


STORM DOOR GENERAL CARE & MAINTENANCE

FULL-VIEW

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| Glass | Wash 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. |
| Door Finish | <p>For general cleaning use the following:</p> <ul style="list-style-type: none"> • Liquid soap and water solution • Formula 409®, Windex®, Fantastik®, Simple Green® or similar product <p>Always follow manufacturer's directions. Using a soft, clean cloth, apply the cleaner and clean only 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.</p> |
| Hinges and Hardware | Hinges and door hardware may require occasional lubrication. A silicone spray lubricant or Lithium-based oil is recommended. |
| Brass/Nickel Expanders | Wash expander using a warm water/mild detergent mixture and a soft cloth. Do not use a brass cleaner or steel wool. |
| Brass Finish Products | A number of storm door models incorporate high quality brass component parts. As with all brass products, tarnishing will occur. Without proper care, brass can become stained so heavily that cleaning cannot totally remove the stain. In extreme cases of neglect, pitting can occur. |
| Brass Locksets Brass Deadbolts | <p>Cleaning</p> <ol style="list-style-type: none"> 1. Wash brass hardware using a warm water/mild detergent mixture and a soft cloth. Do not use abrasive cleaners or cloths as they may damage the clear coat finish. 2. Apply non-abrasive paste wax on the brass hardware to help protect its bright finish. <p>Refinishing (if clear coat is damaged and tarnish has occurred)</p> <ol style="list-style-type: none"> 1. Remove the tarnished hardware from the door. 2. Remove damaged clear coat. This can be done by using a paint stripper or by lightly rubbing the hardware using #0000 steel wool. Follow the manufacturer's instructions when using a stripper. Note: If refinishing keyed hardware, cover the key opening with masking tape to keep out stripper or steel wool particles. 3. Once the clear coat is removed, continue to lightly rub with #0000 steel wool over tarnished areas until the bright brass finish returns. 4. Clean the brass using a brass cleaner (i.e. Brasso®, Tarni-Shield®) per the manufacturer's instructions. 5. Apply a new clear coat finish. For best results, a clear lacquer spray is recommended. The lacquer can be purchased at most hardware stores and should be applied per the manufacturer's instructions. Note: If refinishing keyed hardware, cover the key opening with masking tape when applying the lacquer finish. 6. Reinstall the hardware on the door. |

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| <p>SPECIAL CARE (Select Models)</p>  | <p>Recommended Routine Cleaning for Low-E Glass Models:</p> <ul style="list-style-type: none"> • Glass cleaners may be used with lint-free soft cloth. • To avoid streaks, do not try to completely dry surface. <p>NOTE:</p> <ul style="list-style-type: none"> • Rubber squeegees are not recommended for use on the coated surface as they can leave streaks that are hard to remove. • Never use ANY type of scraper or abrasive cleaner on the coated surface. Particles from these materials can be deposited on the coated surface and are very difficult to remove. • For unusually hard to remove spots such as crayon and grease, Goof-Off® may be used. |
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Questions?

