

FREQUENTLY ASKED QUESTIONS (FAQ)

Q. Does the retractable screen install on the exterior or interior side of the door unit?

A.: The retractable screen installs only on the interior side of the door unit

Q. Does the Big Door retractable screen retract on its own?

A.: No, the screen does not retract on its own. It does incorporate Load balancing technology which allows the screens to glide smoothly across the entire opening and effortlessly stop at any desired position

Q. Does the screen frame have direct connection to the door frame?

A. No, the screen and door frame do not have any direct connection, but the screen frame must be 'bumped up' against the door frame.

Q: What is the make-up of the screen material?

A: The screen is a durable polyester/PVC standard weave mesh and provides 46% of openness.

Q. How is the screen material secured?

A. Screens held securely in place by top and bottom tabs, preventing screen blow-out.

Q: What is the material make-up of the screen frame?

A: The Big Door retractable screen is constructed of durable aluminum. And is available in three powder coated finishes (black, dark bronze, white) and one anodized (clear) finish.

Q: Other than the standard weave mesh, does Andersen offer any other type of mesh, shade, or blinds with the Big Door retractable screen system?

A: No, the Andersen Big Door retractable screen is only available with a standard weave mesh screen material.

Q: How does the screen secure in the closed position?

A: The screen utilizes a magnetic catch to secure closed.

Q: Can the screen be locked closed?

A: No, there is no locking option for this screen system

Q: How do I clean the screen?

A: The screen mesh can be vacuumed with your home vacuum cleaner to remove dust and small debris. A dust rag and/or damp cloth with mild soapy solution can be used clean higher soiled areas. The sill cover can be removed, and the bottom track vacuumed of debris as necessary to ensure proper operation.

Q: What happens if someone runs into the screen mesh?

A: The Big Door screen is design to absorb light impacts and protect the mesh. If a large impact occurs, and the screen is inoperable, contact your dealer for inspection and service.

Q: Can I motorize the screen?

A: No. The Big Door screen is a manual screen system.