

# Retractable Banner Stands



## Troubleshooting Guide

## Removing “End Caps”

1. Please have the customer lay the banner on a flat surface, such as a “table or work bench.”



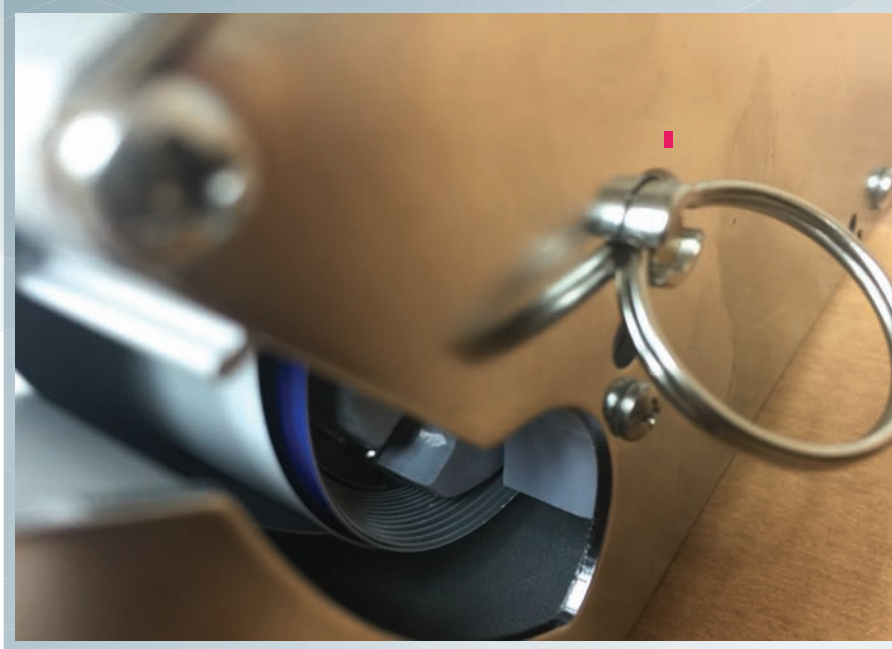
2. Place forefinger and middle finger in the space between the bottom of the housing and the “End Cap”. Pull “End Caps” away from the housing. “End Caps” should disengage from housing with ease.

Finger hold is located on the fat end.  
(Bottom of Stand )



## Locate "O" Ring Lock

### 3. Locate the "O" Ring on the right hand side:



## Continued...

4. Advise customer to try pulling the banner out after releasing the “O” lock ring.

**Continue to next step, if the problem has not been resolved.**

5. Advise the customer to locate the opening next to the “O” ring. The banner has wrapped around the grey plastic STOPPER!! (See red arrow)

Advise the customer by using your **INDEX FINGER**, push the banner away from the plastic Stopper releasing the banner!





# Wrapped Banner On Stopper



## Continued...

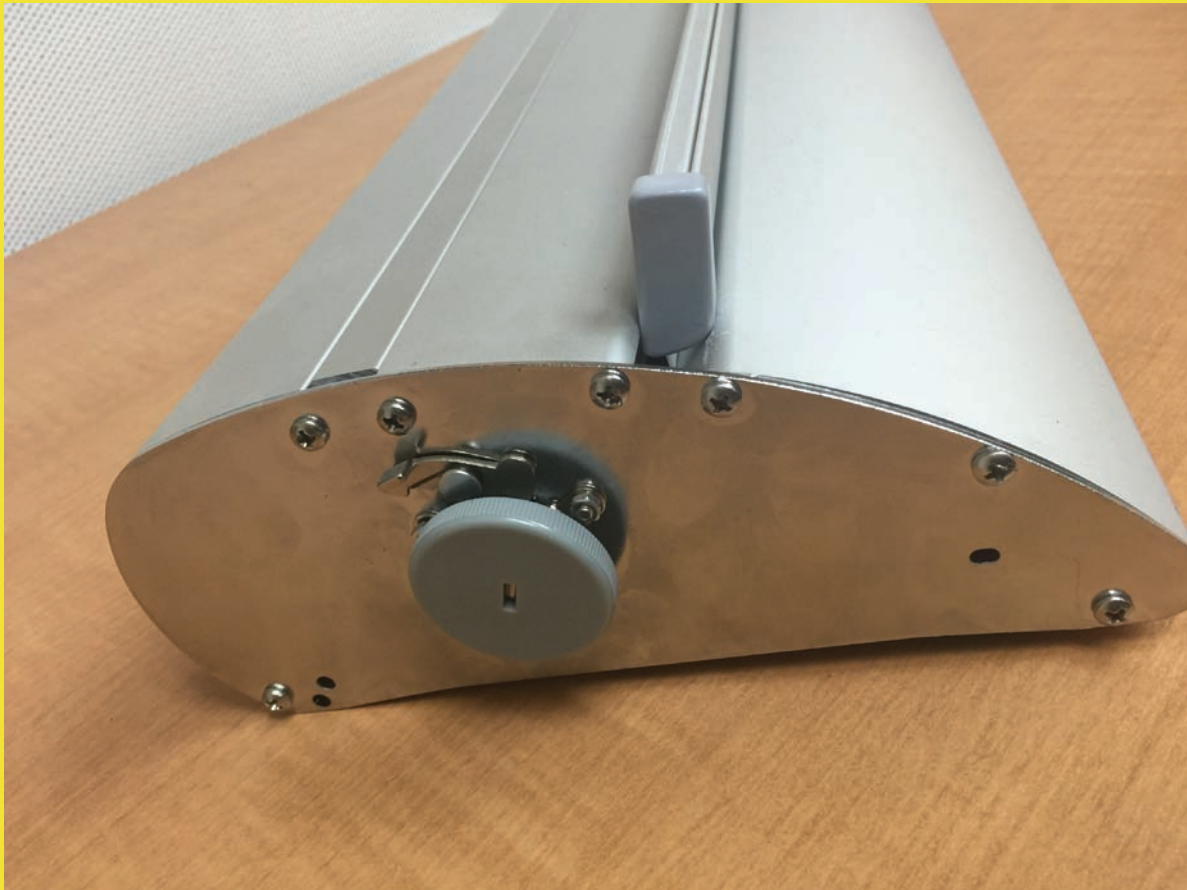
6. Once the banner roll has been pushed back and no longer covering the "GREY" plastic stopper, the banner should now extend as designed.



## Banner “NOT” Retracting back completely

7. Locate the left side of the banner.

Notice a “GREY” turn knob with a spring loaded lever.





8. **DO NOT PUSH DOWN ON THE LEVER**  
this will release the banner inside the housing.

Rotate the wheel “Clockwise” Until the banner is completely inside the housing.

\*\*\*Continue to rotate the wheel after the banner is inside the housing to create more tension \*\*\* This will help the banner go back inside once pulled out and released.