Call the Homeowner Helpline: 1-800-352-3360

www.LARSONdoors.com

TROUBLESHOOTING GUIDE

SYMPTOM

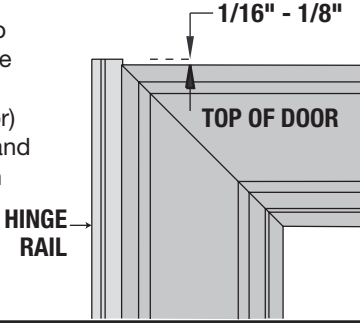
POSSIBLE CAUSE

SOLUTION

General

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| Door leaking | Water getting behind door | Caulk behind and around drip cap |
| | Draining holes blocked | Inspect and clean drainage holes located either on outside of door below window or at the bottom track of window opening. |
| Door not closing properly | Unpainted portion of closer rod extended too far or not far enough | Review instruction sheet for proper closer installation. |
| | Storm door closer speed improperly adjusted | Review instruction sheet for proper closer installation. Adjust screws for more or less speed. Adjust door bracket for more or less power. NOTE: On two closer door models, adjust each closer individually (with the other closer disconnected from the door) If more latch force is desired, the jamb bracket may be moved up to 1" away from the door. |
| | Mortise latch not lined up with strike plate | Align latch and strike plate |
| | Air pressure between prime and storm door | Raise expander or use screen to allow air to escape. Increase closer speed. |
| | Hinge rail screws may be too tight | Loosen hinge rail screws (1/4 turn) to relax tension. |
| | Door opening out of square | Shim behind the latch or hinge rail to square up opening. |
| | Expander dragging on threshold | Raise expander so that sweeps only touch top of threshold. |
| | Hinge rail is bent or hinge is broken | Replace. Visit www.LARSONdoors.com or call 1-888-483-3768. |
| Heat build up | Air is not circulating enough | Raise expander or use screen to allow air to circulate. |
| Condensation | Warm air being trapped between storm door and primary door | Possible leak around prime door. Check prime door seals and replace if necessary. |
| | | Use a dehumidifier. |
| | | Vent storm door (use screen or raise expander). |
| Surface of storm door is dirty | Manufacturing dust or sealant (glue) on surface of door | DuraTech® Models: Goof Off® Heavy Duty is recommended. Apply in moderate amounts using a soft cloth. After cleaning, wipe down with soap and water. Aluminum surface models: Use SoftScrub® or mild cleaner to clean surface. |
| Surface of storm door is cracking or peeling | Weather seal damage may have occurred | Visit www.LARSONdoors.com or call 1-888-483-3768. |

Hinge Rail

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| Drip cap interferes with door closing | Hinge rail not positioned correctly or Factory installed pilot hole not in proper location or missing | Make sure hinge rail overlaps the top of the door by 1/16" to 1/8". Once you have the hinge rail properly placed (1/16" to 1/8" overlap above top of door) mark, pre-drill hinge screws and attach to door as instructed in instructions. |  |
| Excess gap between door and drip cap | | | |
| Screw covers | May be purchased if compatible with your model | Visit www.LARSONdoors.com or call 1-888-483-3768. | |

Latch Rail

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| Door closes up against the latch side z-bar at the top or bottom but the other end or middle does not touch | Opening is not plumb | Shim behind the latch or hinge rail to plumb up opening. |
| Screw covers | May be purchased if compatible with your model | Visit www.LARSONdoors.com or call 1-888-483-3768. |

SYMPTOM

POSSIBLE CAUSE

SOLUTION

Hardware

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| Deadbolt will not work or is stuck in the lock position | Deadbolt is hitting edge of latch rail or is binding against back of brick mold frame | May be necessary to chisel out clearance in brick mold to freely accept the lock. Minimum depth of 3/4" is required. |
| I have to lift up my mortise handle to open door | The handle set is installed upside down | Reverse latch nose. See handle installation instructions. Install with the key cylinder below the outside handle. |
| Door does not latch | Latch is not engaged into strike plate | Adjust strike plate. |
| Brass finish is tarnishing (solid brass handles only) | Clear coat finish wearing | Remove any remaining coating and then use brass cleaning product or refer to General Care and Maintenance. |
| Keyed alike option | May be purchased if compatible with your model. | Visit www.LARSONdoors.com or call 1-888-483-3768. |

Full View Glass/Screens (select models)

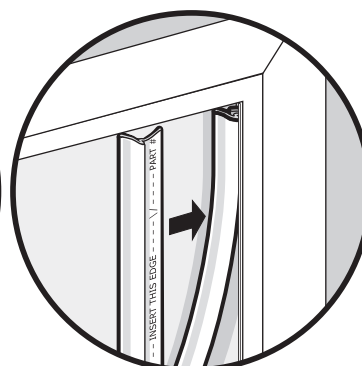
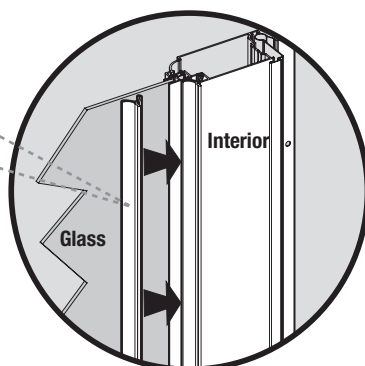
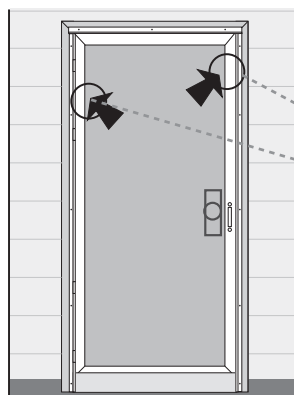
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| Glass retainers fall out | Warped or deformed | Replace. Visit www.LARSONdoors.com or call 1-888-483-3768. |
| | Improper retainer installation | Install either glass or screen insert, but not both. Center insert. The retainer goes in its own track closest to you as you are standing on the inside of your home. With words on retainer facing you, start the retainer into the channel in the door at a 45 degree angle. Start from the top or the bottom and continue to snap it into place from that end every 2" to 5". Refer to picture in installation manual. You may spray Windex or similar lubricant to help them install easier. Visit www.LARSONdoors.com . |

