

# Service Guide

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

One of the great things about Phantom's retractable door and window screens is that they require minimal maintenance

## PHANTOM DOOR SCREENS

- When not in use, your Legacy or Professional door screen should be retracted into its protective housing.
- Ensure that the mesh rolls up evenly into the housing. Retracting the screen with creases in the screen can cause permanent wrinkles or even tears or splits.
- Ensure that the tracks are kept free of dirt and debris, otherwise the screen will perform poorly. Cleaning the tracks weekly and lubricating the handle end caps when the unit is retracted with a greaseless silicone spray every month will ensure smooth operation.
- Please only use greaseless silicone spray as other sprays can reduce the effectiveness of the screen's operation. We use Helmar's H4000 Silicone.
- It is normal for the mesh to "sail" in certain windy conditions. This may cause the mesh to pull out of the track, however when the wind subsides the mesh can be easily pushed back into its tracks.
- Our units are spring assisted and may retract suddenly so please keep hold of the slide bar or handle during operation. Educate those using the screen as to how the product functions in order to ensure trouble free operation.
- Insect 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.

## PHANTOM WALL SCREENS

- When not in use, your Wall Screen should be retracted into its protective housing.
- Ensure that the mesh rolls up evenly into the housing. Retracting the screen with creases in the screen can cause permanent wrinkles or even tears or splits.
- Ensure that the tracks are kept free of dirt and debris, otherwise the screen will perform poorly. Cleaning the tracks weekly and lubricating the handle end caps when the unit is retracted with a greaseless silicone spray every month will ensure smooth operation.
- Please only use greaseless silicone spray as other sprays can reduce the effectiveness of the screen's operation. We use Helmar's H4000 Silicone.
- Our units are spring assisted and may retract suddenly so please keep hold of the slide bar or handle during operation. Educate those using the screen as to how the product functions in order to ensure trouble free operation.
- Insect 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.

## PHANTOM WINDOW SCREENS

- When not in use, your Serene Screen should be retracted into its protective housing.
- Ensure that the mesh rolls up evenly into the housing. Retracting the screen with creases in the screen can cause permanent wrinkles.
- Ensure that the tracks are kept free of dirt and debris, which may cause the screen to perform poorly.
- It is normal for the mesh to "sail" in certain windy conditions. This may cause the mesh to pull out of the track, however when the wind subsides the mesh can be easily pushed back into its tracks.
- Our units are spring loaded and may retract suddenly. Wherever possible, always assist with the retraction of the screen. Educate those using the door or window as to how the product functions in order to ensure trouble free operation.
- Insect 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.

# 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.phantomcreens.com.au](http://www.phantomcreens.com.au)

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