

# *Elite* SCREENS

Tension Electric Screen

## CineTension Series

Users Guide



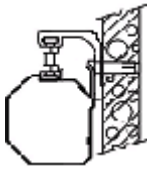
## IMPORTANT SAFETY INSTRUCTIONS

- Please read this guide prior to installation.
- Make sure the current rating is equal to the appliance rating when an extension cord is used.
- Do not use any accessories not provided by the manufacturer. We will not be responsible for any risks of fire, electric shock, or injuries resulting from the use of other accessories not supplied by the manufacturer.
- Make sure the screen is mounted in a horizontal level. We suggest consulting with a professional such as a carpenter, or using a laser leveler.

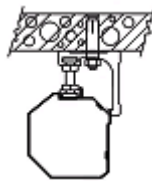
## INSTALLATION

### MOUNTING INSTALLATION

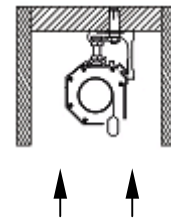
Wall Mounting



Ceiling Mounting



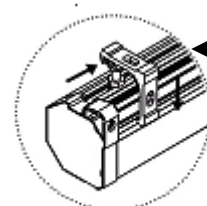
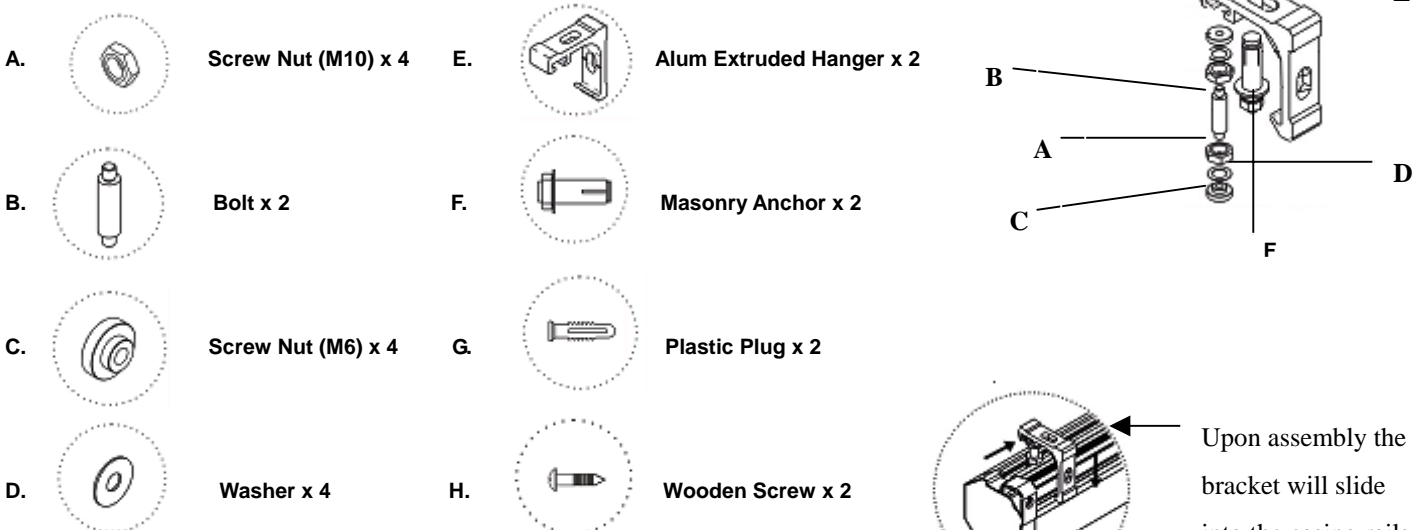
Ceiling Recessed Mounting



*\*Allow 2" of spacing between the front and back of the screen casing.*

- I. Masonry Anchor is applied on concrete wall / ceiling; Plastic Plug is applied on wooden wall / Ceiling.
- II. Plastic Plug & wooden screw are applied to the wooden wall / ceiling for screen sizes equal to or less than 120" inches (diagonal). Masonry anchor is for concrete wall / ceiling installations and for screen sizes greater than 120" inches (diagonal).
- III. Install the Alum Extruded Hanger Set onto the slide channel and move to the desired position before it is screwed on tightly.

