



Troubleshoot Manual



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If troubleshooting, do *NOT* increase spring tension until the below steps have been thoroughly reviewed and practised where applicable.

If it must be attempted, do *NOT* add more than 10 seconds on LOW SPEED.

**If there are still issues,
contact product tech
support.**

1. Dirt and Debris

Tracks are prone to collecting dirt and debris over time, particularly the bottom track. This may be the culprit of multiple problems listed below.

Clean tracks with a broom, vacuum, and/or cloth. The inside of the housing may have to be exposed and cleaned at the bottom.

2. "Unit is too tall or too short"

There are multiple reasons a unit may be the wrong size.

SCENARIO 1: The unit is too tall.

Reason 1: Too little was deducted for clearance for UNDER-HEADER

Reason 2: Too much was added for SURFACE

Reason 3: LARGEST measurement from floor to under-header was recorded for UNDER-HEADER

SCENARIO 2: The unit is too short.

Reason 1: Too much was deducted for UNDER-HEADER.

Reason 2: Too little was added for SURFACE.

For either scenario, the Horizon may have been envisioned to be positioned where it could not have been, hence the vertical measurement may have been recorded between the wrong fixtures.

POSSIBLE FIXES:

1. If **too short**, *box channel* and/or *angled threshold* could possibly be ordered and affixed.
2. If **too tall**, the *housing*, *roll-tube*, and *pull bar* can be cut down on site and a new *rolled screen* ordered. Record and mark the proper measurement.

There are **two** ways to cut the pull bar:

There are 2 ways to cut the *pull bar*:

1. If the handle must remain at a **specific height**, cut from **the top**.
2. If the handle must remain **centered**, cut equal amounts on either end.

These options do not apply for the *housing* and *roll-tube*. Cut them at either end.

Finally rescreen (ask for "Horizon Rescreen Course").

3. "I ordered the incorrect handed screen (left or right)."

You may have accidentally ordered the incorrect handed unit. This is especially possible when you intend to *reverse mount* a unit.

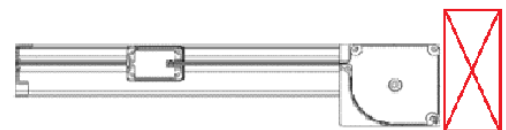
EXAMPLE

The installer wishes to reverse mount a unit on the right side.

Desired reverse mount



However, you received this



A **RIGHT-HANDED** unit was ordered. But a **LEFT-HANDED** unit should have been ordered. (See measuring guide).

And vice versa is true.

OR

"I need to change the side from **LEFT** to **RIGHT**."

Options:

- 1) Install as is, if possible.
- 2) Reverse mount unit on the opposite side, if possible.
- 3) If you still wish to reverse mount on desired side, or to change sides, you will need to order replacement parts:

1) **St. Steel Spring**

2) **Housing Endcaps**

3) **Lower Brake Latch**

4) **Alignment Jig** (If you do not have one with desired handing)

Parts ordered will be **opposite** of current components
(LEFT or RIGHT).

To replace parts:

- 1) Remove the rolled mesh from the housing (spring is on **top**).
- 2) Remove the spring, turn the roll tube end-to-end, and insert the new spring.
- 3) Assemble housing with rolled mesh.
- 4) Slide pull bar onto mesh spline.
- 5) Wind the spring per the **rescreen instructions**. See **Service & Maintenance Guide** on the **tech page**

*See rescreen video

4. “The brake is not holding”

- Check that the brake handle wedge is not in the handle.
- If dry silicone was applied to the *whole tracks*, the effectiveness of the *brake shoes* is reduced. Ensure to spray dry silicone only **inside** the *track runners*. In any case, the dry silicone will wear off over time.
- **LAST OPTION.** The tension may be reduced slightly. Insert drill into gearbox at **FRONT of unit**. Wind **counter-clockwise** on **LOW speed** for 5-10 seconds while gently drawing pull-bar back and forth beside *housing*. Then, draw and retract the *screen* fully, checking for resistance.

5. “The screen will not retract”

- The *tracks* are **too far** or **too close together**. Ensure a receiver length is between the top of the *lower track* and bottom of *upper fixed track mount*.
- The *tracks* may have been lubricated with WD-40 or wet silicone. WD-40 is a gunk collector. Thoroughly clean the *tracks*, zippers, and inside of the *housing*. ONLY USE DRY SILICONE from thereon. Inform the customer.
- The *housing* may be twisted. Loosen housing screws, relieve or push shims behind either *end of housing*, then snug housing screws.
- See **Dirt and Debris**

6. "The screen cannot be drawn"

- The *housing* may be firm against the jamb/wall, which may not be flat or square to the *tracks*. Insert shims behind the *housing*. If they have already been placed, relieve them.
- Ensure the *tracks* are square to and fully against the *housing*. *Lower track runner* should be against spigot before pushing *lower track* fully against *housing*.
- See **Dirt and Debris**

7. "There is a tearing sound"

Try these solutions in this order until the problem ceases:

- Is the locator pin attached between the *upper housing endcap* and the *upper track mount*?
- Ensure the *tracks* are square and fully against the *housing*.
- Ensure the *track runners* are counter-sunk and de-burred on the entry side.
- See **Dirt and Debris**

8. “There is a visible bow along the bottom of the screen when opened.”

