

### PRIVACY SCREEN FREQUENTLY ASKED QUESTIONS

8/11/14

- 1.) Someone tried to raise the screen by lifting up on the handle, and the screen came out of the track. What do I do?
  - a. *With your fingers, simply work the screen back into the side channels. Once the screen is completely back into the channels, test the operation by pressing the "retract button" and pulling screen down two or three times to ensure it functions normally.*
- 2.) Can I remove and reinstall the Privacy Screen frame if needed?
  - a. *Yes. The Privacy Screen may be removed by pulling from one corner at a time. The sound and feel of the Dual Lock separating is not unlike the unzipping of a zipper.*
- 3.) I can't get the Privacy Screen to remain attached to the vision lite kit.
  - a. *Make sure that the Dual Lock piece on the back of Privacy Screen is correctly aligned with the Dual Lock on the vision lite kit.*
  - b. *Moderate force may be required when attaching Privacy Screen. It is best to attach it with the door closed, or with someone assisting you by holding the door in place so it does not swing. Attach one side of the frame to lock it in, while holding the opposite side of the frame steady.*
  - c. *Once you hear the Dual Lock material "snap" into place, you will know it is secure.*
- 4.) What is the maximum size for Privacy Screen?
  - a. *A frame OD of 15 3/4" wide and 37" high is currently the maximum size.*
  - b. *We are developing larger sizes for use on half-glass (28" x 37") as well as side lites (12" x 84")*
- 5.) Is Privacy Screen fire-rated? Will it affect the fire-rating of the lite kit or door it is attached to?
  - a. *Privacy Screen is not fire-rated.*
  - b. *We are currently working with UL to receive approval and certification that Privacy Screen will not affect the fire-ratings of the lite kit and door.*
- 6.) What colors are available?
  - a. *Privacy Screen is available in the same 13 standard colors offered for ACPG vision lite kits and louvers, at no additional charge.*
- 7.) Are there color options for the shade?
  - a. *Not at this time.*
- 8.) Can I install Privacy Screen over a competitor's vision lite kit?
  - a. *Yes, provided the existing vision kit has a flat surface for applying Privacy Screen. Privacy Screen can also be applied directly to flush mount wood or metal doors.*
- 9.) What is the most important information to provide ACPG with when ordering Privacy Screen?
  - a. *The outside frame dimensions of the vision lite kit to which Privacy Screen will be applied. Privacy Screen is designed to align with the lite kit, and will be built to that size.*



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10.) Has Privacy Screen been tested?

- a. *Yes. The full operation has been tested to 10,000 cycles without failure or significant wear to the components.*

11.) The screen won't fully retract when I push the button.

- a. *Even though Privacy Screen was successfully cycle tested 10,000 times, depending on how it is used it is possible for the spring to lose some tension. To increase tension, do the following:*
  - i. *While holding the left end-cap securely (the one with the Activar name), remove the two small screws holding the end-cap to the housing. Be careful not to let go as the end cap will be under spring tension.*
  - ii. *Once the screws are removed, rotate the end-cap one full revolution in a counter-clockwise orientation (when facing the end-cap). Make sure that the "spring keeper" remains firmly planted into the recess on the back side of the end-cap.*
  - iii. *Realign the screw holes in the end-cap, and reattach to housing.*
  - iv. *Test operation of Privacy Screen. More tension will have been introduced to the spring mechanism, provided the above steps have been followed.*

12.) The screen won't stay fully lowered into the channel.

- a. *Even though Privacy Screen was successfully cycle tested 10,000 times, depending on how it is used it is possible for the spring to gain some tension. To decrease tension, do the following:*
  - i. *While holding the left end-cap securely (the one with the Activar name), remove the two small screws holding the end-cap to the housing. Be careful not to let go as the end cap will be under spring tension.*
  - ii. *Once the screws are removed, rotate the end-cap one full revolution in a clockwise orientation (when facing the end-cap). Make sure that the "spring keeper" remains firmly planted into the recess on the back side of the end-cap.*
  - iii. *Realign the screw holes in the end-cap, and reattach to housing.*
  - iv. *Test operation of Privacy Screen. Less tension will have been introduced to the spring mechanism, provided the above steps have been followed.*



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13.) Privacy Screen was dropped and does not seem to function at all

- a. *The interior mechanism may have been damaged by the impact.*
- b. *Please contact Customer Service to discuss a possible product return and replacement.*

14.) There is a tear or other damage to the screen

- a. *Privacy Screen is designed to block all light and vision, once in place. It is not recommended that field repairs be attempted once the screen has been damaged to the point where it is no longer opaque.*
- b. *Please contact Customer Service to discuss a possible product return and replacement.*

15.) Can I install Privacy Screen over a porthole, or other non-standard vision lite kits?

- a. *Perhaps, depending on the particulars. Privacy Screen is available only in square or rectangular shapes, and at least for now, only with the screen deployed in a horizontal configuration. However, if the existing non-standard shaped vision lite kit does not extend more than 1/8" from the door, Privacy Screen can be applied over the entire lite kit and simply attached to the door itself. Please let us know your particular requirements and we'll work with you on a solution*



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