SCREENS
OF GEORGIA
Outdoor Living. Indoor Comfort

Warranty & Care
Motorized Screens/Vinyl Panels

SCREENS
OF GEORGIA
Outdoor Living. Indoor Comfort

Thank you for selecting Screens of Georgia for your motorized retractable screens and/or vinyl panels.

Your Customer Care Document Includes:

- Care and Maintenance Information
- Troubleshooting
- Warranty Statement

If you have any questions, comments, or suggestions, please call us @ 678.455.0105, or send an email to info@screensofgeorgia.com.

We thank you for your business.

Sincerely,

Derek Melnychuk, Owner
Screens of Georgia
Outdoor Living. Indoor Comfort

PREMIUM VINYL CARE & USE GUIDE

VINYL CHARACTERISTICS & OPERATION

Temperature Requirements:

- **Operation:** We suggest that you not operate below 45°F. Position vinyl before cold weather.
- **Shrinkage:** Vinyl can temporarily shrink up to 1.4% in cold weather, returning to size when warmed.
- **Installation:** Vinyl is installed semi-loose to accommodate temperature changes.

Normal Visual Characteristics:

- Waves, ripples, and minor creases are normal. Warm sunny days will help to relax vinyl.
- Vinyl units will not achieve drum-tight appearance (by design).

Critical Operating Rules:

- **Initial Setup:** Leave deployed 48 hours after installation to acclimate.
- **Moisture:** MUST be 100% dry before retracting. Wet vinyl can cause permanent clouding.
- **Operation:** Always watch the vinyl during movement (remove obstacles first).
- **Cold Temperature:** It is recommended to put the vinyl into position before temperatures drop below 45°.

Cleaning & Maintenance:

- Primary for Clear Panels: IMAR Strataglass Protective Cleaner & Polish.
- For Solid Color Vinyl: Mild soap/water with soft brush; half-strength bleach for tough stains (rinse thoroughly).
- Alternative for Solid Color: Woolite detergent (1:3 ratio with water).

Routine Cleaning:

- Rinse thoroughly with clean water to remove debris.
- Apply cleaner with soft microfiber cloth using gentle circular motions.
- Rinse again with clean water.
- Dry completely with chamois or microfiber towel before retracting.

Protective Polishing (Clear Vinyl): 1 time per year or as needed

- This builds protective barriers and is critical for vinyl longevity.
- Clean and dry clear vinyl completely.
- Apply a thin coat of IMAR Strataglass Polish with soft cloth (both sides).
- Allow to dry to light haze.
- Buff to sparkling shine with clean microfiber cloth.

PROHIBITED PRODUCTS & PRACTICES:

Never Use: Using these products VOIDS THE WARRANTY and causes permanent damage

- Windex, Rain-X, Pledge, Plexus (cause hazing, orange peel effect, permanent dulling).
- Simple Green, Orpine, harsh detergents (dull surface quickly).
- Car wash, wash-and-wax products.
- Pressure washers, abrasive cleaners, scrubbing pads.
- Products for uncoated commercial vinyl.

Never Do:

- Handle with sunscreen or lotions on hands (permanent clouding).
- Leave rolled up for prolonged periods.
- Retract when wet.
- Operate in freezing conditions or below 45°F.

Troubleshooting:

- **Cloudy Vinyl:** Deploy in direct sunlight for several hours/days. Moisture will evaporate.
- **Waves/Ripples:** Deploy on a hot sunny day. Heat will relax vinyl and reduce waves/ripples.
- **Poor Water Shedding:** Clean thoroughly, then apply polish to restore slick finish.
- **Chemical Contact:** Immediately clean with IMAR Strataglass Cleaner or mild soap before penetration.

WARRANTY EXCLUSIONS: The following are NOT covered by manufacturer warranty:

- Temperature-related shrinkage/expansion · Clear-on-clear weld separation.
- Decolorization from improper products · Scratches from abrasive cleaning.
- Damage from use below 45°F · Clouding from wet vinyl rolled up.
- Physical damage · Damage caused by prohibited cleaning products.

