

VistaView™ Classic & VistaView™ Plus

Troubleshoot Manual

Document note: This guide and all related procedures and specifications are subject to change without notice. Printed copies may not reflect the latest revision. For most current guides, refer to wizardscreens.com/installation.

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1. Dirt and Debris

Tracks are prone to collecting dirt and debris if not maintained. This may be the culprit of multiple problems listed in this manual.

Clean tracks with a **brush, vacuum, and microfibre cloth.**

***If customer maintenance was *really lacking*, inside of housing may require debris removal.**



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 product may have been envisioned to be positioned where it could not have been, hence the vertical measurement may have been recorded between incorrect fixtures.

If the unit is too *short*

- Order a **box channel** and/or **angled threshold**, then install under the header.
- If that will not solve issue, **order a new unit**.

If the unit is too *tall*

1. Measure difference between *existing* height and *desired* height.
2. Cut the required components by that amount.

Cut these parts

- Housing
- Roll-tube
- Pull-bar
- Internal brake rod
- Receiver channel (*single unit only*)

Pull-bar cutting rules

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

Housing and roll-tube notes

- **Housing & roll-tube** can be cut at **either end**.
- After **housing** is assembled, measure **unit height**, then **order a rescreen**.

See also

“VistaView™ Rescreen Video”

wizardscreens.com/installation

3. “I need to change the handing”

A **RIGHT-HANDED** unit was ordered.

But a **LEFT-HANDED** unit *should have been ordered*.

See also

“Measuring Guide”

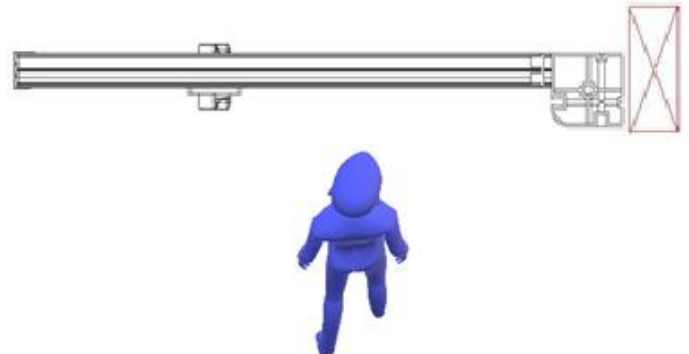
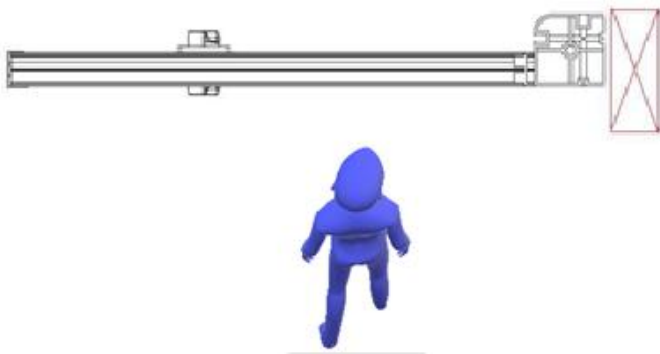
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EXAMPLE #1

Desired reverse mount



However, you ordered this

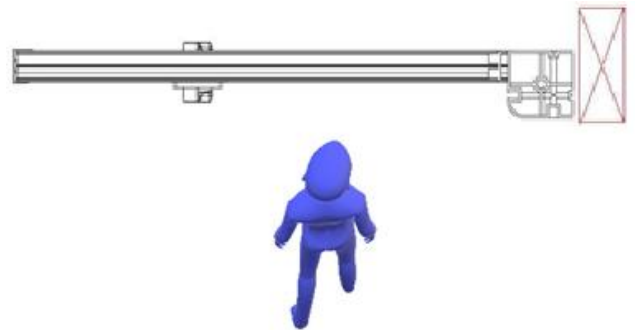
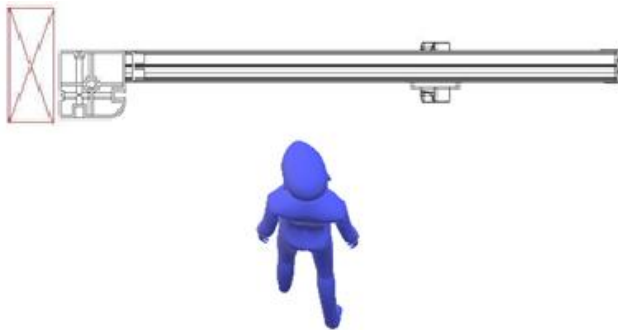


EXAMPLE #2

Desired LEFT-hand



However, you ordered RIGHT-hand



Choose the best fix

- **Option 1:** Install the unit as-is, if the opening allows it.
- **Option 2:** Reverse-mount the unit on the opposite side, if possible
- **Option 3:** Replace handing-specific parts.

