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 won't 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 reseat 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!*