VistaView™

Troubleshoot Manual

Contents

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. "The 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 VistaView 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 **the same amount** on site and a new *screen* ordered. First determine the proper measurement.

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.

Finally rescreen.

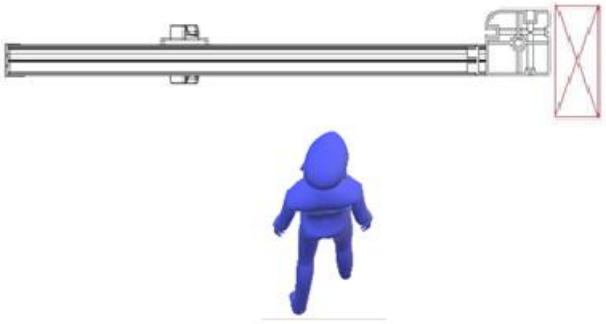
3. "I ordered the incorrect handed screen (left or right)."

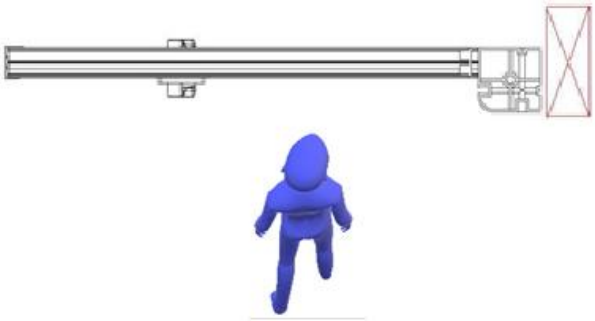
You may have accidentally ordered the incorrect handed unit. This is especially possible when you intend to *reverse mount* a unit.

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.

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, you will need to order replacement parts:
   1) a spring
   2) front and back handles
   3) pull bar extrusion *Only if the handle height is *not* centered.
   4) recessed cup (if recessed)

   I.e., Spring, handles, and recessed cup will be opposite of current components.

   To replace parts:
   1) Disassemble and reassemble pull bar with new parts.
   2) Remove the rolled mesh from the housing (spring is on the top).
   3) Remove the spring, turn the roll tube end-to-end, and insert the new spring.
   4) Assemble housing with rolled mesh.
   5) Attach the mesh to the pull bar with the two mesh retainers.
   6) Wind the spring per the **rescreen guide**.

4. “The brake is not holding”

- Check that the rivet is not in the handle.
- Ensure to only spray inside the tracks’ zipper guides, not the whole tracks. No matter, it will wear out over time.
- Ensure the tracks are no more than ¼” between the pull bar and the upper track where screws are located.

5. “The screen cannot retract.”

-The *tracks* are **too far** or **too close together**. Ensure a gap of **1/8”** between the *pull bar* and *upper track* where screws are located.
- *Tracks* may have been lubricated with WD-40 or a wet lubricant. These are gunk collectors. Thoroughly clean the tracks, zippers, and inside of the housing. ONLY USE DRY SILICONE from thereon. Inform the customer.
- See **Dirt and Debris**
- Similarly, see Seg. 6

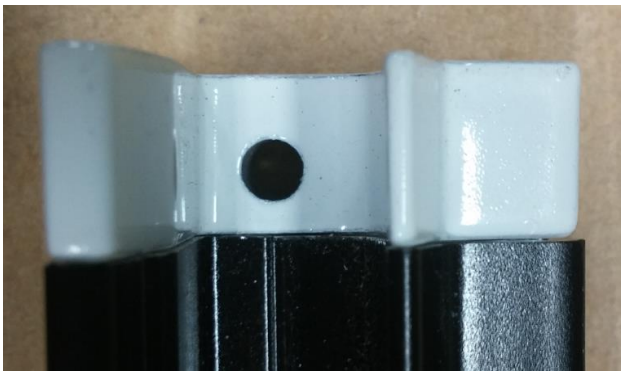
6. "The screen cannot be drawn."

- *Track guides* may not be installed. Mallet the *track guides* onto the ends of the *tracks* on the housing side.
- The *housing* may be firm against the jamb/wall, which may not be flat or square to the *tracks*. *Housing* may also be twisted. Insert shims behind the *housing* where necessary. Or relieve shims if too far in.

Similarly, see Seg. 5

7. “There is a tearing sound.”

Try these solutions in this order until the problem ceases:
- Ensure the track guides are fully attached to the ends of the tracks (picture). File excess paint off end of extrusion if necessary.



- Ensure the track guides are screwed snuggly to the housing cap nubs (picture).

