

Helping troubleshoot customers issues

A. Double hung windows (Window operates up & down)

Will not close

- Tilt in, see if anything is sticking out in the track
- See if the spiral balanced popped.
- **If the window still will not close:**
- Get info off sticker which is on the top of the master frame
 - Glass size
 - Glass frame
- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Will not open

- Check the locks + Keepers
- MAKE SURE UNLOCKED
- **If the window still will not open:**
- Get info off sticker which is on the top of the master frame
 - Glass size
 - Glass frame
- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Will not stay open

- MAKE SURE UNLOCKED
- Balance adjustment
- **If the window still will not stay open:**
- Get info off sticker which is on the top of the master frame
 - Glass size
 - Glass frame
- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Will not lock

- If you have recently cleaned window, it is possible that the sash relined incorrectly.
- Adjust Expander Screws
- **If the window still will not lock:**
- Get info off sticker which is on the top of the master frame
 - Glass size
 - Glass frame
- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Sash fell out

- Youtube video on how to put back in.
- **If you are unable to put the sash back in:**
- Get info off sticker which is on the top of the master frame
 - Glass size
 - Glass frame
- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Glass broke or is cracked

- Get info off sticker which is on the top of the master frame
 - Glass size
 - Glass frame
- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Glass is scratched

- Make sure the scratch is not something like glue. Try to use a safe glue remover such as Goof Off ®.
- **If the window still appears scratched:**
- Get info off sticker which is on the top of the master frame
 - Glass size
 - Glass frame
- Be prepared to provide all information, room location, grids, etc. to Castle

- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Spots on glass

- Try scraping them off
- Get info off sticker which is on the top of the master frame
 - Glass size
 - Glass frame
- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Window is sticking

- Spray balances with silicone spray
- **If that doesn't work:**
- Get info off sticker which is on the top of the master frame
 - Glass size
 - Glass frame
- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Water in between glass (failed seal)

- Check both sides of glass to ensure *the condensation isn't on the outside*
- Get info off sticker which is on the top of the master frame
 - Glass size
 - Glass frame
- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Water on OUTSIDE of glass (condensation)

- Nothing needs to be ordered, condensation can't be "fixed"
- If you refer to your paperwork, you will find information about condensation which *is a very common occurrence.*
- *Often during winter or summer months, when the inside of the house is a higher/lower temperature than the outside, condensation is to be expected. Unfortunately, there is nothing we can do to help you out with that.*
- Get info off sticker which is on the top of the master frame
 - Glass size
 - Glass frame
- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Dirt in between glass

- Get info off sticker which is on the top of the master frame
 - Glass size
 - Glass frame
- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Dirt between glass & frame

- Get info off sticker which is on the top of the master frame
 - Glass size
 - Glass frame
- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Can see light through frame

- Get info off sticker which is on the top of the master frame
 - Glass size
 - Glass frame
- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Caulk is cracked

- Check if your window is leaking. If it is not, then nothing is actually wrong with the caulk other than normal wear and tear, and it is just aesthetic.
- Get info off sticker which is on the top of the master frame
 - Glass size
 - Glass frame
- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Caulk is falling off

- Check if your window is leaking. If it is not, then nothing is actually wrong with the caulk other than normal wear and tear, and it is just aesthetic.
- Get info off sticker which is on the top of the master frame
 - Glass size
 - Glass frame
- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Mold on inside/outside of window

- If mold is on outside of window, try to clean it off using warm water and bleach. This is a natural occurrence
- Check if your window is leaking. If it is not, then nothing is actually wrong with the caulk other than normal wear and tear, and it is just aesthetic.
- **If mold is between panes or INSIDE of window:**
- Get info off sticker which is on the top of the master frame
 - Glass size
 - Glass frame
- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Water on window sill

- It's possible that the water is a condensation issue, especially if it's winter time and your heat is cranked up.
- Get info off sticker which is on the top of the master frame
 - Glass size
 - Glass frame
- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Walls wet, above or below window

- Make sure that gutters are clear. Make sure that their downspouts are clean/flowing. If it's winter, it could be that the gutters are ice damming.
- Get info off sticker which is on the top of the master frame
 - Glass size
 - Glass frame
- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Grids do not line up

- Take clear pictures of grids to send in
- Get info off sticker which is on the top of the master frame
 - Glass size
 - Glass frame
- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Window is crooked.

