

**Horizon – Improper & Proper Installation**

The Horizon is designed to be **retrofit**. Recessing is permitted *only* at the bottom.  
The following scenarios illustrate mistakes to avoid and solutions.

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“Warranties” and “Maintenance & Operation” cards are available near the bottom of each product page. Click “[Learn more](#)”.



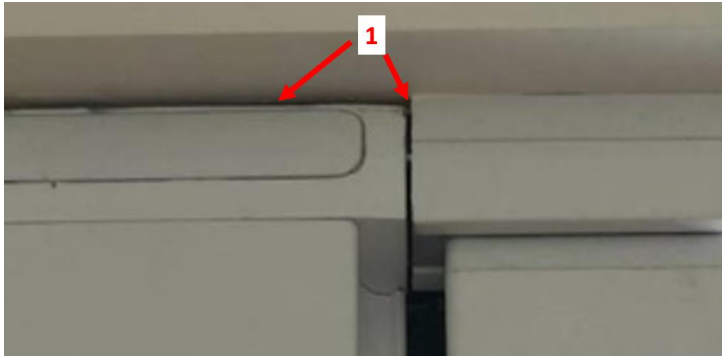
Wizard Screens offers a 5 year limited warranty on all components.

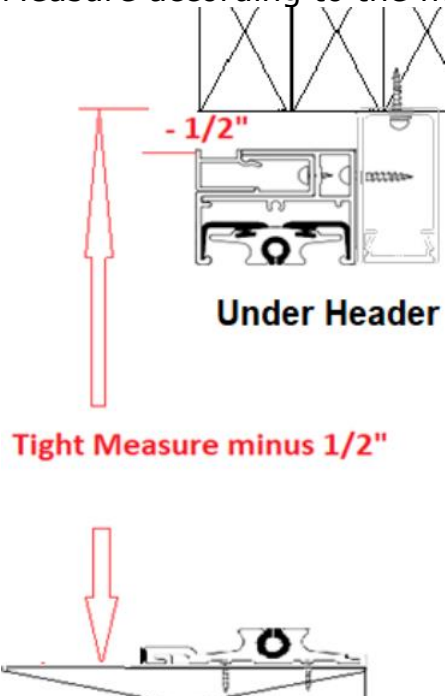
[Learn more](#)

REQUEST A QUOTE

**Before quoting, it is *your* responsibility to *first* understand proper measuring and installation methods of the products.**


**Scenario 1: Upper endcap modified and measurement *too tall*.**



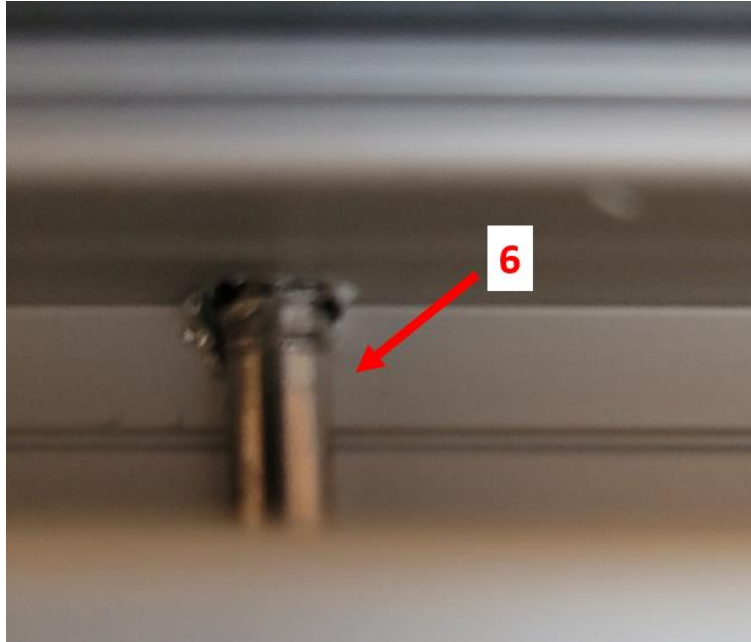
	<b>DO NOT</b>	<b>DO</b>
1.	Modify parts. <b>Doing so voids warranty!</b>	Install parts as intended per guide.
2.	Disregard the measuring guide by measuring <i>too tall</i> for <b>under-header application</b> .	Measure according to the measuring guide. 

