Wizard Screen Solutions

A View Towards Excellence

VistaView Maintenance and Service Guide

Support / Maintenance Troubleshooting

- Pull-bar difficult to move, won't retract all the way back to the housing, Mesh pulls out of track
- Install Low Profile Handle
- Rescreen / Spring turns
- Replace Pull-bar endcaps
- Magnet not holding
- Cutting down the height
- Change a single to a double
- Switch the housing side
- Mesh damage

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Pull-bar difficult to move

Won’t retract all the way back to the housing

Mesh pulls out of track

If you have an install question, please check these items first

1) Check that the mesh in running in the correct slot coming out of the housing
2) Check the tracks are CLEAN, LEVEL, and SQUARE to the floor and housing, and are fastened in place
3) Check the Housing(s) are PLUMB (front to back, left to right)
4) Check the track guide is secured and in alignment
5) Check the zipper teeth are correctly positioned in the wide slot in the end cap
6) Check the pull bar has vertical play in it across the opening (approx. ¼”)
7) Take pictures, particularly where the problem is, and where the mesh comes out of the housing
8) Do not remove from the site if possible
9) Contact us before leaving the site via phone, and ideally to do a video call so we can see the installation
10) Measure Diagonals – **if magnets are not aligned and meeting plumb they may not hold**

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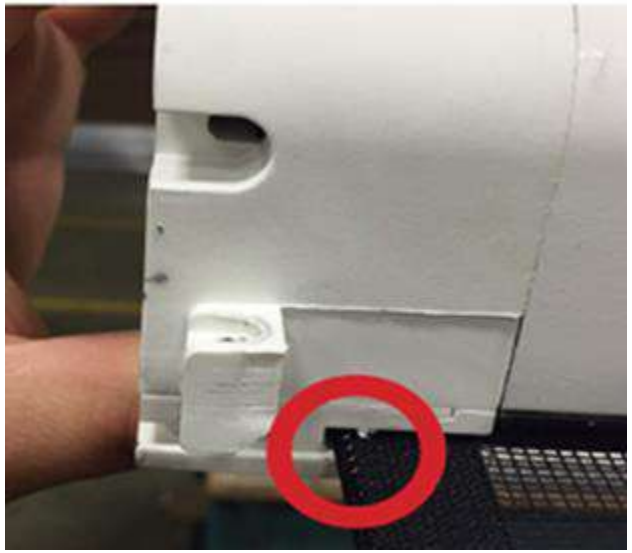
Pull-bar difficult to move

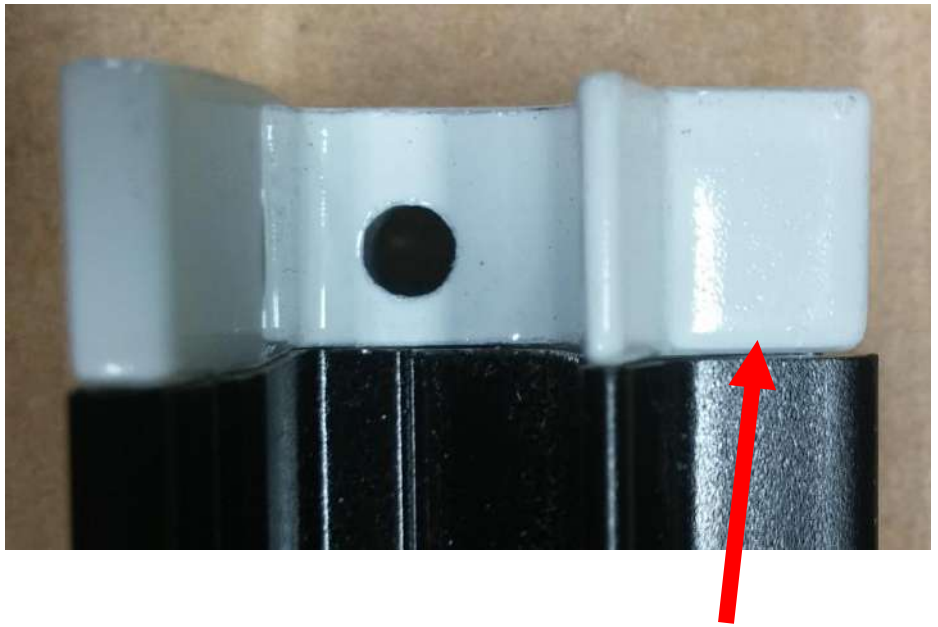
Won’t retract all the way back to the housing