### MOUNTING ACCESSORIES

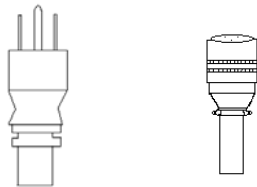
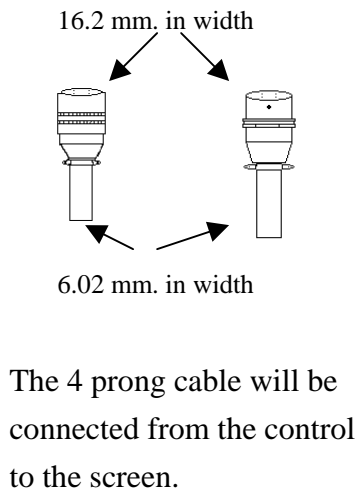
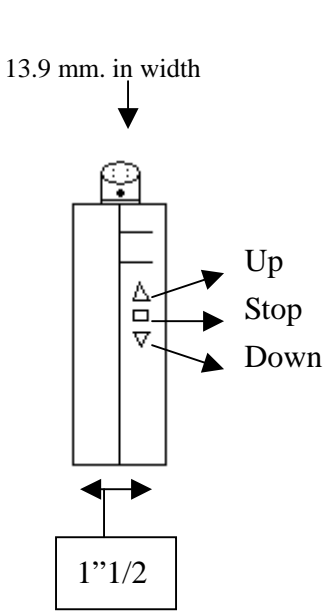


Upon assembly the bracket will slide into the casing rails for mounting.

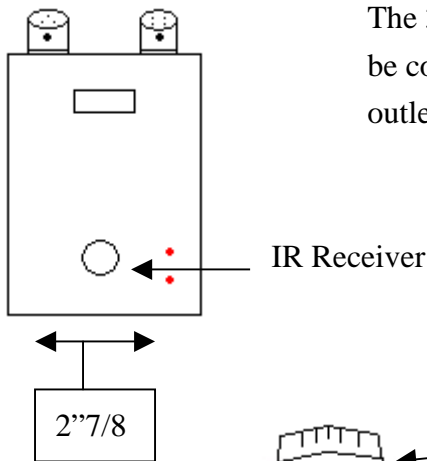
Rev. 1.1

**Warning:** These are standard accessories included with the ceiling/wall brackets. Models may vary and anchors will not support all models. Elite will not be liable for improper installation.

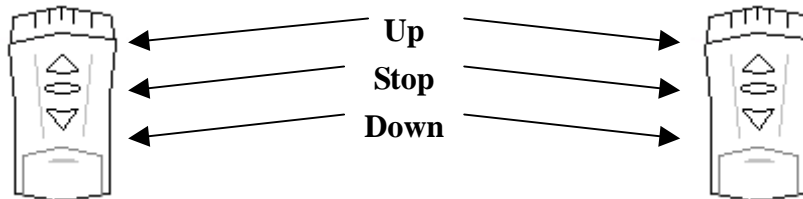
# Remote control and 3 & 4 prong wire information



The receiving box can be hidden from sight, by simply using the RF remote you will still have access to control the screen. The wire are standard 3 and 4 prong wires 99" inches in length. When properly installed you will see the LED light up in red. This is a feature on the box that will indicate it is working properly. If the LED light does not turn on please disconnect and reconnect. When pressing the button you should hear a clicking sound, signifying it is sending the signal to the screen.



The 3 prong cable will be connected from the outlet to the control box.



This is the **IR** (Infra-Red) remote with a range of 15 Ft. Battery size AAA

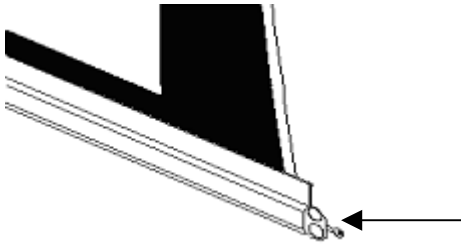
This is the **RF** (Radio Frequency) remote with a range of 30 Ft. Battery size AAA

**\*\* Please remember to always point to the wall switch receiver when using the IR remote. The IR remote can also work with a Universal Learning Remote Control usually by programming the Screen's IR codes in your Universal Learning Remote.**

## FOR REFERENCE ONLY:

### Tension Screen Adjustment

(Attention: This adjustment is not required. The screen's tension has been set to achieve best performance. Always contact an Elite Screen Technician for assistance to avoid damaging the screen and voiding your warranty.)



By pulling the knob and turning it Clockwise it will start creating more tension to the screen. By pulling the knob Counterclockwise it will start to release tension. The screen is preset with tension.

### Trouble Shooting

If the electric screen does not move, please check the following:

1. Check the power supply first. The screen will not move without power.
2. Make sure the power cord is plugged to the power outlet.
3. Check all cable connections to see if any may be disconnected.
4. If the screen works well with the line switch but not with the remote control, please make sure the remote controls have batteries or replace them with new ones.

## FAQ's

- Q:** What are the differences between the IR and RF remotes?

**A:** An Infra-Red remote is designed for short distance use, like your television remote. IR requires direct aim at the IR source located inside your 3-wall switch. RF remote control is designed for long distance use. The RF is a unique remote configured to only work with your 3-way wall switch included with this screen. If the RF remote control is lost or misplaced, the entire 3-wall switch will need to be replaced (Please keep in a safe place). Change the battery every 6 months.
- Q:** How is the screen material cleaned?

**A:** The screen material can be cleaned with mild soap and water only. Do not use cleaning substances with chemicals, as it will damage the screen material.
- Q:** What type of batteries do the remote controls use?