QUICK REFERENCE

When Operating

☐ Watch during operation ☐ Clear obstacles ☐ Ensure dry before retracting

As Needed:

☐ Apply IMAR Polish to clear panels (both sides) ☐ Buff to shine

Seasonal

☐ Position before cold arrives ☐ Deploy on warm days to relax ☐ Inspect for damage

ADDITIONAL RESOURCES

Manufacturer Care Instructions:

Strataglass LLC: www.strataglass.com
IMAR Products: www.IMARsales.com
Value Vinyls: www.valuevinyls.com/cleaning-vinyl
Herculite Coastline Plus: www.herculite.com

MOTORIZED SCREENS CARE & USE GUIDE

Insect, Solar & Shade Protection Screens

Depending on fabric type, you will also enjoy solar protection, UV blocking, and glare reduction. With simple care, your screens will provide years of reliable performance.

YOUR SCREEN FABRIC:

- **Insect Screens:** Fine mesh keeps bugs out, maximizes airflow.
- **Solar Screens:** Blocks UV rays, reduces heat (Phifer Suntex, Twitchell Nano).
- **Shade/Privacy Screens:** Privacy and view control (SheerWeave, DimOut).

All fabrics are UV resistant, mildew resistant, fade resistant, and designed for outdoor conditions. Many include antimicrobial protection.

SAFE OPERATION:

- Always watch the screen during operation—never leave unattended.
- Clear obstacles (furniture, plants, pets) before operating.
- Stop immediately if the screen encounters resistance or makes unusual sounds.
- Retract in high winds (above 45-50 mph) to prevent damage.
- Frozen bottom bar: DO NOT force—wait for ice to melt or pour warm water along the felt.

MOTOR CARE:

Your motor is durable and tested for long life, but it's not designed for continuous use.

- Extended run cycles may cause overheating. The motor will resume function once cooled.
- Do not over-work your motor: Avoid repeated up/down cycles in short periods.
- Regular use prevents stiffness: Deploy and retract weekly even when not needed.

REMOTE CONTROL CARE:

- Most remotes are NOT designed for direct water or weather exposure. Keep safe indoors.
- Replace batteries promptly when low to prevent corrosion.

CLEANING YOUR SCREENS

IMPORTANT: Always clean from the inside first so exterior dirt doesn't get pushed into the mesh.

Simple Rinse:

- Deploy screen fully.
- Spray the inside surface first (low/medium pressure), then outside.
- Air dry completely before retracting.

Deep Clean (stubborn dirt/pollen):

- Mix: 1 cup mild detergent + 1 cup bleach + 3 gallons water
- Apply with soft sponge or soft brush using gentle circular motions (inside first, then outside)
- Let sit 2-3 minutes, rinse thoroughly, air dry

Track Maintenance:

- Clean tracks with mild soap and water to flush dust and grime.
- DO NOT spray lubricant in tracks—becomes sticky and attracts dirt.

Never Use:

❌ **Abrasive cleaners** ❌ **Pressure washers** ❌ **Paint solvents** ❌ **Excessive scrubbing**

QUICK MAINTENANCE CHECKLIST:

Monthly: Visual inspection · Quick rinse (inside first) · Check tracks for debris
Quarterly: Deep clean if needed · Clean tracks with mild soap · Test motor operation
Seasonally: Thorough cleaning before/after pollen season · Replace remote batteries

MAXIMIZING SCREEN LIFE:

- **Use regularly:** Weekly operation prevents motor stiffness.
- **Retract when not in use:** Reduces UV exposure and fabric aging.
- **Clean from inside first:** Prevents dirt from being pushed into mesh.
- **Be weather-smart:** Retract before heavy storms and high winds.
- **Protect your remote:** Store indoors away from moisture.
- **Don't over-work the motor:** Avoid repeated cycles; allow cooling time.