Mesh pulls out of track

Zipper must be in slot

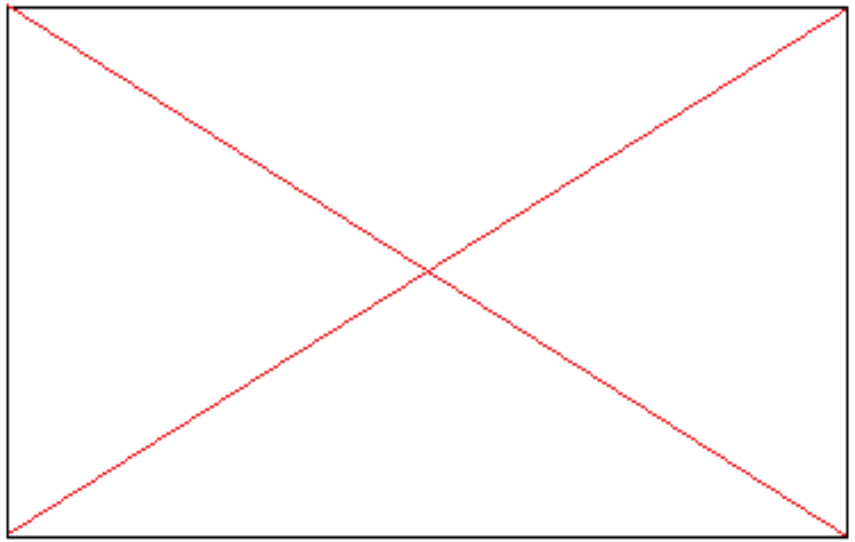


Check the zipper teeth are correctly positioned in the wide slot in the end cap



Check the track guide (in white) is tight against the track (in black)

Check diagonals



Check the screens and screen door are square and that the housing(s) are plumb – **front to back and, left to right**, and sitting flat on the bottom

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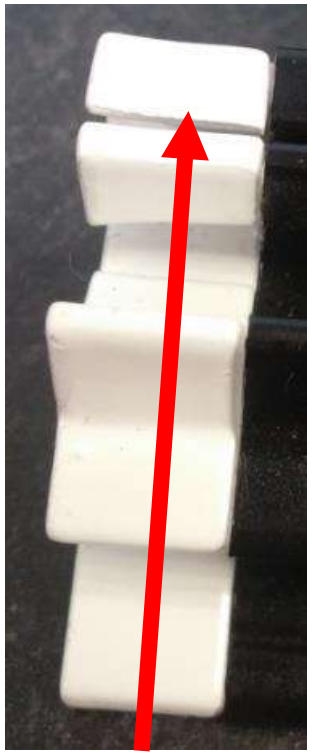
Pull-bar difficult to move

Won’t retract all the way back to the housing

Mesh pulls out of track

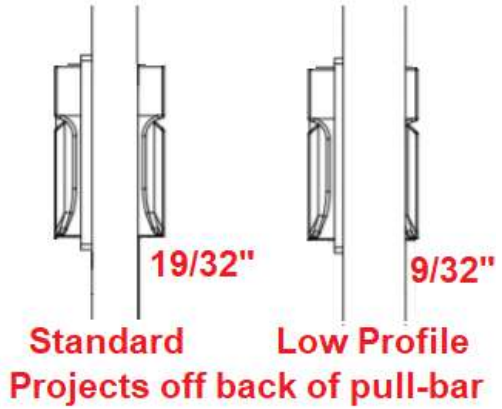
Check the track guides are installed and connected to the housing with a screw