Parts to order

- **Spring**
 - **Pull-bar**
**Exception: VistaView™ Plus w/ centred handle can be reused*
 - **Recessed Cup** *Only if recessed
- Order parts *opposite* of current components (LEFT or RIGHT).**

Conversion steps

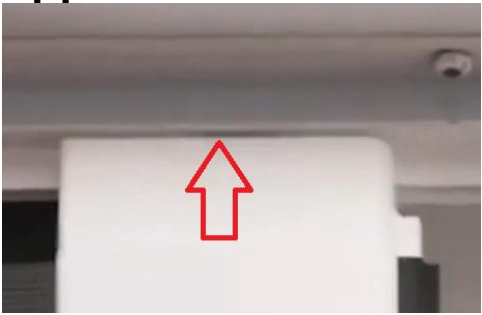
1. Remove **rolled mesh** from **housing** - **spring** is *on top*.
2. Remove **spring**.
3. Flip **roll-tube** end-to-end.
4. Insert ***new* spring**.
5. Reassemble **housing** with **rolled mesh**.
6. Feed **mesh spline** along **pull-bar spline channel**.
7. Wind **spring** per table in the “Maintenance & Service Guide”.

See also

“VistaView™ Rescreen Video”

wizardscreens.com/installation

4. “Brake is not holding”

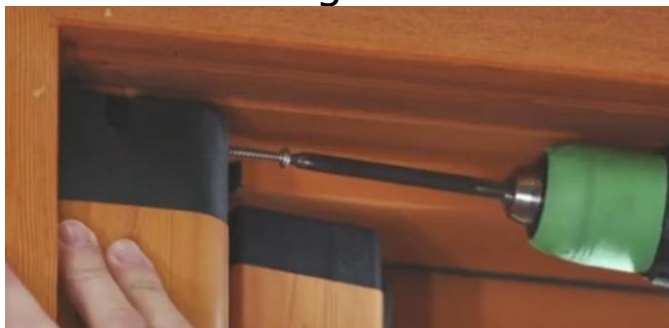
Cause	Solution
Handle rivet or green handle lock still in place	REMOVE, but only <i>after</i> tracks are installed.  
Liberal amount of dry silicone or other lubricant sprayed onto tracks.	Wipe off excess silicone from tracks with micro-fibre cloth. Spray only along zipper feeds with Wizard Dry Silicone.  
Upper track not positioned optimally	Ensure 1/8” gap between pull-bar and upper track. 

5. “Screen cannot fully retract/be drawn”

Cause	Solution
Upper track <i>not</i> positioned optimally	Ensure 1/8” gap between pull-bar and upper track. 
Track guides not <i>fully</i> affixed to housing endcap lugs	Fully screw track guides to housing endcap lugs. If nothing behind to screw against, use a #8 panhead. 
Tracks twisted	Straighten tracks.

Housing affixed against *bowed* or *twisted* surface

Relieve a **housing screw** at top or bottom to straighten.



Tracks lubricated with improper lubricant
(i.e. *not* dry silicone)

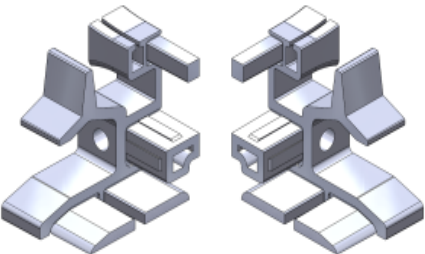
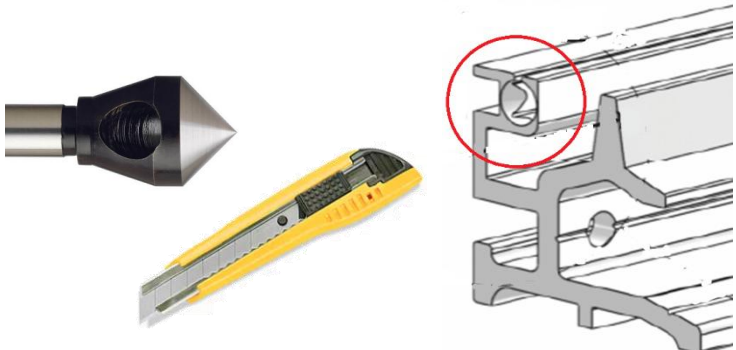
Clean **tracks, zippers, & inside of housing**. Use only **Wizard dry silicone or equivalent**.



