Horizon

Troubleshoot Manual

Contents

If troubleshooting, do *NOT* increase spring tension until troubleshoot manual steps have been thoroughly reviewed and practiced where applicable.

If it must be attempted, add no more than 10 seconds, max 500rpm.

Otherwise, the spring may break!

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 **lower 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 require exposing and cleaning at the bottom.

2. "Unit is *too tall* or *too short*"

There are multiple reasons a unit's height may have been incorrectly recorded.

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.
    - Order a new unit.

2. If **too tall**, record difference between *existing height* and *desired height*. Then cut the following extrusions that amount:

- **housing**
- **roll-tube**
- **pull-bar**
- **internal brake rod**
- **receiver channel (Single unit)**

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

1) If the handle must remain at a *particular* height, or if centered does not matter, **cut only the top**.
2) If the handle must remain *centered*, **split difference of deduction and cut equal amounts at both ends**.

For the **housing** and **roll-tube**, cut at either end.

Assemble housing, measure **endcap-to-endcap**, then order rescreen.

See the "**Rescreen Video"** on the **installation page**.

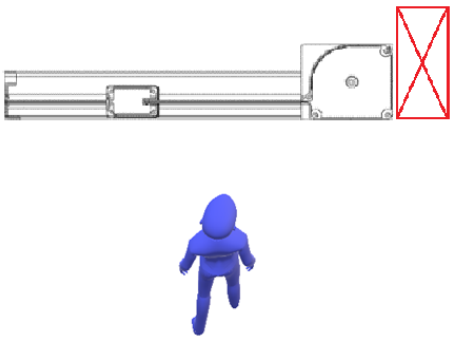
3. "I ordered the incorrect handed screen (LEFT or RIGHT)."

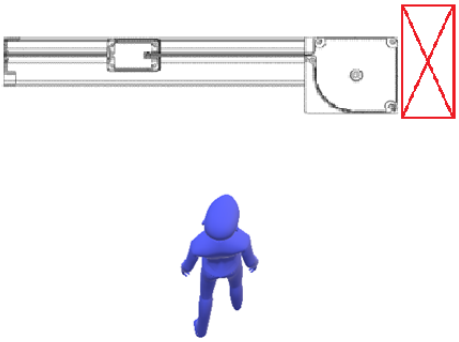
OR

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

EXAMPLE #1

***Desired* reverse mount** → **However,** you ordered this

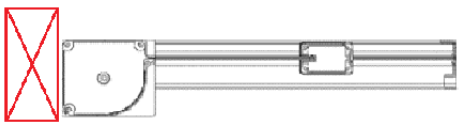


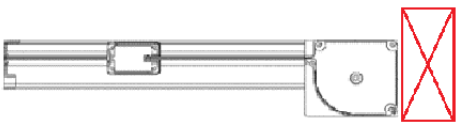


A **RIGHT-HANDED unit** was ordered. <u>But a **LEFT-HANDED unit** *should have been ordered*</u>. See "**Measuring Guide**" on the **installation page**.

EXAMPLE #2

Desired → **Ordered**





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. **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 table on the **“Service & Maintenance Guide”** and **“Rescreen Video”** via the **installation page**.

4. “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 **brake shoes** effectiveness is *reduced*. Limit spraying dry silicone only *inside* the **track runners**. No matter, the dry silicone will wear off over time.

- ***LAST OPTION.** The tension may be reduced *slightly*. Insert drill into gearbox at **FRONT of unit**. Rotate counter-clockwise, ***max. 500rpm*** for 5-10 seconds. Then, draw and retract the **screen** fully.

5. “Screen will not retract”

- The **tracks** are *too far* or *too close together*. Ensure tracks are *parallel* using **receiver** as “preacher stick”.

- 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 affixed to a *twisted* or *bowed* surface. Loosen housing screws, relieve or push shims behind either end of **housing**, then snug housing screws.

- See **“Dirt and Debris”**

6. "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 mount** should be *flush* with bottom of **housing** 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:

- Ensure the **locator pin** is attached to the entry end of the **upper track mount**.

- Ensure the **tracks** are square and fully against the **housing**.

- Ensure the **track runners** are *slightly* 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 **max. 500rpm** 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. "Pull-bar is angled laterally when drawing and retracting the screen."

- **Tracks** may be too out of level (horizontal) OR tracks are not *parallel*. Establish the **lower track** *level & straight*, then adjust **upper track** using receiver "preacher-stick" method.

- The **housing** may *not* be plumb. Check both front and side of **housing** with a spirit level or 2-way laser level.

- 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. "Pull-bar is binding"

- **Tracks** may be too out of level (horizontal) OR tracks are not *parallel*. Establish the **lower track** *level & straight*, then adjust **upper track** using receiver “preacher-stick” method.

- The **tracks** may *not* be plumb *front-to-back*. 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. Check both front and side of **housing** with a spirit level or 2-way laser level.

- See **“Dirt and Debris”**

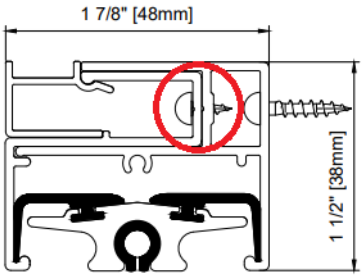
11. “Zipper removing itself from the tracks”

- 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**.

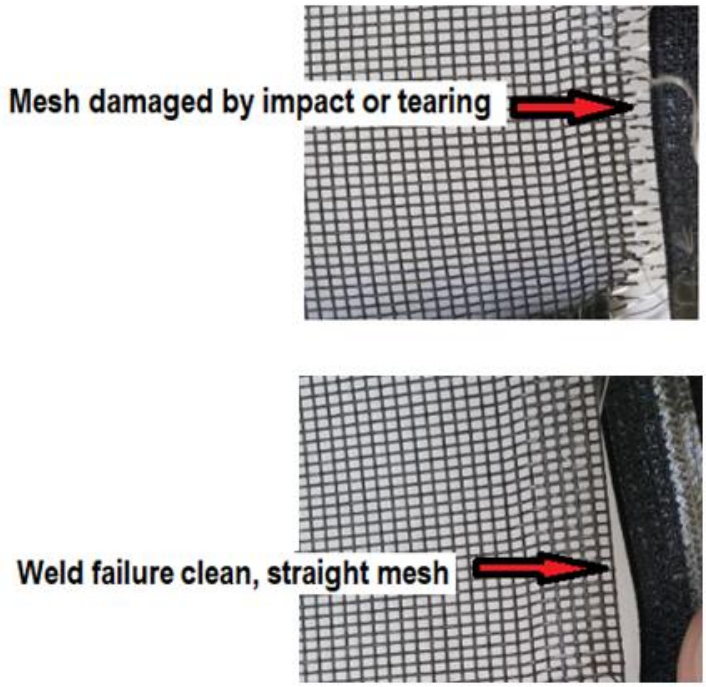
- The **zipper** may be stacking poorly inside the **housing**. Carefully retract the screen and put the **zippers** back in the **tracks**. Retract the screen fully, then draw it 1’ further after each retraction, doing so until it reaches the receiver side. Do this at a *moderate pace*.

- The **upper track** may be remaining in the upper position after the **pull-bar** is drawn away from housing. Relieve the **track outer screw** nearest the housing:



- See **“Screen will not retract”**

12. “Mesh is damaged”



A rescreen is required. See the “**Service & Maintenance Guide**” on the **installation page**.

You can attempt to repair an impact tear by using **fabric glue** and a **black sharpie**.

Details and Specifications subject to change.