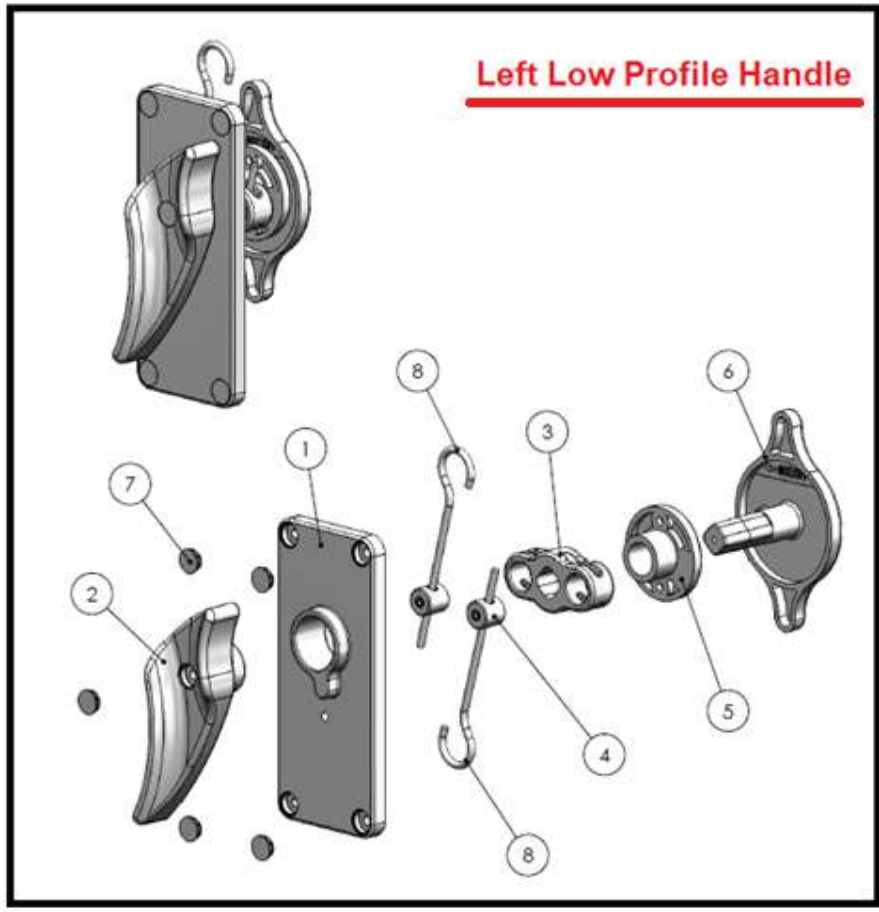
Check slot in track guide has not been pried open allowing zipper teeth to slide out, gently squeeze gap closed if required, or replace the track guide

Check track extrusion for deflection, bends or gaps where screen can come out of the track

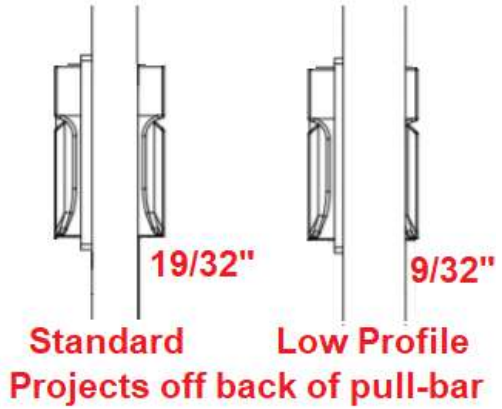
Installing Low Profile handle on the back



1) Remove screw cap on front side of the handle, remove the single screw.
2) Remove back of the handle, and standard bushing, install the low-profile bushing (note “TOP” on bushing)
3) Install low profile handle/low profile bushing on back, fasten with single screw from the front, replace the screw cap.



