



# RETRACTABLE VINYL CARE GUIDE



**SUNCOAST**  
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# Retractable Vinyl Care Guide




Congratulations on your new Retractable Vinyls! We are proud to have been able to help expand your outdoor living space. Below are details and instructions on how to care for, use, and maintain your Retractable Vinyls.

**Retractable Vinyl Screens should always be monitored during operation.**

Objects left under a vinyl screen and/or high winds can prevent the screen from lowering properly. Your screen is fitted with a safety feature to prevent damage. Please do not operate your vinyl screens in strong winds. If already in the lowered position, your screens can withstand quite extreme winds as well as snow and freezing rain. If you must operate your Retractable Vinyl Screens in high winds, you may need to manually assist them.

We recommend leaving your Vinyl Screens down as the weather gets cold. This is to allow for natural shrinkage of the Vinyl to happen within the track system. The tracks will pull it back into place once the temperature warms up.






## How To Operate Your Retractable Vinyls:

- Select the desired channel(s). The red LED light will illuminate when the channels are selected.
- To raise the vinyls, press 
- To lower the vinyls, press 
- Stop the vinyls at any point by pressing 

## How to Clean Your Retractable Vinyls:

- The Aluminum components of the structure have been powder coated to provide a durable finish and exceptional colour. You may wash them by hand with a microfiber cloth, soap, and water. You can also use a hose, or use a pressure washer.
- Follow directions and instructions found on IMAR Strataglass Protective Cleaner for clear vinyl. Use this product.
- DO NOT use Rain-X, Pledge, Plexus, Windex, or Bleach.

## Setting a Preset Screen Height:

- If you like to set your screens to a preset height this tip is for you!
- How to program PRESET or Intermediate Position Set up.
- Select the channel on the remote that corresponds to the screen that you would like to set the preset for (Presets can only be set one channel at a time).
- Direct the screen to the position you want using   
- Select the channel then press and hold   simultaneously (about 10 seconds) until the screen jogs up and down.
- Your preset has been programmed! To use, simply select the desired channels and select PRESET, the screens will automatically open or close to the Intermediate Positions that you have set up.
- NOTE: Each screen will only remember the PRESET that was last programmed for it.

Need to contact us?

Contact our office

Phone: 1.887.449.5106

Email: [info@suncoastenclosures.com](mailto:info@suncoastenclosures.com)

Or contact your sales representative

## CUSTOMER WARRANTY

At Suncoast Enclosures, we take pride not only in the quality of the materials we use but in the craftsmanship of our installation. We are pleased to extend to you a warranty that reflects both the integrity of the products and the expertise of our team.

### MATERIAL WARRANTY

#### **Aluminum Structural Components - 15 Years**

Aluminum framing and components are warranted by the manufacturer to be free from material defects for fifteen (15) years from the date of installation. This includes the powder-coated finish, which is covered for chipping, cracking, and delamination.

#### **Electronics & Motorized Systems - 5 Years**

Motors, remote controls, and other electronic components are warranted for five (5) years from the date of installation, provided they are used and maintained in accordance with product guidelines.

#### **Retractable Motorized Screens & Fixed Screens – 10 Years**

The screen mesh used in our retractable motorized screens and fixed screens is covered under a ten (10) year material defect warranty.

#### **Welds, Stitching & Spline Systems – 1 Year**

Welds, stitching, and spline systems used to secure the mesh or attach screen components are warranted for one (1) year from the date of installation.

#### **Three-Season Windows / Fixed Vinyl Panels – 10 Years**

Three-season windows and fixed vinyl panels are warranted for ten (10) years against material defects under normal conditions and use.

#### **Retractable Vinyl Screens – 1 Year**

Components in retractable vinyl systems are warranted for one (1) year from the date of installation.

#### **Polycarbonate Roofing Panels - 10 Years**

Roof panels are warranted for ten (10) years against manufacturing defects that result in structural failure or degradation under normal environmental conditions.

Note: Manufacturer warranties apply to material defects only. They do not include labor, removal, or reinstallation.

### WORKMANSHIP WARRANTY

Suncoast Enclosures warrants the quality of our installation workmanship for one (1) year from the date of project completion. This includes issues related to installation, alignment, or fit of components installed by our team. If a concern arises during this period, we'll assess the issue. If it's determined to be installation-related, we'll complete any necessary corrections.



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# CUSTOMER WARRANTY

## WARRANTY EXCLUSIONS

All warranty coverage is valid only if the products are properly handled and maintained. Suncoast Enclosures is not liable for product damage or defects caused by:

- Misuse, neglect, or unauthorized modifications
- Severe weather or natural disasters (e.g., wind, hail, or snow accumulation beyond design limits)
- Fading, oxidation, or environmental wear considered normal over time
- Scratches or surface damage to vinyl components
- Electronic accessories, including heaters, lights, and fans
- Any work or repairs performed by others not authorized by Suncoast Enclosures

## ADDITIONAL TERMS

This warranty applies to the original purchaser only and is not transferable unless otherwise agreed to in writing by Suncoast Enclosures. No oral or written information or advice from Suncoast Enclosures creates any warranty obligations beyond what is stated in this document.

## WARRANTY CLAIM PROCESS

To submit a claim, please contact us in writing during the applicable warranty period.

Include:

- A brief description of the issue
- Photos of the affected area
- Your invoice or proof of installation

After receiving your claim, we'll review the details and follow up with you to determine the appropriate resolution.

Claims can be submitted using the **Service Request Form** found on our website or by scanning the QR code below.



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