

# Q & A

## SCREEN CARE AND CLEANING

### 1. Do screens come as a standard item with Simonton windows and doors?

A. All operable windows from Simonton include screens. With the exception of our Garden doors, our Patio door lines also include screens.

### 2. What is the screen made of that Simonton supplies?

A. Simonton issues a standard screen made of fiberglass mesh within an aluminum frame. Homeowners on the East Coast may order an aluminum mesh screen as an upgrade option on most windows.

### 3. How are screens held into the frames of the windows?

A. Each window and patio door unit has a screen “track” for the screen to sit into. The screen stays in place using a variety of different methods. Patio door screens are held in place with rollers, so they can open and close easily, just like the door. Window screens can be held in place with tension springs, clips and/or latches.

## CARING FOR SCREENS

### 4. How do I remove the screen from the window frame of replacement units?

A. Standing on the inside of your window, open the window. There should be two labels at the bottom of the screen frame. This tells you the screens are installed in the proper orientation. If the screen is installed upside-down, then reverse the left and right hand directions as described below. If, by chance, you see the black rubber gasket around the screen, this is an indication that the screen is installed with the outside-in, and will likely be difficult to remove.

Simonton screens are custom-fitted, and tested with the window. It is possible for custom windows to be different sizes, even in the same room. For this reason, when removing any screen, make a note of the window from which it was removed. If storing screens, it's wise to mark their original window location in the home with a piece of paper or masking tape. This will ensure you are returning the screen to the proper opening.

#### *DOUBLE HUNG UNITS*

On a Double Hung unit with an extruded screen, there will be two vertical rails with slots. With your right hand, pull that slot toward the left (i.e. the side with the tension springs). You will feel the screen give slightly. Push the screen outside gently of the unit, but don't let go. Angle the screen so you can pull it back through the window into the home or hand it outside to another person.

If your Double Hung unit has a rolled form screen, you'll notice that there are pull tabs on the inside of your screen. Gently grasp the pull tabs with your right hand and pull the screen toward the left (i.e.: the side that has tension springs). Push out the screen on the side of the pull tabs, but don't let go. Angle the screen to pull back into the home or hand it outside to another person.

On occasion, the tabs will be missing on a screen or they will pull out. If this happens to you, then gently pry the screen to the left with a flat-tipped screwdriver.

# Q & A

## SCREEN CARE AND CLEANING

### *HINGED UNITS*

To remove a screen on a hinged window unit (such as a Casement or Awning), locate the latches on the inside of your window. Push the latches toward the center of the screen to disengage the screen from the window. Once all latches are disengaged from the frame, carefully pull the screen out of the window.

Some older units may not have latches. If this is the case with your window, then press on the vertical left side of the screen with your left hand and pull the right side of the screen out with your right hand. With tall screens, you may need to work the screen out of the opening a bit at a time from the bottom to the top.

A Basement Hopper hinged window screen will have the latches located outside the window unit. Again, push the latches toward the center of the screen to disengage the screen from the window. Once all latches are disengaged from the frame, carefully pull the screen out of the window.

### **5. How do I remove the screen from the window frame of new construction units?**

A: Simonton's ProFinish Double Hung new construction window has a rolled form screen. You'll notice that there are pull tabs on the inside of your screen. Gently grasp the pull tabs and pull the screen toward the side that has tension springs. Push out the screen on the side of the pull tabs. Angle the screen to pull back into the home or hand it outside to another person.

Single Hung windows in the Simonton ProFinish series have latches. Open the window from the inside and locate the latches. Turn the latches down to disengage them from the stay bar. Remove the screen by pulling it toward the interior of the home and then lift out.

All other new construction windows have tension clips. To remove a screen of this nature, stand on the inside of your window and open the window. Pull the lift handle toward the side with the tension springs. You will feel the screen give slightly. Push the screen out gently of the unit. Angle the screen so you can pull it back through the window into the home or hand it outside to another person.

### **6. My screens appear loose in their tracks. What should I do?**

A: Don't worry. Most screens have some acceptable "give" or looseness in the tracks to allow for easy removal.

# Q & A

## SCREEN CARE AND CLEANING

### **7. What if my screens appear to be falling out?**

A: Sometimes tension springs can get compressed. They can be adjusted slightly with a flat-tipped screwdriver to put a “bow” back in the spring to hold them in place. Another option may be that your screen gets bowed out of shape from storage due to something heavy leaning against them. This can especially happen with tall screens.