Secure Elegance Multi-Point Lock (select models)

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| Lock will not engage/will not lock | Latches not engaging properly | Open door to test lock system. Lift handle "up" to engage locks and then lock the door by turning the deadbolt latch. Push down on the handles. They should not move. Close door. Repeat. If the door locks in the open position but not in the closed position, then the latch and latch holes on the latch rail are not aligned properly. See below. |
| | Improper latch rail alignment | Make sure top/bottom latches slide through holes in latch rail. Make sure the multi point lock is not binding against the latch rail or strike plates. Might be necessary to chisel out clearance in brickmold to freely accept the multipoint locks. Minimum depth of 3/4" is required. |

Storm doors are not 100% waterproof. They are designed to protect the prime door by slowing the elements. The prime door is the primary seal for the opening.

Retainer Installation (Select Models)



INSTALL:
Insert printed leg into groove. NOTE: There are two grooves; be sure to use the groove closest to you.

REMOVE:
Pry retainer loose with flat-head screwdriver one-half inch from top of window.

WARRANTY DETAIL

Applies to original purchaser of door only; covers manufacturer's defects only.

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| Heavy Duty Aluminum | Lifetime Warranty |
| Solid Core DuraTech® and Aluminum Clad | 10 Warranty |

DOOR FRAME AND HINGES: LARSON® warrants the door frame and mounting rails to be free from defects in manufacturing, materials, paint adhesion, or workmanship, under normal use, for the period stated above.

COMPONENTS: LARSON® warrants the components of the door including hardware, window sash, screen frame, retainer strips, closers, locksets (mechanical operation and finish), to be free from defects in manufacturing, materials, tarnishing and workmanship for a period of one year from the date of original retail purchase.

In the event a component fails as a result of a defect in manufacturing, materials or workmanship within the limited warranty period specified above, and upon written proof of purchase, LARSON, at its option, will provide a replacement component as long as the original consumer purchaser owns the home in which the door was initially installed. Installation is not included.

Warranty claims made one (1) year after purchase are subject to a shipping and processing fee.

BLINDS-BETWEEN-THE-GLASS: LARSON® warrants for a period of 5 years not to develop under normal conditions any material obstruction of vision resulting from manufacturing defects or premature failure of glass and seal.

349-20, 349-17, SECURE ELEGANCE® INTRUSION PROTECTION: The Intrusion Protection Warranty is offered by KeepSafe® Glass. Terms and conditions are outlined on the KeepSafe Warranty card. A written claim for the Break-in Protection Warranty must be submitted to Solutia at KeepSafe, Dept. 204, P.O. Box 66760, St. Louis, MO 63166-5890 within 30 days of alleged KeepSafe window damage and the subsequent burglary. KeepSafe® is a registered trademark of Solutia, Inc.

STORM DOOR WARRANTY LIMITATIONS:

- Warranty only applies to original homeowners of owner-occupied residential properties and covers manufacturer's defects.
- Modification of door will void warranty.
- Damage or breakage to the screen/glass insert 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 the warranty.
- Labor cost, reinstallation fees are not covered under warranty.
- Water damage due to lack of rain diversion or structural overhang is not covered under warranty.
- Certain coastal applications, chemicals or airborne pollutants such as salt or acid rain are not covered under warranty.
- Your exclusive remedy is limited to the repair and replacement of the defective product.

Warranty Replacements:

Call the Homeowner Helpline: 1-800-352-3360

www.LARSONdoors.com

Visit our website or call for detailed warranty information related to your model. Proof of purchase is required to obtain warranty replacements. When placing the call, please have the registration number available (located on hinge-side of door).