Dirt and debris

See “**Dirt and Debris**”

6. “Tearing sound”

Cause	Solution
Track guides <i>not</i> installed *applicable to VistaView™ Classic only	1. Uninstall tracks. 2. Insert track guides. 3. Reinstall tracks, fully attaching to housing endcap lugs. 
Entry ends of track not prepared	1. Uninstall track. 2. Remove track guide. 3. Slightly counter-sink & deburr entry end of zipper feed. 4. Attach track guides & reinstall. 
Dirt and debris	See “Dirt and Debris”

7. “Visible bow along bottom of screen when fully drawn.”

Cause	Solution
Upper track too low	Raise upper track where bowing occurs.
Floor has a hump	1. Establish lower track & housing level with <i>highest point</i>. 2. Level rest of lower track. 3. Readjust upper track.

8. “Pull-bar angled laterally when drawing & retracting screen.”

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

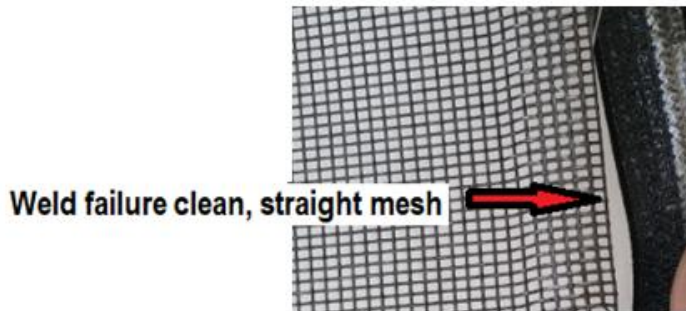
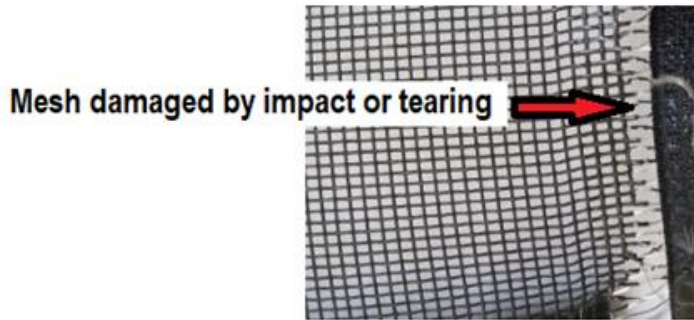
9. "Pull-bar is binding"

Cause	Solution
Tracks <i>not</i> level or not parallel	Establish lower track level & straight , then adjust upper track .
Tracks <i>not</i> plumb on front-to-back plane	Establish tracks plumb with each other.
Tracks twisted	Relieve/tighten track screws .
Housing <i>not</i> plumb	Establish housing plumb .
Dirt & debris	See dirt & debris .

10. "Zipper removes itself from tracks"

Cause	Solution
Zippers not fed into endcap keyholes	Refeed zippers through endcap keyholes before attaching tracks .
Housing affixed against bowed or twisted surface	Relieve a housing screw at top or bottom to 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 <i>moderate</i> pace.
Housing out-of-plumb	Establish housing plumb .
Dirt & debris	See "Dirt and Debris".

11. “Mesh is damaged”



A rescreen is required.

See also

“Service & Maintenance Guide”

wizardscreens.com/installation

You can attempt to repair impact tear: **fabric glue & black sharpie.**



A large, bold version of the Wizard Screens & Shades logo. It features the word "Wizard" in a very large, bold, sans-serif font. Above the letters "i", "z", "a", and "r" are four five-pointed stars of increasing size. Below "Wizard" is the text "Screens & Shades" in a large, bold, sans-serif font.

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