

## Next Century Screens, Inc.

3000 Forest Ln, Suite 100  
Garland, TX 75040  
972-496-4981

info@nextcenturyscreens.com  
www.nextcenturyscreens.com



---

# Maintenance Care & Warranty

Thank you for purchasing your Phantom Screens with Next Century Screens!

Family owned since 1996, we pride ourselves on high-quality retractable screens and reliable, professional service. Following the routine steps below will help keep your screens working smoothly for years to come.

## Maintenance for Door Screens

Here are tips for extending the life of your Phantom Screens:

- Spray the top **and** bottom tracks seasonally (every 2-3 months) with the Phantom silicone spray provided at install. This will keep the track lubricated and allow the screen to slide smoothly from side to side.
  - We ask that you **do not** use anything other than a **dry silicone-based lubricant** on the tracks. Using an oil-based lubricant, such as WD-40, will cause residue to collect and clog the tracks, resulting in the need for additional repairs.
- Clean out the bottom track to prevent build-up of debris. We suggest using a vacuum, the flat head of a screwdriver, or compressed air. We recommend checking the bottom track before use, especially after yard work or if the screen has not been in use for awhile. **Keeping the bottom track cleaned out will prolong the life of the mesh by many years.**
- To clean an overly dirty or dusty mesh, we suggest:
  - **Call Next Century Screens** and have our professional technicians replace the mesh. While this requires a service charge, it is the easiest way to return the mesh to its previous beauty.
  - Wipe down the mesh with a cloth or a soft bristle brush. Using a wet cloth with mild soap (such as Dawn) may help.
  - Spray the mesh with a garden hose or sprayer. Please **do not** use a pressure washer, as this will destroy the mesh.

See reverse for Warranty info

---

## Warranty for Door Screens

Your Phantom Screen Doors are protected with a **Limited Lifetime Warranty**. The details are as follows:

- **First 180 days after install:**

The first two service calls during this time are free, including repairs and rescreens. This 6-month period allows ample time for homeowners to acclimate to their new Phantom Screen. It's not uncommon for a pet or distracted neighbor to barrel through the screen during the first few weeks of use. **Next Century Screens is more than happy to repair your Phantom Screen!**

In rare cases, our normal service charges for repairs and rescreens may be applied during the first 180 days. Following are a few scenarios:

- Three or more service calls during the first 180 days.
- Reinstalling a Phantom screen that was removed by someone other than Next Century Screens.
- Repairing a Phantom screen that was heavily damaged during the first 180 days, requiring more than 50% of the unit to be replaced.

- **After the first 180 days:**

A service charge will be applied for repairing/adjusting the screens, with an additional charge for replacing the mesh. Please contact NCS for detailed pricing.

Our **Limited Lifetime Warranty** covers any manufacturer defects or improper installs. It is up to our professional technicians to determine whether problems with your Phantom Screens fall under this category.

Please reach out to Next Century Screens with any questions or maintenance requests.