If this kind of bow happens on your screen, place it on a flat surface (such as a table or the floor) and lightly press against the bow to bring the screen back to its original shape.

### **8. What if my screens are very tight in the window frame and won't come out?**

A: This might indicate that the screen was installed upside down. Try to reverse the left and right hand directions as described above. Most tight screens can be gently worked out of the screen track with a small flat-headed screwdriver.

Another reason your screen might be tight is that it was installed in the wrong window opening. Look at the number series with the slash (/) on the screen barcode label and compare it to the barcode label on the side of one of the window sash. If the numbers do not match, then the screen is in the wrong window.

### **9. Why do I see light coming in at the corners (or under the frame) at the sill of my Double Hung window screens?**

A: Simonton screens are designed to allow water to drain under the frame from driving rains. The old screen design has very small “nibs” at the corners to raise the screen off the sill to drain water, but not enough to allow in insects. Newer design screens have “weepers” in the corners to allow rain water to drain out.

While there may appear to be light coming in, the corner weeps have holes that are similar in size to the screen mesh and are offset to prevent insects from entering.

### **10. Do screens fade over time with extended exposure to ultraviolet (UV) rays?**

A: Yes. Almost every product fades somewhat when exposed to sunlight over time. This is not considered a situation that needs ongoing attention. Consult your window screen warranty for specifics on replacement steps if needed.

### **11. Do screens need to be removed during winter months?**

A: No. You may leave your screen in year-round.

# Q & A

## SCREEN CARE AND CLEANING

### 12. Is there a right or wrong way to store screens when they are not in the windows?

A: You may store your screens in either an upright or flat position. We recommend that you cover them with plastic or a sheet to keep them clean while in storage. Make sure that nothing sits on top of, leans against or has the opportunity to poke a hole in the screens while they are being stored.

## CLEANING SCREENS

### 13. How do I clean the screens?

A: To clean screens, remove them carefully from the window frame. Use mild soap and water with a soft bristle brush. Clean both sides of the screen and around the interior and exterior of the frame. Rinse off the unit with lukewarm water. Allow the screen to dry completely before replacing in the window.

### 14. Are there any “do’s and don’ts” of window screen cleaning?

A: Yes. You should never pressure wash screens or windows because the force of the water can damage the units. Also, use extreme care when cleaning aluminum mesh, since it can be dented or creased if too much pressure is placed on the screen.

### 15. How often should window screens be cleaned?

A: Yearly maintenance is suggested.

## SCREEN WARRANTY INFORMATION

### 16. What is the warranty on Simonton screens?

A: Simonton offers a lifetime warranty on screens in Prism Platinum series windows on the West Coast, Prism by Simonton series windows on the East Coast, Simonton Impressions 9800 series, Simonton ProFinish Brickmould 600 series, Simonton Reflections window series, Simonton StormBreaker 100VL and Simonton StormBreaker 300VL series. Simonton offers a 20-year warranty on screens in the Simonton ProFinish Brickmould 300, Master, Contractor and Builder series. Window screens in the Simonton Impressions 7300 and 7500 series on the West Coast are covered under a double-lifetime warranty.

# Q & A

## SCREEN CARE AND CLEANING

### 16. What does the warranty cover?

A: The screen frame is warranted against defects such as peeling, flaking, blistering and corrosion. The screen mesh is warranted against insect damage, punctures and tears.

### 17. What does the warranty not cover?

A: The warranty does not cover bent screen frames due to improper installation or removal, screen material damaged caused by domestic or wild animals and installation and the cost of labor for screen replacement.

### 18. What should a person do if the screen mesh or frame is damaged under the warranty conditions?

A: Contact your Simonton dealer or distributor and they will arrange for replacement parts at no charge to you.

## SCREEN REPAIR

### 19. How do I repair a small hole (less than a nickel in size) in my screen?

A: Patch kits for small holes are available in most hardware and home stores. If you are unhappy with the look of a patch, you may wish to get the screen mesh replaced on the entire unit.

### 20. How do I repair a gash or rip in my screen?

A: Many cities have screen repair services where you can take your screen frame and have new mesh added to replace torn mesh. Check first with your Simonton contractor or distributor to review warranty conditions before proceeding with a repair.