Wizard Screen Solutions

A View Towards Excellence

VistaView™ VistaView™ Plus

VistaView™ & VistaView™ Plus

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 drill.

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 if not maintained. This may be the culprit of multiple problems listed below.

Clean **tracks** with a brush, vacuum, and microfibre 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 UNDER-HEADER clearance.

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**:

    - Order **box channel** and/or **angled threshold** and affix under-header; or
    - 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"** via **wizardscreens.com/installation**.

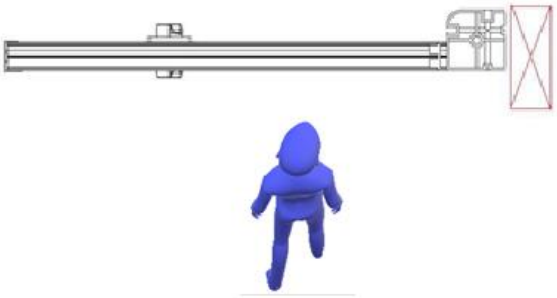
3. "I ordered the incorrect handed screen (LEFT or RIGHT)."

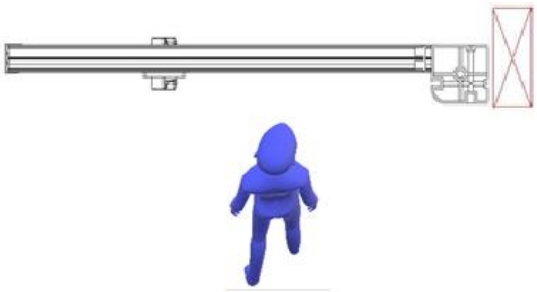
OR

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

EXAMPLE #1

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

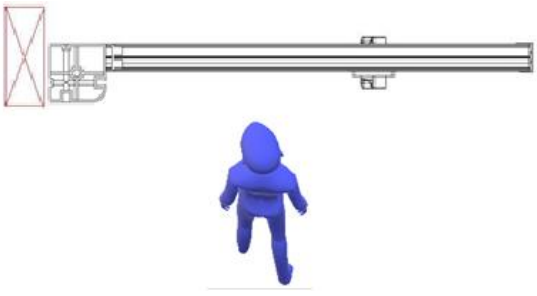


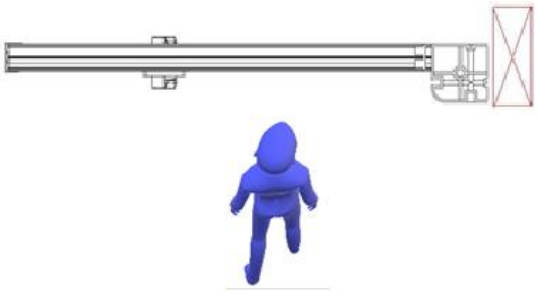


A **RIGHT-HANDED unit** was ordered. <u>But a **LEFT-HANDED unit** *should have been ordered*</u>. See "**Measuring Guide**" via **wizardscreens.com/installation**.

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. **Pull-bar**
   3. **Recessed Cup** ***Only if recessed**

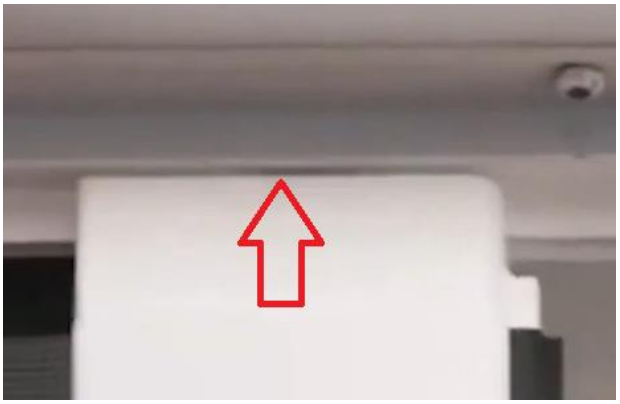
   Order parts *opposite* of current components (LEFT or RIGHT).

To replace parts:

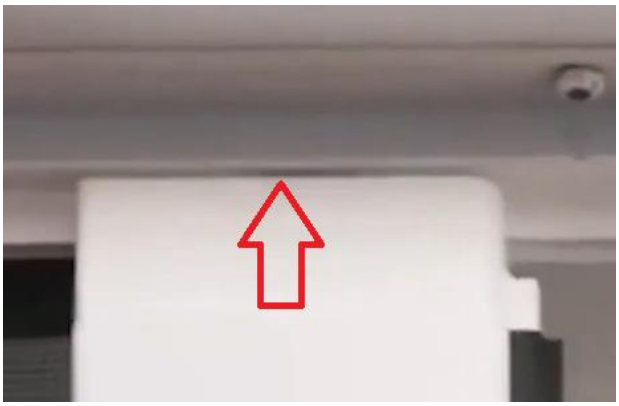
1) Remove **rolled mesh** from **housing** (spring is on **top**).
2) Remove **spring**, turn **roll-tube** end-to-end, and insert **NEW spring**.
3) Assemble **housing** with **rolled mesh**.
4) Feed **mesh spline** along **pull-bar**.
5) Wind the spring per table on the **“Maintenance & Service Guide”**