Installing Low Profile handle on the back



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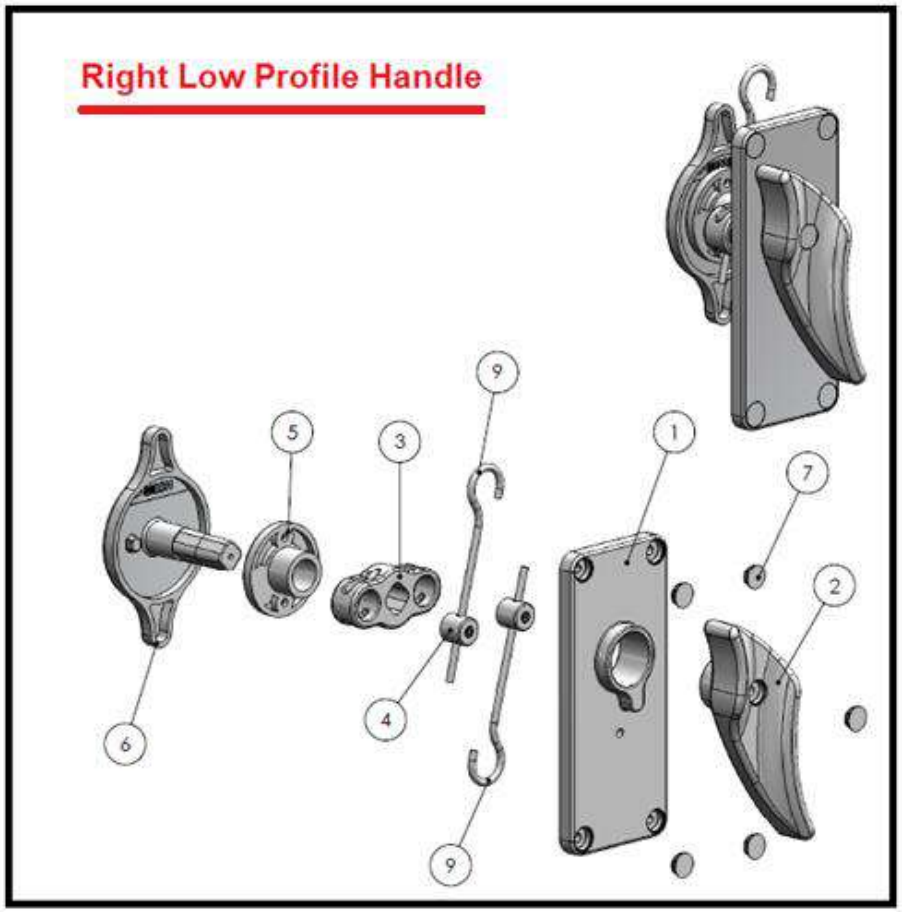
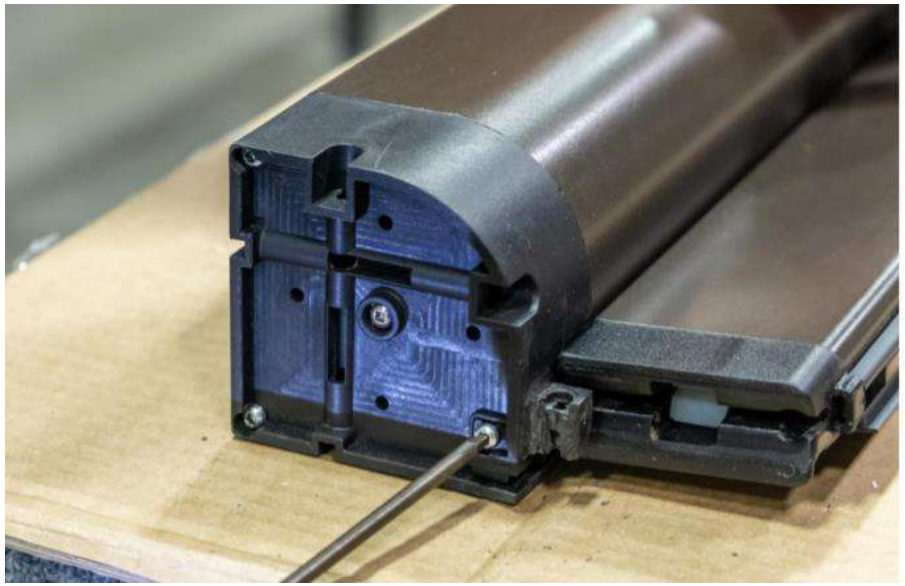
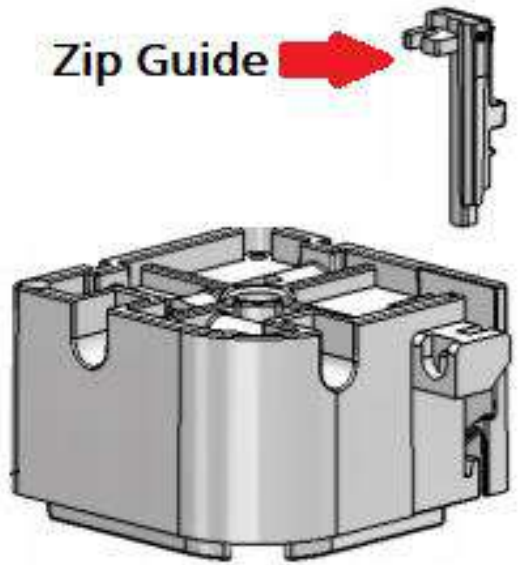