ADDITIONAL RESOURCES:

- Fabric manufacturer care instructions:
- Phifer (Tuff Screen, Suntex, SheerWeave): www.phifer.com
- Twitchell (Nano, Omegatex): www.twitchellcorp.com

PRODUCT WARRANTIES

MOTORIZED ROLL SCREENS: ***Does not cover pollution damage, misuse, or physical damage***

Hardware: Limited Lifetime

- Motors: 10 years
- Controls: 5 years

Fabrics/Mesh:

- Phifer (all): 10 years
- Twitchell (all): 15 years
- Solid - Color Vinyl: 5 years
- Omegatex: 15 years

MOTORIZED VINYL SCREENS: ***Does not cover pollution damage, misuse, or physical damage***

Hardware: Limited Lifetime

- Motors: 10 years | Controls: 5 years

Materials:

- Strataglass Clear Vinyl: 2 years
- Solid-Color Vinyls: 5 years
- Clear-to-Vinyl Junction Weld: 2 years

Temperature Requirements:

- Deploy before temps drop below 45°F
- Do not operate during freezing rain or 25+ mph winds

Vinyl Exclusions:

- Shrinkage, clear-on-clear weld failure, scratches
- Damage below 45°F, waves/ripples (normal)

FABRIC WARRANTY DETAILS: ***Does not cover pollution damage, misuse, or physical damage***

- Covers fabric failure from exposure (sunlight, mildew, rot). Abnormal discoloration covered. Does not cover pollution damage, labor, or physical damage.
- Omegatex: Inherent striations are standard (not defects).
- Twitchell DimOut: Star lighting and striations normal. Provides privacy, not blackout.

Applies to original purchasers at original location only. Non-transferable.

Motorized Troubleshooting List:

Problem #1 - Screens/Vinyl Not Coming Down

- [ ] Does it move at all? - if not, can you hear the motor? - if not - is there power?
- [ ] Was power interrupted?
- [ ] Was GFI tripped? To check - plug something else into the outlet.
- [ ] Does the light on the remote illuminate? If not, change the battery.
- [ ] Are you on the correct channel?

Problem #2 - Zipper Out Of Track

- [ ] Is the zipper out of the track or ripped ?
- [ ] Is all of the zipper out of the track or just part of it?
    - [ ] If some of the zipper is still in the track, put the screens/vinyl all the way up then back down. The zipper may feed back into the track.

Problem #3 - Screens/Vinyl Doesn't Go All The Way Down

- [ ] Is something in the way?
- [ ] Is it windy?
- [ ] Does it seem to slow down before it stops?
- [ ] Does pushing the bottom bar down help it?

Problem #4 - Screens/Vinyl Goes Up or Down Crooked

- [ ] Is there a slope in the floor?
- [ ] Are there impressions in the screens showing something may have been rolled up inside the mesh?
- [ ] Did something get in the way of the screen as it was coming down?

Problem #5 - Intermittent Problems

- [ ] Wind and temperature can affect the travel of screens/vinyl and should be taken into account.
- [ ] Change batteries on remote

WARRANTY STATEMENT

TERMS AND CONDITIONS

Screens of Georgia's warranty is solely for the original purchase and applies only to the original purchaser. This Limited Warranty does not apply to: (a) screens/vinyl and screens/vinyl components (unless otherwise noted); (b) asserted defects caused by modification, misuse, abuse, or improper maintenance of the screens/vinyl; (c) asserted defects involving subjective personal likes, dislikes or judgments; (d) specific components as outlined below:

Motors: Screens of Georgia warrants the electrical motors for a period of five years, commencing from the date of installation for the original purchaser, against failure under expected normal use. Warranty is void if the motor is exposed to water or acts beyond our control.

Electrical & Electrical Accessories: Screens of Georgia warrants the electric components, including remote transmitters and receivers for a period of five years, commencing from the date of installation for the original purchaser, against failure under expected normal use. This warranty is void if the electrical components are exposed to water or acts beyond our control.

LIMITATION ON OBLIGATIONS

The obligations of Screens of Georgia are limited to repair or replacement of included parts of the screens/vinyl found to be defective under this Limited Warranty. In no event shall Screens of Georgia be liable for damages of any type caused by negligence or misuse of the screens/vinyl.

Reasonable expectations of access to the unit after completion of construction must be provided for future serviceability of the unit. No nails, glue, trim or masonry should impede the removal of access cover or soffit.