



PURPOSE

This document provides instructions for inspecting and maintaining auditorium screens.

SCREEN CLEANING COSTS AND FREQUENCY

Each theatre has an annual budget for professional screen cleaning dependent on their tier and screen count. To ensure theatres utilize the budgeted allowance to keep screens maintained, once per year the Sight & Sound team coordinates a market-based screen cleaning project to reduce costs and minimize travel, where possible.

1. Sight & Sound will email every theatre in a market (at the same time) to coordinate screen cleanings for each theatre. The email will indicate a pre-determined number of screens to be cleaned.
2. Theatres are asked to use the [Screen Inspection](#) steps to inspect their screens and determine which of those screens should be cleaned, then respond to Sight & Sound with specific auditorium numbers.
3. The screen cleaning vendor will then schedule applicable dates and times for cleanings with each theatre.

Note: Theatre annual budgets do not include costs for cleaning every single screen. Therefore, the annual Sight & Sound screen cleanings only include a portion of your auditorium screens, which are identified by theatre leadership. The goal is for all screens to be cleaned over the course of 2-4 years.

In addition to the annual cleanings scheduled by Sight & Sound, theatres can have individual screens professionally cleaned, but are cautioned to consider budgetary restrictions. In some cases, it might make more sense to follow the procedures within this document to dust or spot clean screens, and/or wait until the yearly scheduled cleanings. For an emergency screen cleaning, open a [DSSP](#) ticket and the TOC will reach out for a quote.

Costs for screen cleaning vary depending on market demands but will generally be \$110-\$300 per screen with additional charges assessed for travel by the vendor. Costs for masking cleaning will generally be \$110-\$400 per screen with additional charges assessed for travel by the vendor. Masking cleaning will include vacuuming side and bottom masking boards or leading 12-16" of fabric next to and below screens, with the ability to add on services for cleaning the free-hanging curtains, hard-to-reach top masking and sidewalls, and fabric from front row forward.

SCREEN INSPECTION

1. **Ensure** auditorium is empty.
2. **Hold** a bright flashlight close to the screen and aim the beam parallel to the screen. Do not project light directly on the screen.
3. **Look** for shadows cast by dust, candy, and/or other foreign materials.
4. **Inspect** screen while fluorescent work lights are on looking for discoloration or change in reflectivity.
5. **Create** a [DSSP](#) ticket immediately if any visible tears, punctures, or large stains are found.

DUSTING SCREENS (NON-SILVER SCREENS)

Clean any visible dust, spitballs, or candy off the screen using a camel hair screen brush which can be ordered through the current booth supply vendor on [Cinema Solutions](#).

1. **Attach** the brush to an extension pole and brush with light pressure on the screen in a uniform motion, working from the top of the screen down.
 - **Do not** use the screen cleaning brush on Stewart (Torus) Screens without approval of a TSE.
 - **Do not** use the screen brush on any non-screen area. **Store** the brush in a clean area (not behind a screen) with the brush in a vertical position with the head at the top.
2. **Use** a 1-inch wide, clean **PLASTIC** putty knife (not a scraper) to remove candy that is stuck to the screen.



SPOT CLEANING SCREENS (*NON-SILVER SCREENS)

1. **Ensure** two people are present for spot cleaning to minimize damage to the screen.
2. **Support** the screen from behind with a hard surface covered with a white cotton cloth (e.g., clipboard, notebook, etc.).
3. **Clean** the screen from the front with a soft, white cotton cloth dampened with hot/warm water.
 - a. **Place** the cloth on the stain and allow the hot water and rag to absorb the spill being careful not to allow the water to run and carry the stain beyond the initial area. Rinse the rag and repeat.
 - b. **Dab** the screen (as opposed to rubbing it) to avoid spreading the stain or changing the reflective property of the screen.
 - c. **Check** the cloth on the backside of the screen periodically when cleaning perforated screens to avoid liquid running down the screen and through the perforations.

***Please Note: Silver screens must only be professionally cleaned (no spot cleaning).**

SCREEN REPAIRS AND REPLACEMENTS

1. Create a [DSSP](#) ticket for any screens that need to be repaired or replaced. Ensure you have all pertinent information below:
 - **Replacements** – Enter the auditorium number, reason for replacement, and if the theatre has a working hydraulic lift.
 - **Repairs** - Record the auditorium number and description of the screen damage or problem.
2. For any screen replacements, in addition to creating a DSSP ticket, send pictures of the screen damage and screen tag (if available) to the [TOC](#) via email.
3. Expect white glove delivery service for all new screen replacements, as this is always requested.
 - **Expect** the delivery to include moving the screen into the auditorium (or storage space as determined by theatre management). Never have theatre personnel lift or move a screen and notify the TOC immediately if labor was not made available by the delivery crew.
 - **Notify** the TOC if the screen cannot be safely moved into the auditorium. In these cases, the screen can be left outside of the auditorium in a safe location as directed by theatre management. Movers must not remove the screen from the crate/packaging.
 - **Expect** the screen riggers to schedule the install once receipt of the screen has been confirmed.

MASKING REPAIRS

1. Create a [DSSP](#) ticket for any masking materials/cable rigging that need to be repaired.
2. Include the auditorium number and description of the masking/cable rigging damage or problem.

APPENDIX/GLOSSARY

Screen Types

- **Traditional** – Features a masking that will hide the unused portions of the screen. Masking may be fixed or moveable on the top, bottom, or sides of the screen. May be solid or perforated.
- **Torus** – Features a screen wrapped around a sealed box-type frame. The screen has a concave shape produced by suction which pulls the screen from behind. The vacuum box (underneath the torus box) and/or sensor can fail causing the screen to droop. Torus screens are always solid.
- **Floating** – Features a screen that wraps around a tubular frame with no masking. Floating screens are always perforated.



Auditorium Screen Maintenance

AMC ☒ AMC Classic ☒ AMC Dine In ☒

- **Dolby Cinema** – Only in Dolby Cinema auditoriums, immediately **open** a [DSSP](#) ticket as Christie Digital must be dispatched to investigate and determine the course of action.

Screen Attributes

- **White screens** – Varying level of gain (reflective property) and typically used only for 2D presentations.
- **Silver screens** – Only used in 3D-enabled houses.
- **Perforated screens** – Allow for optimum audio transmission from speakers placed behind the screen.
- **Solid screens** – Not acoustically transparent and require speakers above the screen.