Rescreening: 60mm, 70mm, 80mm

Tools

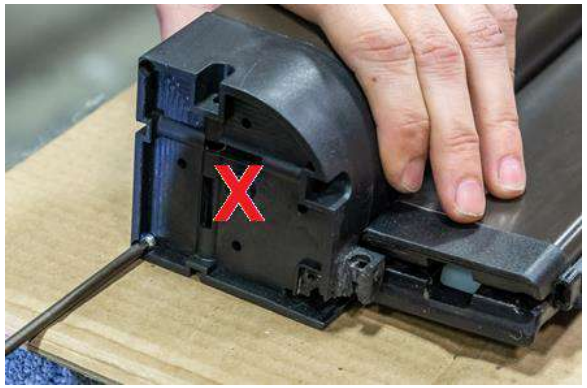
Clear your workspace





Remove screw and pull out UPPER Zip Guide

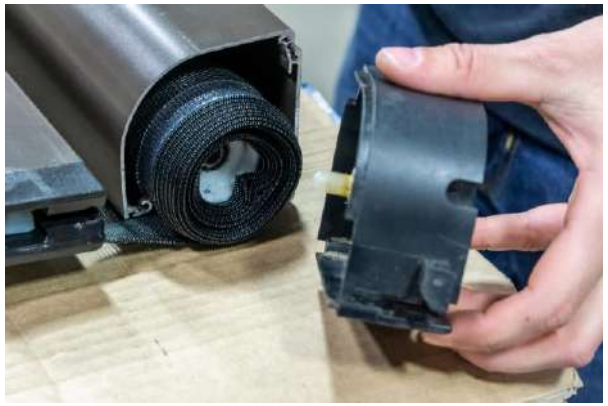
Remove remaining screws in UPPER endcap except
Do not remove centre screw



Separate endcap and housing.
Caution: Endcap under tension from the spring

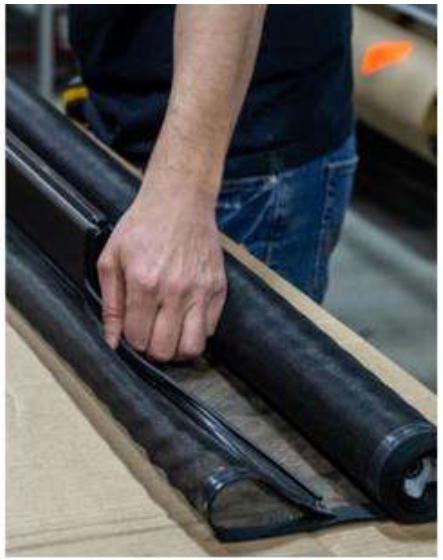
Hold Spring, remove the center screw and carefully remove end caps

Remove lower endcap remove mesh and roller tube from housing*



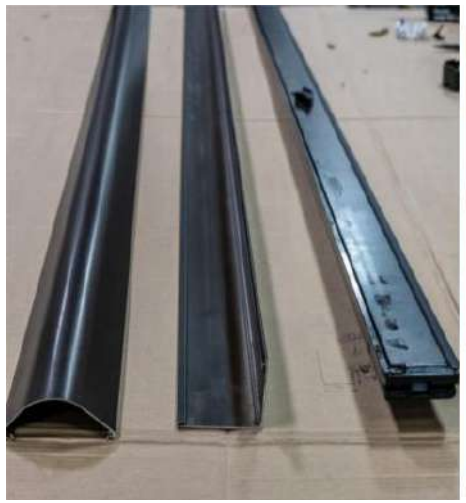
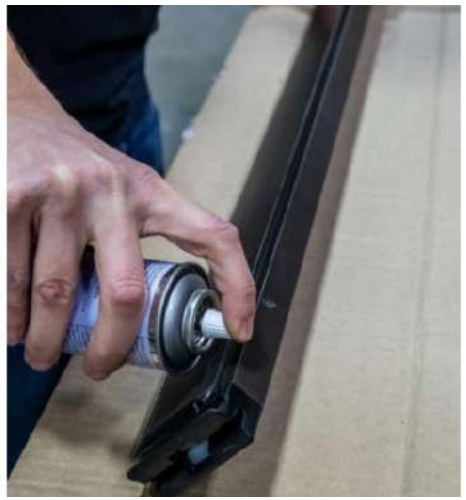
Open housing: 70mm - 1 piece / 60mm & 80mm – 2 pieces


Slide the pull-bar off the spline and note which side the zipper weld is on, and reinstall the same