**Scenario 2: Upper track cut *too short* and not level *front-to-back*.**



	<b>DO NOT</b>	<b>DO</b>
3.	<ul style="list-style-type: none"> <li>- Cut <b>upper track</b> <i>too short</i>.</li> <li>- Cut in a way that allows gaps.</li> </ul>	<ul style="list-style-type: none"> <li>- Cut <b>upper track</b> to <i>proper length</i> according to measuring guide.</li> <li>- Cut the <b>assembled track</b> at once.</li> <li>- Before cutting, ensure <b>extrusions</b> are against <b>track cap</b>, and <b>runner</b> against <b>latch</b> <i>before</i> cutting – <i>no gap!</i></li> <li>- If <b>runner</b> is cut <i>too short</i>, cut <b>track runner cut-off</b> to size and fill gap at receiver end.</li> </ul>  <p><b>*Upper and lower tracks must be cut to the same measurement.</b></p>
4.	<ul style="list-style-type: none"> <li>- Improperly position the <b>upper latch</b>.</li> </ul>	<ul style="list-style-type: none"> <li>- Flush <b>upper latch</b> with <b>end of track</b>.</li> </ul>
5.	<ul style="list-style-type: none"> <li>- Affix <b>upper track</b> <i>out of level front-to-back</i>. The pull-bar will not operate optimally.</li> </ul>	<ul style="list-style-type: none"> <li>- Affix <b>upper track</b> <i>level front-to-back</i>. Shim if necessary.</li> </ul>

**Scenario 3: Upper track *modified*.**

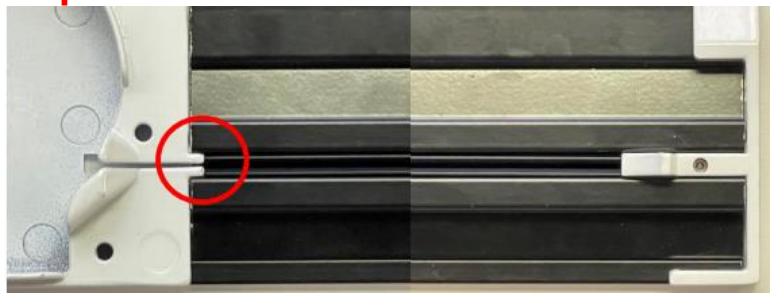


	<b>DO NOT</b>	<b>DO</b>
6.	<p>Orient screws <i>vertically</i> through <b>upper track</b>. <b>Doing so voids warranty!</b></p>	<p>Orient screws <i>horizontally</i> through <b>upper track</b>, per install guide.</p> <p>1/2" min.</p>

**Scenario 4: Lower track *too low*, gap, dirt, and exposed to elements.**

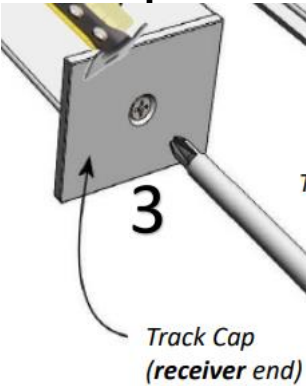
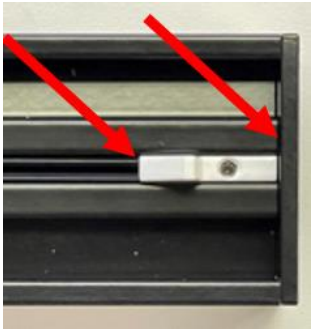
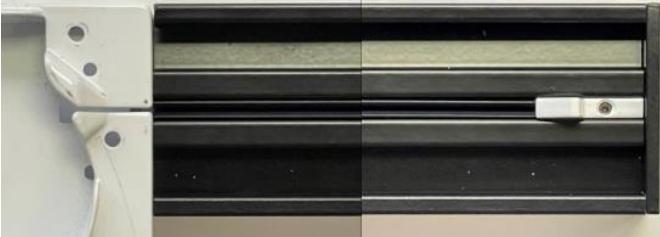