- Slightly raise the *upper fixed track mount* at screw locations, particularly above where the bow is.
- **LAST OPTION.** Increase the tension, but not too much. Insert drill into gearbox at **FRONT of unit**. Wind **clockwise** on **LOW speed** for no more than 5 seconds while gently drawing pull bar back and forth beside *housing*. Then, draw and retract the *screen* fully, checking for resistance.

9. “The pull bar is angled laterally when drawing and retracting the screen.”

- Tracks may be too out of level (horizontal) OR tracks are not **parallel**. **Level** the *lower track*, then adjust *upper track* using receiver method.
- Check the *housing* for **plumb**.
- The *zipper* may be stacking poorly inside the *housing*. Retract the screen fully, then pull out 1’ further after each retraction, doing so until it reaches the receiver side. Do this at a **moderate** pace.

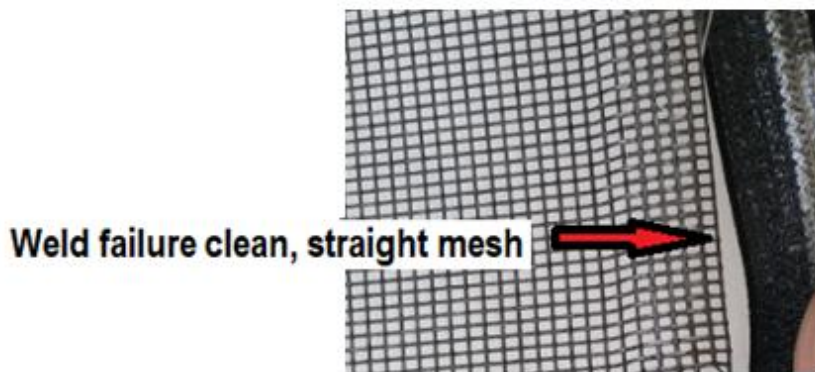
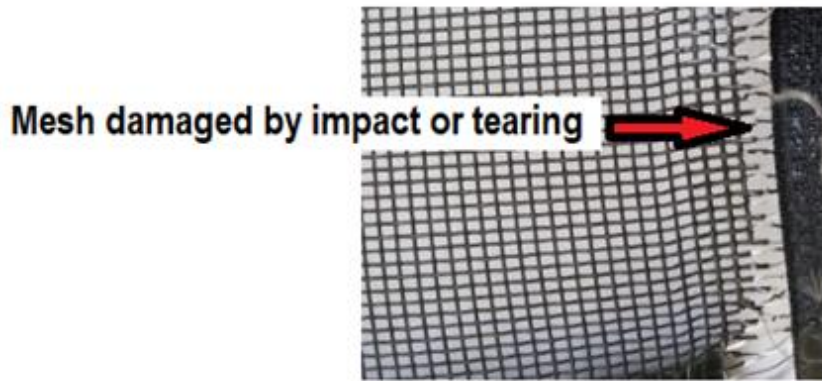
10. "The pull bar is binding"

- The *tracks* may not be sitting **plumb** with each other. Check the binding area with a plumb bob, straight edge & spirit level, or a 2-way laser level. If it is a *surface mount*, **insert or relieve shims** behind the problematic track(s) until the *upper track* is directly over the *lower track*.
- The *housing* may not be plumb **front-to-back**. Check both front and side of *housing* with a spirit level or 2-way laser level.
- See **Dirt and Debris**

11. "Screen unzipping from the tracks"

- Make sure the zippers are in the *tracks* and zipper keyholes of the *housing endcaps*.
- If the *housing* and its surface is slightly angled to *tracks* or twisted, relieve/add shims behind top and/or bottom of *housing*.
- The *zipper* may be stacking poorly inside the *housing*. Carefully retract the screen and put the *zippers* back in the *tracks*. Retract the screen fully, then draw it 1' further after each retraction, doing so until it reaches the receiver side. Do this at a **moderate** pace.
- See **"Door Will Not Retract"**

12. “The mesh is damaged”



A rescreen is required. See the **Service & Maintenance Guide** on the [tech page](#)

Details and Specifications subject to change.