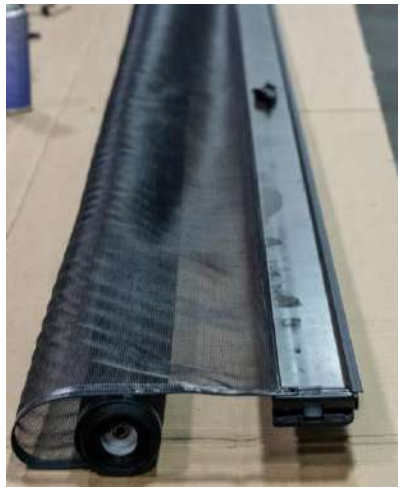
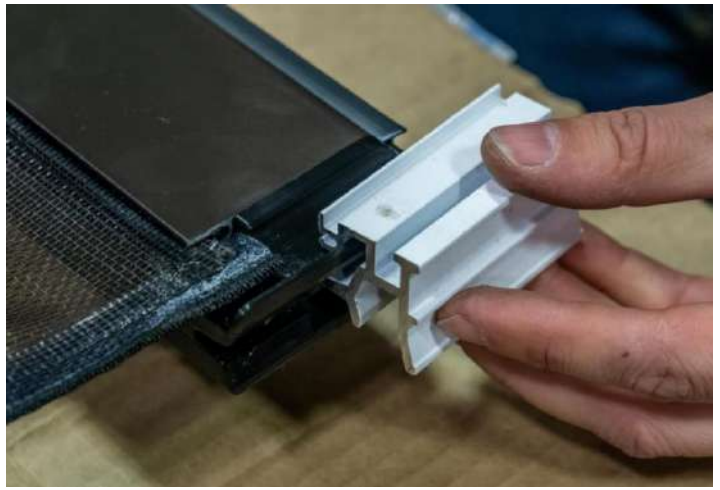
Invert the pull-bar and remove the two mesh retainers


Housing(s) / pull-bar are now separate
Spray dry silicone in the spline channel in the pull-bar

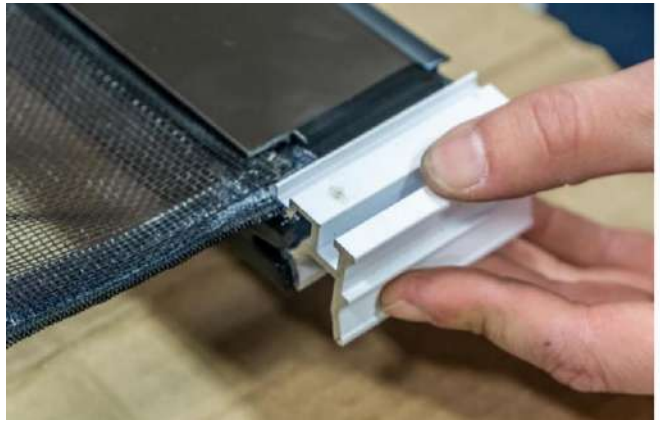
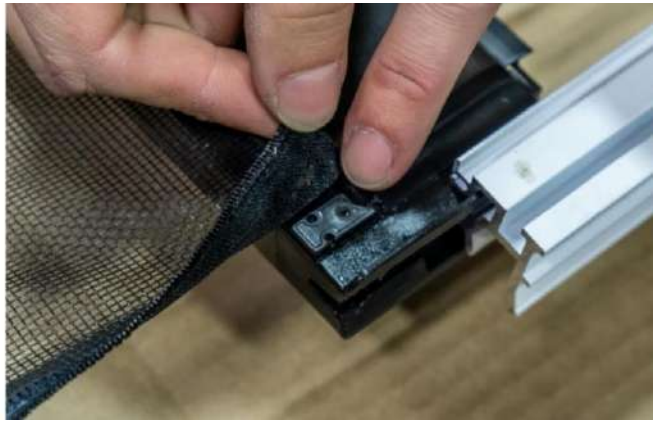



Carefully feed the spline back onto the pull-bar
Install mesh with the welded side as noted 2 steps previously

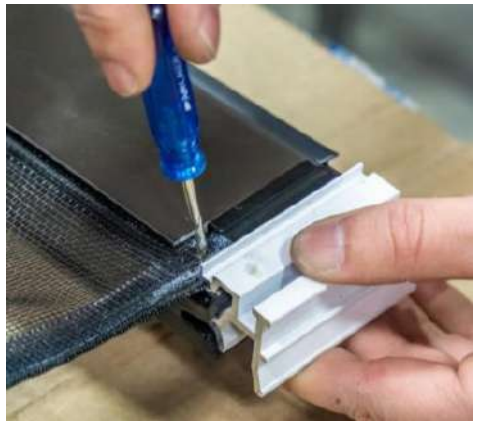
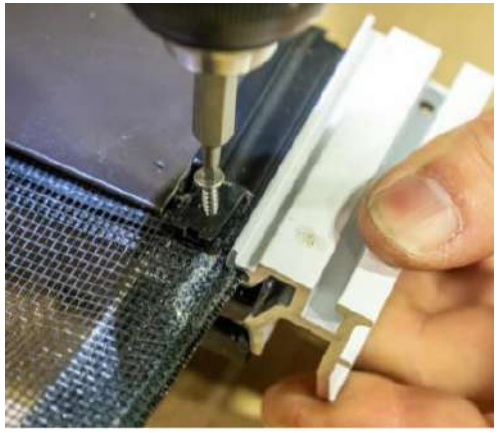

