



## FREQUENTLY ASKED QUESTIONS

### QUESTIONS ABOUT SCREEN PRODUCTS

**What Kind of Fresh Air Screen Should I Use?** Read "Choosing Your Fresh Air Screen" for more information on package features or visit our online Support Center at [www.freshairscreens.com/support](http://www.freshairscreens.com/support)

**What is the difference between a Vinyl Rod Pocket and a Mesh Rod Pocket?** A mesh rod pocket is made from the same fiberglass mesh material as the screen. This lightweight material allows for a more relaxed fit while still maintaining the same dependable function of any other Fresh Air Screen. It also offers more subtle aesthetics compared to its bold counterpart using vinyl. The vinyl rod pocket offers a heavier, solid finish with bold aesthetics.

**How Do I Know if My Screen Rolls Up?** Roll up screens use zippers to allow the screen to separate from the banding that attaches to the garage frame. In order to create this effect, a screen must have two or more zippers to release the screen from both sides of the frame.

#### Will this block my garage door?

No. Fresh Air Screens will not interfere with garage mechanisms or other equipment installed on your garage.

### QUESTIONS ABOUT ACCESSORIES

**What is Adhesive Loop?** All Fresh Air Screens attach to the frame using a hook and loop system (i.e. Velcro). The hook side is sewn into the screen during production, and will not need to be replaced. The loop side attaches to the frame by a self-adhesive back, which is pressure sensitive and works well for indoor and outdoor uses.

**Why Didn't My Screen Have a Rope and Pull Kit?** Retractable screens can feature the rope and pull kit or a set of buckles and straps at the top of your screen. Check the product page to see which style is offered. If you need additional help with ordering, let us know. Our representatives will be happy to help you get the right screen.

**Can I Remove My Rope and Pull kit?** Yes. Like the screens themselves, the rope and pull kits can be removed. This is especially helpful for families with small children who may want to remove the ropes from within reach. Before you remove your kit, you will want to make sure you have an alternative way to secure the bundle. If your screen was purchased with the buckles and straps, you will already have an alternative system in place.

**Can I Add Buckles and Straps Later?** No. Buckles and Straps are added to the screen during production. They cannot be added after purchase and are not available for separate purchase as an accessory.

### QUESTIONS ABOUT INSTALLATION

**Is the Bottom Weighted?** All Fresh Air Screens have Rod Pockets built into the screen. They can be made with Vinyl or Fiberglass Mesh. **We do not provide the rod**, however we recommend a 3/4" plastic pipe cut to the width of the screen.

**Can the Fresh Air Screen be Mounted on the Inside of the Garage?** No. The design allows the screen to be mounted on the header facing the street, to prevent interference with garage mechanisms.

[www.freshairscreens.com/faq](http://www.freshairscreens.com/faq)



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*Quality Products and Service Guaranteed!*

## QUESTIONS? OPINIONS!

Can't find your question on the list? Let us know!

We value your opinion! Discover opportunities to share your experience with Fresh Air Screens through our customer service and social media. We welcome opinions, product reviews, and pictures.

### CUSTOMER SERVICE

Monday-Friday  
8AM-4PM (Eastern Time)

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