“Rescreen Video” via **wizardscreens.com/installation**

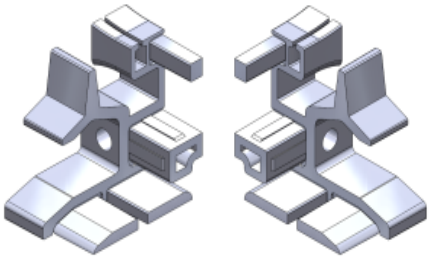
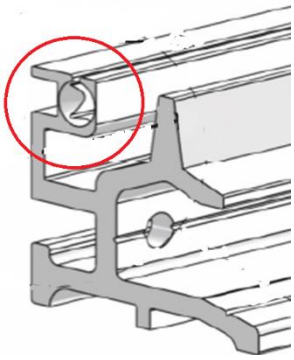
4. "Brake is not holding"

Cause	Solution
Handle rivet or **green handle lock** still in place	Remove, but only *after* **tracks** are fully affixed.
Liberal amount of **dry silicone** sprayed on **tracks**.	Allow time to dry and wipe **tracks** with micro-fibre cloth. Spray only inside **zipper feeds**.
Upper track not positioned optimally	Ensure 1/8" gap between **pull-bar** and **upper track**. 

5. "Screen cannot retract"
OR
"Screen cannot be drawn"

Cause	Solution
Upper track not positioned optimally	Ensure 1/8" gap between **pull-bar** and **upper track**. 
Track guides not fully affixed to **housing endcap lugs**.	Fully screw **track guides** to **housing endcap lugs**. Use correct sized screws.
Tracks twisted	Straighten **tracks**
Housing affixed against *bowed* or *twisted* surface	Relieve a **housing screw** at the top or bottom and straighten.
Tracks lubricated with improper lubricant.	Clean **tracks**, **zippers**, and inside of **housing**. Use only **dry silicone**.
Dirt and debris	See **"Dirt and Debris"**

6. "There is a tearing sound"

Cause	Solution
Track guides not installed	Uninstall **tracks**, insert **track guides**. Reinstall **tracks**, fully attaching to **housing endcap lugs**. 
Entry ends of **track** not prepared	Uninstall **track**, remove **track guide**, and slightly counter-sink & deburr entry end of **zipper feed**.  
Dirt and debris	See **"Dirt and Debris"**

7. "There is a visible bow along bottom of screen when in drawn position."

Cause	Solution
Upper track too low	Raise **upper track** where bowing occurs.
Floor has a hump	Establish **lower track** & **housing** level and **lower track** straight.

8. "Pull-bar is angled laterally when drawing and retracting the screen."

Cause	Solution
Tracks out-of-level or out-of-parallel	Establish **lower track** *level & straight*, then adjust **upper track** using receiver preacher stick.
Housing out-of-plumb laterally	Establish **housing** *plumb*.
Zipper stacking poorly	Draw out 1', then retract fully, then draw another 1' further, repeating until pull-bar reaches receiver side. Do this at a *moderate* pace.

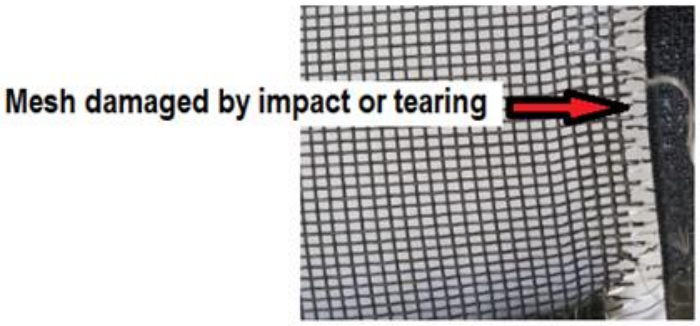
9. "Pull-bar is binding"

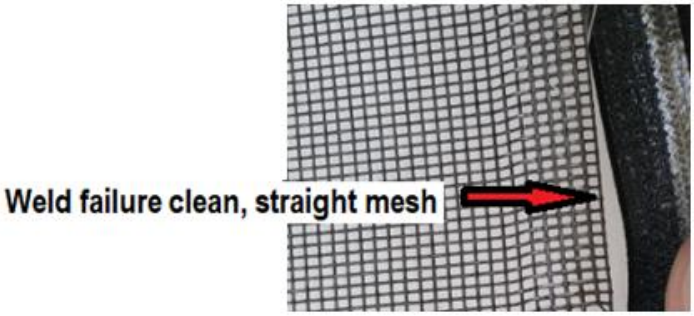
Cause	Solution
Tracks out-of-level or out-of-parallel	Establish **lower track** *level & straight*, then adjust **upper track**.
Tracks out-of-plumb with each other	Establish **tracks** *plumb* with each other.
Tracks twisted	Relieve/tighten **track screw(s)**.
Housing out-of-plumb	Establish **housing** *plumb*.
Dirt & debris	Remove **dirt & debris.**

10. "Zipper removes itself from tracks"

Cause	Solution
Zippers not following endcap keyholes	Refeed **zippers** through keyholes before attaching **tracks**.
Housing affixed against bowed or twisted surface	Relieve a **housing screw** at the top or bottom and straighten.
Zipper stacking poorly	Draw out 1', then retract fully, then draw another 1' further, repeating until pull-bar reaches receiver side. Do this at a *moderate* pace.
Housing out-of-plumb	Establish **housing** *plumb*.
Dirt & debris	Remove **dirt & debris.**

11. “Mesh is damaged”





A rescreen is required. See the “**Service & Maintenance Guide”** via wizardscreens.com/installation.

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

Details and Specifications subject to change.