Position small piece of track on end of pull-bar

Feed mesh into track piece, ensure the mesh is positioned correctly before installing the two mesh retainers

Reinstall the two mesh retainers

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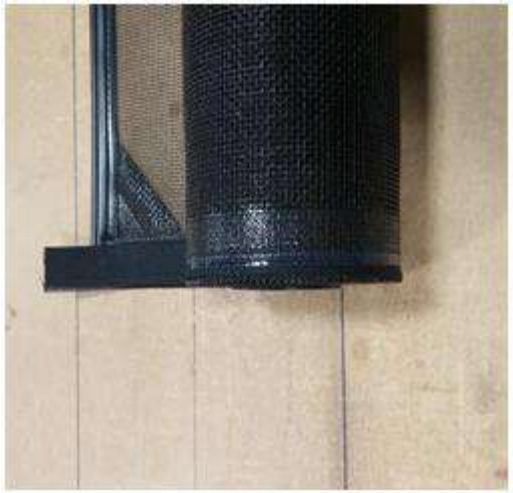
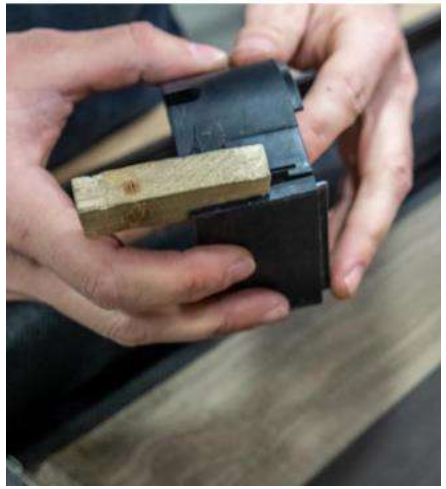
Rescreening

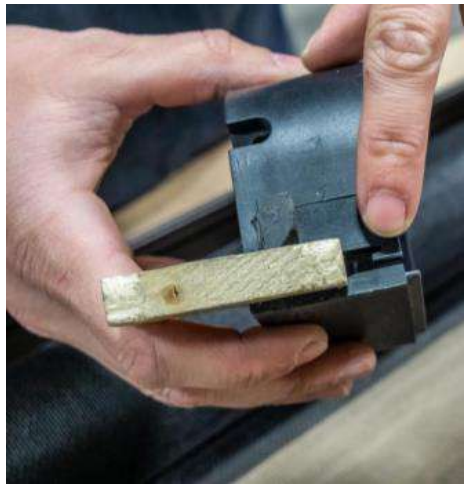
Install new mesh

Inspect zipper teeth on the new mesh, make sure zipper teeth are lying on top of each other, and the zipper is not “coning”



Roll the mesh up and insert a wedge in the upper endcap - ensure there’s a gap for the mesh





Place the endcap on the spring end and wind as per the turn guide on **next page** for direction and number of turns

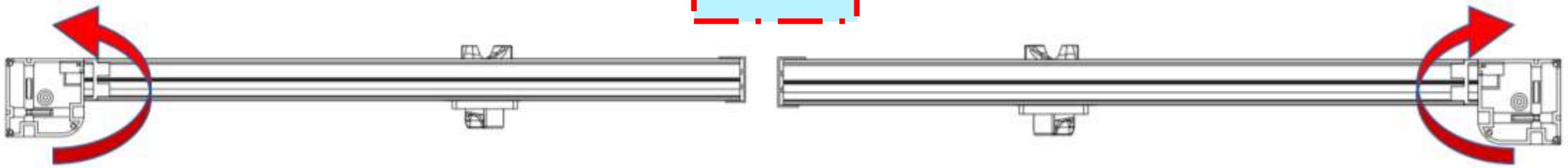
Wind the spring, then proceed to the next step

Place the endcap over the mesh and the mesh through the slot

	# of Turns		
Housing Size	60mm	70mm	80mm
Less than 10' H	≤ 20 turns	≤ 21 turns	≤ 22 turns
Greater than 10' H	20 – 22 turns	21 – 22 turns	22 – 24 turns

*Note: above is for **regular mesh**. Add 2 more turns for specialty mesh.

