breaker or fuse for the power supply of the Retractable Screen has tripped off.

Solution: Check the components and wiring of the power circuit connected to the Retractable Screen to determine what caused the breaker to trip. Once you are satisfied that there are no short circuits in the power supply, and that the power circuit is otherwise safe to re-energize, flip the breaker to the "ON" position, or replace

the fuse.

Cause B: There has been a failure, or interruption, to the power supply.

Solution: A motorized Retractable Screen will not operate without 120 VAC power, unless equipped with a manual override motor.

Caution

Never operate a manual override motor with the crank rod handle if power is supplied to the motor.

If so equipped, attach the crank rod handle to the universal joint by inserting the shaped pin on the end of the universal joint into the slotted bell-cup connector on the end of the crank rod handle. While watching the direction of movement of the Retractable Screen curtain, crank the handle clockwise to raise the curtain, or counter-clockwise to lower the Retractable Screen curtain.

If the curtain moves in the opposite direction of what you want, stop and begin cranking in the opposite direction. Continue to crank the curtain until you reach the desired position, but do not over-crank the curtain in the “up” direction so that the bottom profile goes into the panel box or in the “down” direction after excess Retractable Screen material causes the Retractable Screen to become slack. Over-cranking in either direction may damage the motor’s internal limit switches, and would not be covered under the manufacturer’s warranty.

Your motor has overheated.

Cause: This happens occasionally when the Retractable Screen is operated continuously.

Solution: Retractable Screen motors are designed for short operational cycles. If operated continuously for more than a few minutes at a time, the motor may overheat. Your motor is equipped with a thermal overload protection switch that shuts the motor off when overheated. It will reset itself automatically when the motor has cooled off. This may take from 10 to 45 minutes, depending on the environment. In the meantime, you should move the switch to the “OFF” position. After the motor has reset itself, it is operational again. Even repeated overheating does not harm the motor in any way.

The motorized Retractable Screen stops too soon or too late when it reaches its completely rolled-up or rolled-down position.

Cause: The internal limit switches on the motor have moved by a small amount. This can be due to several causes.

Solution: Do not operate the Retractable Screen any further.

Contact your Artistic Awning authorized dealer. In most cases, the damage to the limit switches may initially be small and mostly unnoticeable, but in time the problem will grow and the limit switches will eventually fail.

IF YOU HAVE ANY ADDITIONAL QUESTIONS REGARDING YOUR ARTISTIC AWNING RETRACTABLE SCREENS PERTAINING TO MATTERS NOT COVERED IN THIS WARRANTY & MAINTENANCE GUIDE, PLEASE CONTACT YOUR ARTISTIC AWNING AUTHORIZED DEALER.

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