- Check to see if the sash is out of place. It may have moved as a result of cleaning the window..
- Get info off sticker which is on the top of the master frame
 - Glass size
 - Glass frame
- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

B. Casement windows (open like a door)

Will not close

- Lightly push window from the outside
- **If that doesn't work:**
- Get info off sticker which is on the top of the master frame
 - Glass size
 - Glass frame
- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Will not open

- DO NOT try to open window
- Get info off sticker which is on the top of the master frame
 - Glass size
 - Glass frame
- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Handle fell off

- Get info off sticker which is on the top of the master frame
 - Glass size
 - Glass frame
- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Handle not operating

- Pull the handle off and take a picture of it next to the crank unit to see if it's stripped.
- Get info off sticker which is on the top of the master frame
 - Glass size
 - Glass frame
- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Window drops when opening

- Get info off sticker which is on the top of the master frame
 - Glass size
 - Glass frame
- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Window fell out

- Get info off sticker which is on the top of the master frame
 - Glass size
 - Glass frame
- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Will not lock

- If you have recently cleaned the window, it is possible that the sash is lined incorrectly and needs a balance adjustment
- If lock is retracted, push top up and push down at the same time
- **If window still doesn't lock:**
- Get info off sticker which is on the top of the master frame
 - Glass size
 - Glass frame
- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Top sticks out

- Have somebody apply pressure from outside (gently) while trying to close as a short term fix.
- Get info off sticker which is on the top of the master frame
 - Glass size
 - Glass frame
- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

C. Awning windows (opens from the top in)

Will not close

- Have somebody apply pressure from outside (gently) while trying to close as a short term fix
- Get info off sticker which is on the top of the master frame
 - Glass size
 - Glass frame
- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Will not open

- Have somebody apply pressure from outside (gently) while trying to close as a short term fix
- Get info off sticker which is on the top of the master frame
 - Glass size
 - Glass frame
- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Handle fell off

- Get info off sticker which is on the top of the master frame
 - Glass size
 - Glass frame
- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Handle not operating

- Pull the handle off and take a picture of it next to the crank unit to see if it's stripped.
- Get info off sticker which is on the top of the master frame
 - Glass size
 - Glass frame
- Be prepared to provide all information, room location, grids, etc. to Castle

- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Window fell out

- IF WINDOW ISN'T COMPLETELY OUT, have somebody apply pressure from outside (gently) while trying to close as a short term fix
- Get info off sticker which is on the top of the master frame
 - Glass size
 - Glass frame
- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Will not lock

- Have somebody apply pressure from outside (gently) while trying to close as a short term fix
- Get info off sticker which is on the top of the master frame
 - Glass size
 - Glass frame
- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Top sticks out

- Have somebody apply pressure from outside (gently) while trying to close as a short term fix
- Get info off sticker which is on the top of the master frame
 - Glass size
 - Glass frame
- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

D. Hopper Windows (opens from the top in)

Handle will not turn

- Try to apply WD-40
- Try to turn handle opposite way and then back again
- **If handle still wont turn:**
- Get info off sticker which is on the top of the master frame
 - Glass size
 - Glass frame
- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Will not close

- Have somebody apply pressure from outside (gently) while trying to close as a short term fix
- Get info off sticker which is on the top of the master frame
 - Glass size
 - Glass frame
- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Will not open

- Make sure you are turning it in the right direction
- Get info off sticker which is on the top of the master frame
 - Glass size
 - Glass frame
- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Water comes in from bottom

- This is common if the hopper is in a window well. If you have had a heavy rain in the past couple days and there is a build-up of water around the window, it's not abnormal for there to be a slight leak.
- Get info off sticker which is on the top of the master frame
 - Glass size
 - Glass frame
- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

E. Sliding windows (open side to side)

Window is crooked

- Try to reseal on track. (gently put pressure on window to try and make it erect again)
- **If window is still crooked:**
- Get info off sticker which is on the top of the master frame
 - Glass size
 - Glass frame
- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Will not lock

- Make Sure locks are retracted
- Make sure sashes are fully in place
- Get info off sticker which is on the top of the master frame
 - Glass size
 - Glass frame
- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Window sticks at top

- Spray some silicone in a paper towel, wipe in master frame
- **If window still sticks at top:**
- Get info off sticker which is on the top of the master frame
 - Glass size
 - Glass frame
- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Frame bowed at top or bottom

- Describe how the window is bowed and send us a picture
- Get info off sticker which is on the top of the master frame
 - Glass size
 - Glass frame
- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Water in track

- Get info off sticker which is on the top of the master frame
 - Glass size
 - Glass frame
- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

