



Our simple, straightforward warranty

Genius Retractable Screen Systems™ warrants the Expansive™ frame to be free from defects in manufacturing, materials, paint adhesion, or workmanship, under normal use, for a period of ten years from the date of original retail purchase.

RETRACTABLE SCREEN: Genius Retractable Screen Systems™ warrants the retractable screen to be free from defects in manufacturing, materials, under normal use, and workmanship for a period of five years from the date of original retail purchase.

COMPONENTS: Genius Retractable Screen Systems™ warrants the components, including glass sash, to be free from defects in manufacturing, materials, under normal use, and workmanship for a period of one year from the date of original retail purchase. Upon written proof of purchase Genius Retractable Screen Systems™ will provide a replacement component.

Warranty Limitations:

- Warranty only applies to original homeowners of owner-occupied residential properties and covers manufacturer's defects.
- Modification of product will void warranty.
- Damage or breakage of the screen/glass sash is not covered under warranty.
- Acts of nature including wind damage and flooding are not covered under warranty.
- Damages resulting from improper installation or misuse are not covered under warranty.
- Labor cost and reinstallation fees are not covered under warranty.
- Certain coastal applications, chemicals or airborne pollutants such as salt or acid rain are not covered under warranty.
- Remedy is limited to the repair and replacement of the defective product.

General care and maintenance

Wash glass using household glass cleaner or a warm water/mild detergent mixture and a soft cloth or paper towel. A solution of four parts water/one part vinegar may also be used.

For general cleaning of the frame, we suggest using a liquid soap and water solution, Formula 409®, Windex®, Fantastik®, or similar product. Always follow manufacturer's directions. Using a soft, clean cloth, apply cleaner to a small portion of the surface. After cleaning, rinse the surface completely. Never use acetone or products containing esters, ethers, ketones, aromatic and chlorinated hydrocarbons.

Troubleshooting solutions

Sashes do not operate: Ensure the shipping clips have been removed. Release the sash lock on the left hand side of the panel.

Sashes do not operate smoothly: Ensure the unit is level and plumb in the opening.

Screen does not retract: Pull down on the screen a few inches and then release to reset the tension

Screen comes out of the track: To reset the screen, close the sashes completely. Slowly open the sashes allowing the screen to reset in the track.