	<b>DO NOT</b>	<b>DO</b>
7.	Establish <b>lower track mount too low</b> in relation to <b>housing</b> = poor zipper transition = binding pull-bar	Establish <b>bottom of lower track mount flush</b> with <b>bottom of housing</b> .
8.	Permit a gap between <b>track</b> and <b>housing endcap</b> = poor zipper transition.	Push <b>track fully against housing endcap</b> . Use mallet or flat bar to assist. <b>*Will not work if step 7 not followed!</b>
9.	<ul style="list-style-type: none"> <li>- Mount where exposed to the elements - <b>very bad.</b></li> <li><b>*Only 18x14 charcoal permitted for exterior mounts.</b></li> <li>- Allow dirt and debris to collect.</li> </ul>	<ul style="list-style-type: none"> <li>- Mount where <u>protected from elements</u>. If exterior mounted <i>under shelter</i>, this would still require more frequent maintenance than interior mounts.</li> <li>- Clean <b>tracks</b>, then lubricate <b>track runners</b> with <b>dry silicone</b> regularly during high-use seasons.</li> <li>- <b><u>Warranty is void if items 9 are not honoured!</u></b></li> </ul>




**Scenario 5: Gap between track and housing.**



	<b>DO NOT</b>	<b>DO</b>
10.	Cut <b>track</b> <i>too short</i> .	<p>Before cutting, ensure <b>track</b> is <i>fully against track cap</i>.</p>  <p>Track Cap (receiver end)</p> 
11.	Permit a gap between <b>track</b> and <b>housing endcap</b> .	Before affixing <b>upper track mount</b> , push <i>fully against housing</i> .
12.	Cut <b>track runner</b> <i>too short</i> .	Cut <b>track runner</b> to fit between <b>latch</b> and <b>housing</b> .
	<p>Items 10-12 consequences: = zipper unzipping = mesh possibly ripping</p>	

**Scenario 6: Components *partly concealed* with finish.**



	<b>DO NOT</b>	<b>DO</b>
13.	<p>Conceal components. <b>NEVER do this!</b> Units <i>must</i> be <u>serviceable</u>. = cannot access upper track screws and possibly upper housing screw = not removable</p>	<p>Defer to the “<b>Horizon Integrated System (100mm only)</b>”.</p> 

**Scenario 7: Tracks and track runners *butt jointed*.**



	<b>DO NOT</b>	<b>DO</b>
14.	Butt joint <b>tracks</b> and <b>track runners</b> . <b>NEVER do this!</b>	Cut and install <b>tracks</b> as <i>one piece</i> for each top & bottom.

**Scenario 8: Lower endcap spigot broken during installation.**



	<b>DO NOT</b>	<b>DO</b>
15.	Break the <b>lower housing endcap spigot</b> . If this happens, <b>order a new lower housing endcap!</b> <i>Do not attempt installation further!</i> This can happen if attempting to force <b>lower track</b> onto the spigot when <b>lower track mount</b> is <i>improperly aligned</i> .	Use a <b>lower track cut-off</b> to ensure the <b>lower track mount</b> is <i>properly aligned</i> before installing it. If desired, though not necessary, file paint off spigot to make installation easier.



**Scenario 9: Poorly maintained unit, track runner cut too short.**



	<b>DO NOT</b>	<b>DO</b>
16.	Cut the track runner <i>too short</i> , lest there be a <b>gap</b> .	Cut the track runner to proper size.
17.	<ul style="list-style-type: none"> <li>- Forget to give the customer a warranty and maintenance card.</li> <li>- Mount where <b>exposed to the elements - very bad.</b></li> </ul>	Give the customer a warranty and maintenance card (see first page to locate). Instruct homeowner: <ul style="list-style-type: none"> <li>- "Clean as often as room is cleaned. More often if exterior mounted."</li> <li>- "Apply dry silicone along <b>only track runners</b> every 4-6 weeks during higher-use seasons."</li> </ul>