**A:** The IR and RF remote controls use AAA alkaline batteries.
- Q:** Can you manually pull down this electric screen?

**A:** Absolutely not, manually pulling down the screen will damage the electronic motor rolling system.
- Q:** Can the electric screen be used in a 220-volt outlet?

**A:** No, the screen can only be used in 110-volt outlets.
- Q:** What is the recommended distance my first row should be?

**A:** The recommended distance should equal the width x2 of your screen. However, this may vary depending on the projector type and environment light.
- Q:** How high should I hang the projector screen?

**A:** The recommend lowest level of the projector screen should at an eye level of the first row seat.
- Q:** Technical Support or Problem Report

**A:** The best way to report a problem is to send an email to [Techsupport@elitescreens.com](mailto:Techsupport@elitescreens.com) or call 1-877-511-1211 Ext.202 / 234.

## Warranty Policy - Electric Screens

- One (1) year warranty parts and labor from purchase date as follows (except for refurbished units as specified below):
- **Refurbished units** carry a **90-day** parts and labor warranty.
- **Demo units or open box items** carry a **full 1-year** parts and labor warranty.
- Each party will be responsible for one way shipping during the warranty period.
- **A RMA (Return Merchandise Authorization) number** must be issued in order to process a replacement or to authorize a return for warranty repair. Elite Screens will, at its sole option, replace or repair the defective unit with a brand new replacement \*(see exceptions below) after the defective unit is received. Once the product is received, Elite Screens will send out a new \*unit to the customer by ground service (subject to inventory availability). **Please do not return** any unauthorized items to Elite Screens, as they will be refused. The RMA number must be included on the outside label of your shipping box and shipping documents. Our warehouse is not authorized to accept returns without an RMA number on the shipping label. RMA numbers are valid for 45 days from the date of issue.  
**Missing Parts** must be reported within 7-days of receipt. If reported after 7 days, customer will be responsible for shipping and handling fees. If reported after 30 days of receipt, customer is responsible for cost of the parts and shipping & handling fees.

## Warranty Policy – Damages

- **All shipping damages must be reported within 7 business days upon receipt of the product.** After 7 days, Customer is responsible for all incurred costs.
- Inspect all shipments upon arrival. If damage or loss is apparent upon delivery, do not accept the shipment until you make a notation of the damage on all copies of the carrier's delivery receipt and have the driver sign all copies to acknowledge the notation. Do not sign a clear receipt for damaged or missing cartons or there will be no basis for a claim. Ask the carrier to make a detailed inspection of the damage. File a claim with the carrier. Cooperate and follow up as necessary to secure final settlement.
- Immediately advise Elite Screens of all damages or problems. **Do not return merchandise to Elite Screens.** File your claim with the carrier, enclosing copies of the bill of lading (signed by the driver) and inspection report as support. Keep all packing materials and boxes with the damaged product. Do not throw anything away. Although Elite Screens will provide any assistance possible, we cannot be responsible for the actual filing of claims on the carrier or accept liability for non-collectable freight claims

**For Warranty and Service requests, please fill out a RMA/Service Form at:**  
[www.elitescreens.com/help.html](http://www.elitescreens.com/help.html)

**Please visit this link for full warranty information:**  
<http://www.elitescreens.com/services.html>

For Customer Service and Technical questions, please contact Elite Screens at:

Telephone (562) 483-8198 Fax: (562) 926-8655

\*A new or refurbished replacement will be sent out to the customer depending on the type of purchase (new or refurbished) or based on stock availability.

**REGISTER YOUR ELITE PRODUCT**

**TWO WAYS TO REGISTER YOUR WARRANTY WITH ELITE SCREENS INC.**

**A. On Line (Faster and Easier)**

[www.elitescreens.com/register.html](http://www.elitescreens.com/register.html)

**A. Fill out & Fax to (562) 926-8655, Attn: Customer Service Dept.**

**\*Your Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**City/State/Zip** \_\_\_\_\_

**\*e Mail Address:** \_\_\_\_\_

**\*Phone:** \_\_\_\_\_

**\*Screen Model:** \_\_\_\_\_

**\*Serial Number:** \_\_\_\_\_

**\*Date of Purchase:** \_\_\_\_\_

**\*Dealer / Reseller Purchased from (name of the reseller):** \_\_\_\_\_

**What is your Projector Model:** \_\_\_\_\_

**Application:**  Home  Education  Corporation  Government  
 Others

**How would you rate this screen?**  Excellent  Good  Ok  Improvement needed

**Comments:**  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

If you have pictures of your screen you'd like to share with us, please email your pictures to

[Registration@elitescreens.com](mailto:Registration@elitescreens.com)

For any technical inquiries, please email to [techsupport@elitescreens.com](mailto:techsupport@elitescreens.com) or call (877) 511-1211.

(\*Required Field)

(562)-483-8198 Ext. 313 / 234 / 202

[www.elitescreens.com](http://www.elitescreens.com)