

On-going Maintenance



Silicone spray used for lubrication of zippers inside of track



Lubrication needs to be sprayed in the entire length of the tracks to ensure smooth operation



Motorized screens are designed to deliver a lifetime of quality performance but some minor regular maintenance and care is generally required.

- » Lubrication of the tracks with a dry silicone spray is required to allow the zipper sewn into the mesh to operate freely in the tracks
- » Over time it is possible that the mesh may stretch and become baggy or wavy when used under windy conditions and repeated normal use. Adjustments to the tracks in their U-channel will resolve these issues

Preventive maintenance plans typically includes the cleaning of any aluminum parts, lubrication of the tracks, adjustments to the unit to ensure proper up and down travel and an inspection of the entire unit for optimal operation.

One issue that may need an on-site maintenance call is when the screens are lowered under very windy conditions and there is no visual confirmation that the screens have lowered correctly. Sometimes the wind load can be so great that it will cause the slide bar and mesh to temporarily stop moving in a downward motion. When this occurs, the motor continues to rotate and following a complete revolution the roller will grab the mesh and pull it in an upward direction resulting in a double wrap over.

Typically, no damage is done to the mesh or the motor but a service call would be required to remove the cavity cover and rotate the motor to release the mesh from its double-wrapped state. This may also occur when something is left in the path of the lowering screen like a chair or a child's toy that does not allow the screen to lower completely. You must ensure that you have visual confirmation that the screens are lowering correctly and there are no obstructions.

A final recommendation would be to include a separate set of remote controls to be used as maintenance remotes. These remote controls should be stored in a location accessible to the local Phantom distributor responsible for the on-going warranty or preventive maintenance contract. These remotes should be programmed to operate one screen per channel only so that any adjustments to individual units can be made without having to remove cavity covers and disable the electrical connection.