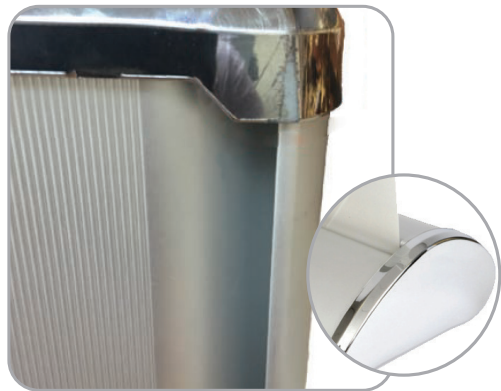


# Retractable Banner **TROUBLE** Shooting Guide

To start, you will need to lay the banner on a flat surface, such as a table or work bench.



## Step 1



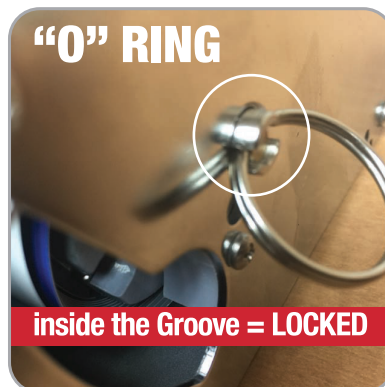
### Removing “End Caps”

Use your forefinger and middle finger in the space between the bottom of the housing and the end cap. Pull the caps away from the housing on each side. This should disengage the end caps from housing with ease. Finger hold is located on the fat end. (Bottom of Stand)

## If you are unable to pull out the banner...

### Step 2

First you will need to locate the **“O” RING** located on the right hand side of the base. (see pic)



Pull the ring **“O” RING** out and then turn it so it stays open. (see pic)



# Retractable Banner **TROUBLE** Shooting Guide

## IF YOU ARE STILL UNABLE TO PULL OUT THE BANNER

### Step 3



Locate the opening next to the “O” RING.

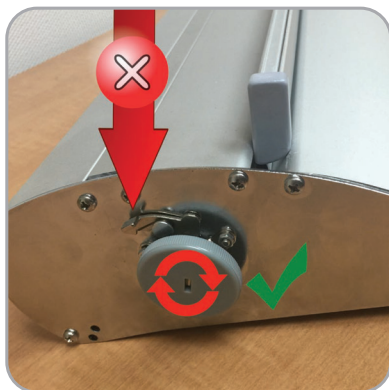
Is the banner wrapped around the **GREY PLASTIC STOPPER**?

*(see pic)*

Use your index finger to push the banner away from the **GREY PLASTIC STOPPER**.

## BANNER “NOT” RETRACTING BACK COMPLETELY

### Step 4



Locate the left side of the banner. Notice a **GREY** turn knob with a spring loaded lever.

**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.