




# STORM DOOR GENERAL CARE & MAINTENANCE **SCREEN-AWAY®**

<b>Glass</b>	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.
<b>Door Finish</b>	For general cleaning use the following: <ul style="list-style-type: none"> <li>• Liquid soap and water solution</li> <li>• Formula 409®, Windex®, Fantastik®, Simple Green® or similar product</li> </ul> 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.
<b>Hinges and Hardware</b>	Hinges and door hardware may require occasional lubrication. A silicone spray lubricant or Lithium-based oil is recommended.
<b>Brass/Nickel Expanders</b>	Wash expander using a warm water/mild detergent mixture and a soft cloth. Do not use a brass cleaner or steel wool.
<b>Brass Finish Products</b> <b>Brass Locksets</b> <b>Brass Deadbolts</b>	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.  <b>Cleaning</b> <ol style="list-style-type: none"> <li>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.</li> <li>2. Apply non-abrasive paste wax on the brass hardware to help protect its bright finish.</li> </ol> <b>Refinishing:</b> if clear coat is damaged and brass has tarnished <ol style="list-style-type: none"> <li>1. Remove the tarnished hardware from the door.</li> <li>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.</li> <li>3. Once the clear coat is removed, continue to lightly rub with #0000 steel wool over tarnished areas until the bright brass finish returns.</li> <li>4. Clean the brass using a brass cleaner (i.e. Brasso®, Tarni-Shield®) per the manufacturer's instructions.</li> <li>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.</li> <li>6. Reinstall the hardware on the door.</li> </ol>

<p><b>SPECIAL CARE</b> (Select Models)</p> 	<p><b>Recommended Routine Cleaning for Low-E Glass Models:</b></p> <ul style="list-style-type: none"> <li>• Clean the glass with a household glass cleaner, using a soft, lint-free cloth.</li> <li>• To avoid streaks, do not try to dry surface completely.</li> </ul> <p><b>NOTE:</b></p> <ul style="list-style-type: none"> <li>• Rubber squeegees are not recommended for use on the coated surface as they can leave streaks that are hard to remove.</li> <li>• 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.</li> <li>• For unusually hard to remove spots such as crayon or grease, isopropyl alcohol may be used.</li> </ul>
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## Questions?

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

www.LARSONdoors.com

# TROUBLESHOOTING GUIDE

SYMPTOM

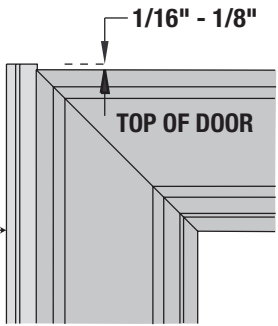
POSSIBLE CAUSE

SOLUTION

## General

Door leaking	Water getting behind door	Caulk behind and around drip cap.
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 leave window open 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 <a href="http://www.LARSONdoors.com">www.LARSONdoors.com</a> or call 1-888-483-3768.
Heat build up	Air is not circulating enough	Raise expander or leave window open 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 dehumidifier.
		Vent storm door (retract glass or raise expander).
Surface of storm door is dirty	Manufacturing dust or glue on surface of door	DuraTech® surface models: Apply a small amount of Goo Gone® Xtreme using a soft cloth. After cleaning, wipe down with soap and water. Do not use soft scrub or any abrasive cleaner on DuraTech or vinyl surfaces, as they will remove the surface's texture. 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 <a href="http://www.LARSONdoors.com">www.LARSONdoors.com</a> or call 1-888-483-3768.

## Hinge Rail

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 <a href="http://www.LARSONdoors.com">www.LARSONdoors.com</a> or call 1-888-483-3768.	

## Latch Rail

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 <a href="http://www.LARSONdoors.com">www.LARSONdoors.com</a> or call 1-888-483-3768.

**SYMPTOM**

**POSSIBLE CAUSE**

**SOLUTION**

**Hardware**

I have to lift up my mortise handle to open door (Easy Vent® models)	The handle set is installed upside down	Following the handle instructions, reverse latch nose. Install with the key cylinder below the outside handle.
Deadbolt will not work or is stuck in the lock position	Deadbolt is hitting edge of latch rail	Might be necessary to chisel out clearance in brick mold to freely accept the lock. Minimum depth of 3/4" is required.
	Deadbolt is binding against back of brick mold frame	
Push button sticks	Handle screws may be too tight	Loosen handle screws.
	Spindle hole too small	Enlarge hole. Refer to template.
	Spring behind push button may be reversed. The narrow end may slip in the hole on the door and not function properly	Make sure spring behind push button has the wide end against the door's surface.
	Spindle may not be in center of push button	Verify spindle is in center of push button.
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 <a href="http://www.LARSONdoors.com">www.LARSONdoors.com</a> or call 1-888-483-3768.

**Retractable Screens**

Retractable screen does not operate	Screen cassette may have come out of brackets	Remove screen assembly cover and make sure screen is seated properly.
	Screen cassette is caught	Open your door and lower the glass insert approximately half way. Place a hand on both sides of the screen material. Pull down on the screen about six inches and then release it. This should let it snap up and reset the tension.
	Screen cassette has failed	Replace screen cassette. Visit <a href="http://www.LARSONdoors.com">www.LARSONdoors.com</a> or call 1-888-483-3768.
	Screen cassette may be too tight or shifted to one side which will cause binding	Remove screen assembly cover and make sure screen is seated properly. Screen cassette should free float.
		Open door and lower glass half way. Place a hand on both sides of the screen. Gently pull down on the screen about six inches. This should allow it to snap back up and reset.
Screen fray caught in screen roll	Remove screen assembly cover. Do not remove screen roll or spring tension will be lost. Occasionally the screen will fray and a loose strand will wrap around the end of the screen roll. If this happens, carefully cut the thread off of the screen roll.	
Screen is out of track	Screen blowing out	The screen is made to blow out in heavy winds or extreme pressure. This is normal and prevents damage. To reset the screen, raise glass insert completely, then lower.
		Raise glass insert to vent less of the screen.
Window won't latch	Top glass frame is separating in corners	Replace glass Insert. Visit <a href="http://www.LARSONdoors.com">www.LARSONdoors.com</a> or call 1-888-483-3768.
	Bottom glass frame is bowed on top	Tap top edge back in place.
	Top glass frame is bowed in middle	Tap bowed frame back in place, or replace. Visit <a href="http://www.LARSONdoors.com">www.LARSONdoors.com</a> or call 1-888-483-3768.
	Shipping clip is still in place on screen cover	Remove shipping clip.
	Bottom glass corner wedges are broken or cracked	Replace wedges if damaged. Visit <a href="http://www.LARSONdoors.com">www.LARSONdoors.com</a> or call 1-888-483-3768.
Glass sash will not stay up in up position	Missing sash handle	Install sash handle per instructions.
	Sash handle not catching	Push glass sash all the way up to engage the sash lock for glass. Replace if broken.

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

## WARRANTY DETAIL

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

<b>Heavy Duty Aluminum</b>	<b>Lifetime Warranty</b>
<b>Solid Core DuraTech® and Aluminum Clad</b>	<b>10 Warranty</b>

**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.

**RETRACTABLE SCREEN:** LARSON® warrants the retractable screen of its Screen Away® doors to be free from defects in manufacturing, materials and workmanship for a period of five years 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.

### 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](http://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).