

Service Guide

By following the operating guidelines and simple maintenance tips you will ensure years of worry free service from your new purchase.



AFTER INSTALLATION

Thank you for choosing Phantom's Executive Screens for your home/business!

Insect mesh and solar meshes are folded; and privacy, blockout and PVC fabrics are rolled for transportation purposes. This may mean that when your blind(s) is first installed, you may notice some creases in the fabric. This is considered normal and if you leave your blind(s) down for approx. 5 days this should drop out.

OPERATION

- Executive Screens are operated by remote control and should be monitored during operation
- Executive Screens are fitted with a smart stop feature* which detects if there is an obstruction to the blinds' operation (whether it be from wind, furniture, animal or a person), and stops the blind until the obstruction is cleared. This minimises the risk of damaging the blind and potentially costing hundreds of dollars in repairs.
- Objects left under an Executive Screen will prevent the unit from lowering. If this occurs, lift the slide bar up manually, remove the obstacle, and lower the slide bar. At this point, you can only move the blind up. Use the remote up button and then stop the unit, and then lower it again.
- Interruption of power can affect motorised unit operation. Ensure that power is still getting to the motor by checking circuit breakers and ground faults for resetting. Remotes (in wall and handheld) have a limited battery life. If the remote light does not come on when the buttons are depressed, the battery is exhausted.
- Unless your Executive Screens are solar powered they will not be operational during a power outage and cannot be hand-operated.

WINDY CONDITIONS

- It is normal for the mesh to "sail" in certain windy conditions. An Executive Screen can withstand winds of up to 60kph however do not attempt to operate an Executive screen (retract or lower) in winds in excess of 35kph—the half way point is the most vulnerable position for a blind in high winds.
- Wind load may affect the ability of the unit to extend or retract. The screens should never be used solely for the purpose of a wind break.
- Executive Screens are intended to provide reasonable insect and/or light control and are not intended to provide the retention and/or security of objects, animals, or persons inside or outside your dwelling.

CLEANING & MAINTENANCE

- When not in use, your Executive Screen should be retracted into its protective housing
- Ensure that the tracks are kept free of dirt and debris, which may cause the screen to perform poorly.
- Lubricating the tracks where the zip resides with a greaseless silicone spray every month will ensure smooth operation. We use Helmar's H4000 Silicone. Do not use any oil based lubricants such as WD40
- Avoid retracting your blinds if the mesh is wet. If your blind is down and wet, please allow it to dry before retracting it as this can cause mould to form on the fabric.
- Mesh fabric, housing, tracks and slide bar can be cleaned with water and a soft brush but not with a pressure cleaner. A mild detergent like dish soap can be used, but do not use chemicals. After cleaning the mesh, allow it to dry before retracting it back up into the housing.

Although they are very durable, accidents do occasionally happen. The mesh can be replaced and most of the parts can be repaired or replaced. Just call us on 1800 630 050 and we'll make sure your Executive Screen is up and running again very quickly.

*Smart stop feature is not available on 4-wire (home automation), battery or solar powered motors, nor 100mm housing Executive Screens

www.phantomcreens.com.au

Warranty Guide

Phantom offers a Limited Lifetime Warranty on all of their products for additional peace of mind: Lifetime Parts & Twenty Four Month Labour Warranty



PHANTOM®
S C R E E N S

experience the moment

LIMITED LIFETIME WARRANTY

To help protect your investment and provide for your long term enjoyment of your Phantom Screens product, Phantom Screens Australia provides this limited lifetime warranty. Please review it and keep it along with your receipt for proof of purchase. If your screen ever develops a problem you believe is covered under warranty, feel free to contact us on 1800 630 050 with any questions or concerns you might have. For this warranty to be in effect, a qualified and contracted Phantom Dealer must perform the original installation. Component defects should be reported to the installer of your Phantom Screens product, who will carry out the warranty work on behalf of Phantom Screens Australia.

TERMS AND CONDITIONS

Phantom Screens Australia warrants solely to the original purchaser of a Phantom Screens product that the screen purchased shall be free from defects in materials and workmanship under normal and defined use for as long as the screen is owned by the original purchaser. All installations, alterations and repairs are warranted by the installing Phantom Dealer and are not transferrable to any other Phantom Dealers or Phantom Screens Australia.

This Limited Lifetime Warranty does not apply to: (a) mesh and mesh components; (b) asserted defects caused by modification, misuse, or abuse, or improper maintenance of the screen; (c) defects asserted by any purchaser who did not purchase the screen from an authorised Phantom Dealer in Australia or New Zealand; (d) specific components as outlined below:

Motors & Electrical Accessories: Phantom Screens Australia, in conjunction and agreeance with its suppliers, warrants the electrical motors for a period of 5 years, and the electric components, including remote transmitters and receivers for a period of 1 year, commencing from the date of completion of installation for the original purchaser, against failure under expected normal use. This warranty is void if the electrical motor or any electrical components are exposed to water, acts of God or abnormal conditions including but not limited to electrical surges or spikes.

LIMITATION ON OBLIGATIONS

The obligations of Phantom Screens Australia hereunder are limited to repair or replacement (at our sole discretion) of included parts of the screen found to be defective under this Limited Warranty. In no event shall Phantom Screens Australia be liable for damages of any type, including, but not limited to: accidents and acts of god; economic loss; or any indirect, punitive, special, incidental, or consequential damages of any type, including, but not limited to, time, wages or lost profits, of any nature or kind, or for damages to or loss of property, whether caused by negligence or otherwise, as well as for breach of any express or implied warranties, including but not limited to implied warranties or merchantability, quality and fitness for any purpose other than as expressly stated herein, is disclaimed and excluded here from, to the extent such disclaimer and exclusions are permitted by law. Some jurisdictions do not allow the disclaimer or exclusion of liability or the limitation of damages or warranties, so the above disclaimer, exclusion or limitation may not apply to you. This document sets forth the entire liability of Phantom Screens Australia with respect to Professional Door Screens, Legacy Door Screens, Serene Window Screens, and Executive Motorised Screens.

For full terms and conditions of our Warranty, please visit our website at www.phantomscreens.com.au

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