- Remove the track guides and ensure the tracks' zipper entries are slightly counter-sunk and de-burred.
- Gently pry the track guides slightly more open with a flat bar while still on the tracks.
- Remove any excess paint in the tracks with utility knife.
- See "Dirt and Debris"

8. "There is a visible bow along the bottom of the screen when drawn."

- Slightly raise the upper track above where bow appears.
- Increase the spring turn count, no more than a few times.

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

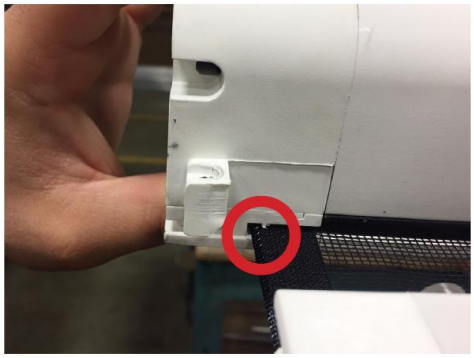
- Check the housing for plumb.
- The *zipper* may be stacking poorly inside the *housing*. Retract the screen fully, then pull out 1’ further at a time after each retraction, doing so until the *pull bar* reaches receiver side. Do this at a **moderate** pace.
- *Tracks* may be not be level. Level and parallel both tracks.

10. "The pull bar is binding."

- The *tracks* may not be sitting **plumb** with each other. Check the area that's binding 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. “The screen is unzipping from the tracks.”

- Make sure the zippers are in the tracks and housing keyways (picture)



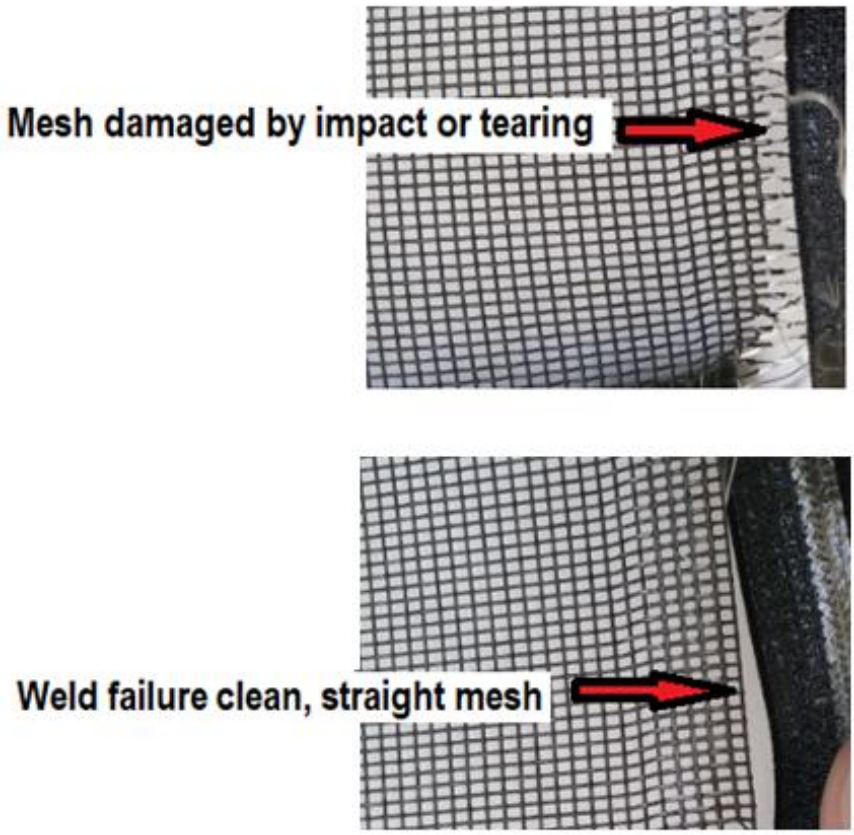
- Ensure the track guides are fully attached to the ends of the tracks.
- If housing is slightly angled to the wall, remove/add shims to eliminate twist.
- Ensure the track guides are screwed snuggly to the housing cap nubs.
- Very carefully and slightly crimp track guides zipper entry smaller if it was opened too much (picture).

See also Seg. 5

12. "The pull bar does not close against the receiver fully."

1. Ensure the receiver is:
- plumb/vertical
- square to the tracks
Shim where necessary
2. Don’t push against pull bar (i.e., away from you) when closing.
3. The magnet and its holder may need to be flipped end-to-end on the receiver and/or the pull bar. While doing so, check for excess paint and slice off.

13. “The mesh is damaged”



A rescreen is required (see rescreen guide).