F. Half moon windows

Window leaks

- Get info off sticker which is on the top of the master frame
 - Glass size
 - Glass frame
- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Window crooked in opening

- It is more likely that the house itself is not level. Describe if there is any problem with the window (draft, etc.)
- Get info off sticker which is on the top of the master frame
 - Glass size
 - Glass frame
- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

G. Screens

Torn

- Get info off sticker which is on the top of the master frame
 - Glass size
 - Glass frame
- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Will not stay up

- Screens are not designed to stay open. Most will, but are not supposed to. What's happening is there is rubber compression that makes them stick up.
- Get info off sticker which is on the top of the master frame
 - Glass size
 - Glass frame
- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Bent

- Get info off sticker which is on the top of the master frame
 - Glass size
 - Glass frame
- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Crooked

- Get info off sticker which is on the top of the master frame
 - Glass size
 - Glass frame
- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Screen turning color

- Wash with hose and soapy water.

Falling out

- Get info off sticker which is on the top of the master frame
 - Glass size
 - Glass frame
- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

See light at top or bottom

- It's likely that the screen is not in the tract correctly
- Try to adjust the screen in the tract
- Get info off sticker which is on the top of the master frame
 - Glass size
 - Glass frame
- Be prepared to provide all information, room location, grids, etc. to Castle

- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Rubber turning black/has spots

- If it is mold, wash with Clorox or some type of mold inhibitor.
- **DO NOT SET SERVICE**

H. Patio Doors-Sliding Glass doors

Hits frame when closing

- Push door from back without using handle
- **If clinking sound occurs:**
- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Hard to open/close

- Clean the tract out, Especially if you have dogs or kids
- Try cleaning it out with a spray silicone. If not, use soap and water.
- **If it still is hard to open/close:**
- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Will not lock

- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Secondary lock does not line up

- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Makes Clicking sound

- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Draft at bottom

- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Doors do not line up

- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Hinged patio doors

Door Not Locking

- Push door in until you hear a click
- **If you don't hear a click:**
- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

See light from around the door (top or bottom)

- Door might not be shut all the way
- Push door all the way in and lock
- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Draft From under door

- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Door Squeaks

- Spray hinges lightly with silicone
- **If door still squeaks:**
- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Rubber from under the door

- Pull off the rest of the rubber, it should be removed very easily.

Door is changing color

- Wash door with mild detergent
- Spray with liquid armor all

Glass is crooked.

- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Door opens/closes by itself

- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Gap is different on top/sides.

- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Only one door opens.

- These doors are designed to have only one door open so they can have a sliding screen.

Screen wont slide

- Try cleaning tract
- **If screen still won't slide:**
- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Key won't turn/is hard to turn

- Spray with silicone
- Make sure it's the right key!

J. Entry doors

Door Not Locking

- Push door in until you hear a click
- **If you don't hear a click:**
- Be prepared to provide all information, room location, grids, etc. to Castle

- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

See light from around the door (top or bottom)

- Door might not be shut all the way
- Push door all the way in and lock
- **If there is still light:**
- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Draft From under door

- Get info off sticker which is on the top of the master frame
 - Glass size
 - Glass frame
- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Door Squeaks

- Spray hinges with silicone

Rubber from under the door

- Pull off the rest of the rubber

Door is changing color

- Wash door w/ mild detergent
- Spray with liquid armor all

Glass is crooked.

- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Door opens/closes by itself

- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Gap is different on top/sides.

- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Only one door opens.

- These doors are designed to have only one door open so they can have a sliding screen.

Key won't turn/is hard to turn

- Spray with silicone
- Make sure it's the right key!

K. Storm doors

Door slams

- Adjust door pump
- Turn screw at head of pump. Turn a quarter every time.
- Pressure will change if door is open/closed.

Door doesn't self-close

- The airlock created by the entry door being closed is preventing door from swinging shut.
- The air has to escape before door is fully closed.

Lock doesn't work

- Try spraying w/ silicone to clean it out.
- **If lock still doesn't work:**
- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Can see light from top/bottom/sides

- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

No wind chain

- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Screws visible on outside

- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Glass won't go up/down

- Clean debris out of tract
- Check to see if finger latches are stuck
- **If glass still won't go up/down:**
- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

9. Door is scraping

- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

L. Capping

Turning black

- Clean w/ mild detergent

Crooked

- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Caulk is sloppy

- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*

Wrong color

- Be prepared to provide all information, room location, grids, etc. to Castle
- **Then, SET SERVICE APPOINTMENT** *to have a service technician come out as soon as possible to resolve this issue for you!"*