

# Frequently Asked Questions

## 1. How do I open and close the Retractable Insect Screen?

Use the Handle to extend Retractable Insect Screen. It will automatically latch when fully extended. Slide the Release Lever up or down to unlatch. The Retractable Insect Screen will automatically retract.

## 2. How do I clean the screen mesh?

Use a clean and soft brush to gently clean the screen mesh as needed.

## 3. What should I do to maintain my Retractable Insect Screen?

The screen tracks will need occasional vacuuming and rinsing out with water to remove dirt and debris. This will help keep the tracks clean and free of debris that may affect operation.

## 4. Can replacement parts be purchased if something gets damaged on my Retractable Insect Screen?

Parts can be purchased by visiting [parts.andersenstormdoors.com](http://parts.andersenstormdoors.com) or calling Customer Service at 888-888-7020. It is helpful to have your serial number when ordering parts. The serial number is located on the back side of your active screen housing.

## 5. What should I do with the unit in cold weather?

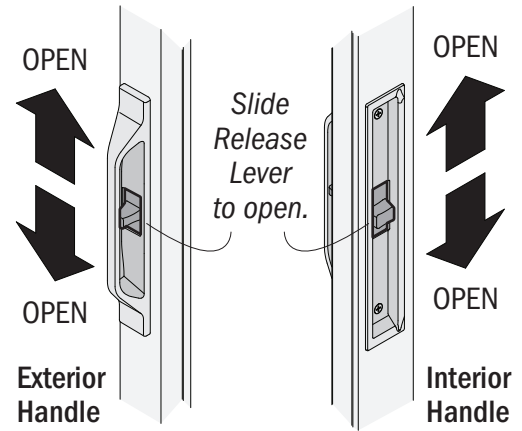
It is best for the unit to be stored in the retracted position during cold weather. We do not recommend operating when temperatures are near or below freezing.

## 6. Will installing the appropriate Retractable Insect Screen (200/400 Series, A-Series, or E-Series) on an Andersen gliding patio door void my patio door warranty?

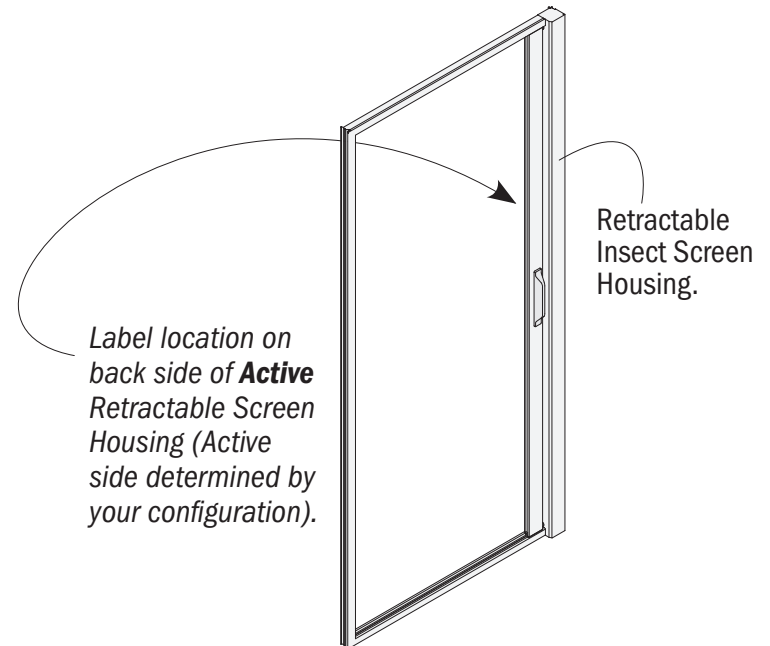
No

## 7. Is there a video available that will show me how to install and operate the Retractable Insect Screen?

You can find a support video to this installation instruction by scanning this QR code.



## Retractable Insect Screen Label



The Andersen Retractable Screen can fit on all 200 Series, 400 Series and A-Series Patio Doors manufactured from 1990 - present. For help determining what type of Andersen patio door you have, click [here](#).