



RETRACTABLE SCREEN

Pentagon retractable screens protect residential and commercial outdoor areas from insects, solar glare, extreme heat, wind, rain, and other weather conditions. These retractable screens are energy efficient when operating. Additionally, when in the closed position the screens reduce heat transfer and UV radiation. TranquilGuard retractable screens are able to stand up to high winds without risk of damage due to our zipper technology. During extremely high winds, the zipper system will allow the screen curtain to pop out of the guide rails. If the screen curtain pops out during high winds, you can simply slide the curtain back into the guide rails without any damage.

SAFETY PRECAUTIONS

1. If your retractable screen appears to be jammed and it will not go up or down, do not force it to operate. Check if the problem is stated in the 'Trouble Shooting' section of this manual and perform the actions described. If the problem is not stated in the trouble shooting section, please contact your dealer for assistance. Your warranty may be voided if damage is caused from forcing your screen up or down.
2. While operating your screen, you should be in viewing range of the screen to ensure that there are no obstructions of people in the path of the screen. Objects in the path of the screen may be damaged and people could get injured. Ensure that all outward opening windows are closed to prevent the screen and/or windows from getting damaged, which your warranty does not cover.
3. It is not recommended to operate your screen if snow, hail, or ice has covered it. To prevent damage and have optimal performance, wipe/clean the screen surface from any obstructions.
4. It is not recommended to allow children to operate the screen at any time for safety concerns.

MAINTENANCE & CLEANING INSTRUCTIONS

TranquilGuard screens are designed to be extremely low maintenance, with a recommendation to clean them periodically to keep them in good condition and operating smoothly. Cleaning of your TranquilGuard screen should be performed at regular intervals or when dirt, debris, or dust build-up is visible. Without periodical cleaning your screen may not be able to open and close properly, and could cause damage to the screen which is not covered by your warranty.

We recommend using warm water with a non-abrasive cleaning solution so that your retractable screen does not get scratched. Maintain a smoothly operating screen by following these cleaning instructions.

1. Use warm water mixed with a mild detergent (such as dish soap) on a soft rag.
2. Wipe down the bottom bar, guide rails, and box housing.
3. Dry the frame with a soft towel.
4. If the screen curtain material is dirty, you can use the same cleaning solution on a soft rag. With the curtain in the closed position, wipe down the screen material removing any dirt, insects, or debris that has built up.
5. If you notice debris build-up inside the guide rails and it is effecting operation, perform the following steps.
6. Operate the screen into the open position.
7. Remove the guide rail access panel by applying pressure to the front of the guide rail (on the side curtain slides into). The back of the guide rail should pop out, allowing you to remove the panel.
8. Wipe down the interior of the guide rail and remove the debris build-up with a soft rag.
9. Replace the guide rail access panel by putting it into position and applying pressure on the back of the guide rail so it pops back into place.

OPERATION & TROUBLE SHOOTING

OPERATION - MOTOR

Motor screen operation can be controlled via remote, app, or WI-FI. Pentagon uses high quality motors from the most well-known motor manufacturers in the world. Your retractable screen motor has been factory tested and is ready to operate.

If your screen is not closing all the way or does not completely open, you will need to contact you dealer to adjust the limit settings of the motor. Once the limit settings are adjusted correctly they will not need to be adjusted in the future.

TROUBLE SHOOTING

If your screen is not operating properly and has a problem, please follow the actions below that associate with the problem your screen is experiencing. If the actions do not fix the problem or your problem is not stated below, please contact your dealer for assistance.

PROBLEM	POSSIBLE CAUSE	ACTION REQUIRED
You try to close your screen but it does not come down from the top.	<ol style="list-style-type: none">1. You may have forced the screen up to far, which caused the bottom bar to jam at the top2. The bottom bar may have been pushed into the box housing accidentally.3. There may have been frost or debris on your screen when you rolled it up, causing the screen to roll differently than normal and jam.	Inspect the bottom bar and lightly pull down on it while wiggling it a bit. Then try operating the screen down once you feel the bottom bar come loose and unjammed. If the problem persists or continually repeats, contact your dealer for assistance.
You try to open your screen but it will not go up.	<ol style="list-style-type: none">1. The bottom bar may be frozen to the bottom of your opening or window sill.	Free up the bottom bar by gently pushing against it and getting rid of any ice build-up. A heat source may help in this situation. Ensure there is not any debris build-up inside the guide rails preventing the curtain from operating.
Your screen motor will not operate in either direction.	<ol style="list-style-type: none">1. The motor of your screen may be overheated, especially so if you have operated your screen up and down a few times in a row.2. Electrical wiring problem.	Ensure the switch is in the off position and leave it to cool down for 10-45 minutes. All motors are equipped with thermal protection as a safety so that the motor does not get too hot. The motor will automatically reset once it cools down. If there is an electrical problem in the wiring or switch you should call a qualified electrician.
Your screen does not stop in the right position at the top and/or bottom.	<ol style="list-style-type: none">1. The limit settings on the motor have moved slightly.	Do not attempt to adjust the limit settings yourself as incorrect adjustments can damage the motor and will not be covered under warranty. Contact your dealer.

SUPERIOR SUPPORT • PREMIUM QUALITY • CUSTOMIZED SOLUTIONS

DOUMTRM

Your Pentagon Certified Dealer:

Your Shutter Serial Number:



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