

FREQUENTLY ASKED QUESTIONS – ANDERSEN® LUMINAIRE™ RETRACTABLE INSECT SCREEN

1. How do I open and close the insect screen?

Use the **Handle** to extend insect screen to the other side of door frame. It will automatically latch when fully extended. Slide the **Release Lever** up or down to unlatch, the insect screen will automatically retract (see [Figure 1](#)).

2. How do I lock and unlock the insect screen?

To lock the insect screen door, move the **Lock Tab** toward the screen assembly. To unlock, move the **Lock Tab** away from the screen assembly (see [Figure 2](#)).

3. What should I do to maintain my retractable insect screen door?

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

4. Can the handle be reversed so the locking tab is on the other side of the door?

The handle can be removed and reversed by unscrewing the **Interior Handle** and reassembling in the rotated reversed configuration. Take care to align the **Latch Plate** with the **Handle Spindles** when reassembling (see [Figure 3](#)).

5. Can the fastener clips be opened if I closed them in the wrong position during installation?

You can open the fastener clip by applying downward pressure with a flat head screw driver until it releases open (see [Figure 4](#)).

6. Can replacement parts be purchased if something gets damaged on my door?

Parts can be purchased by visiting parts.andersenstormdoors.com or calling Customer Service at 844-813-6664. It is helpful to have your serial number when ordering parts. The serial number is located near Endcap A on your screen housing.

7. The door is not latching consistently, is there an adjustment that can be made?

The **Striker** can be adjusted to assist with more consistent latching of the unit. Loosen the **Striker Screws** and slide the **Striker** up or down accordingly, retighten screws (see [Figure 5](#)).

8. 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.

9. Why is the sill adapter narrower than the door opening?

The sill adapter provided is designed to avoid the need for cutting for most door opening widths. A wider sill adapter can be ordered at parts.andersenstormdoors.com or by calling Customer Service at 844-813-6664.

10. Is there a video available that will show me how to install and operate the door?

You can find a video of how to install and operate the retractable insect screen door at AndersenLuminAire.com/install