TOP VIEW



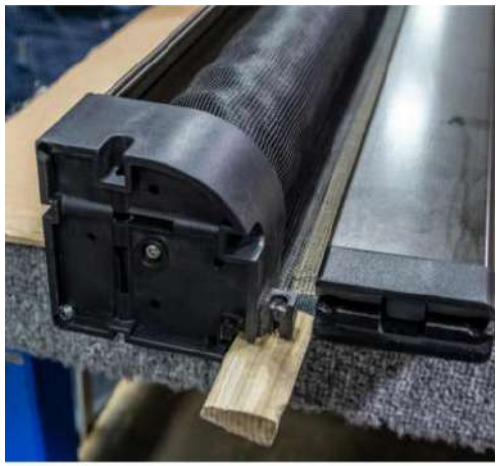
Wind Left Screens Counter-clockwise

Wind Right Screens Clockwise

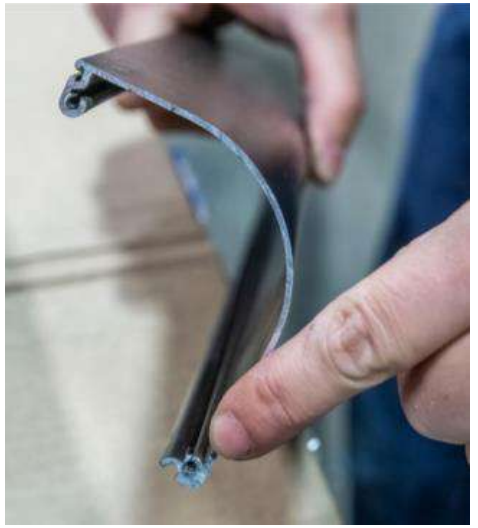
Place the mesh back in the housing reinstall the endcap


Slide the mesh into the slot in the endcap


Put a wedge in the lower endcap insert the end on the mesh



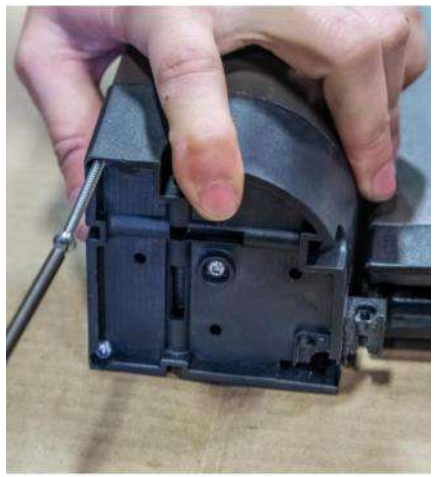
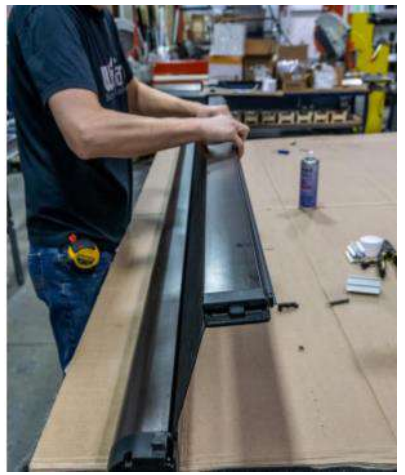

Fasten lower endcap on

Once caps are both on, bench test screen for tension

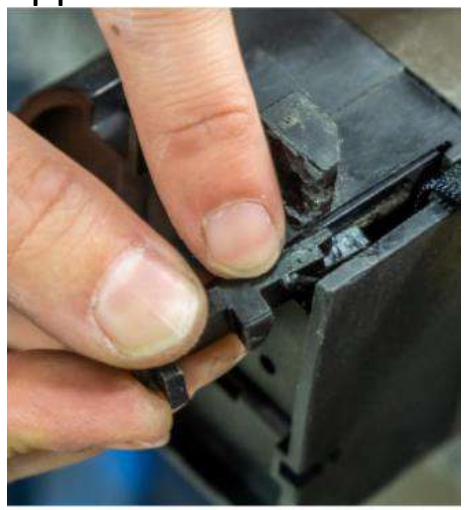




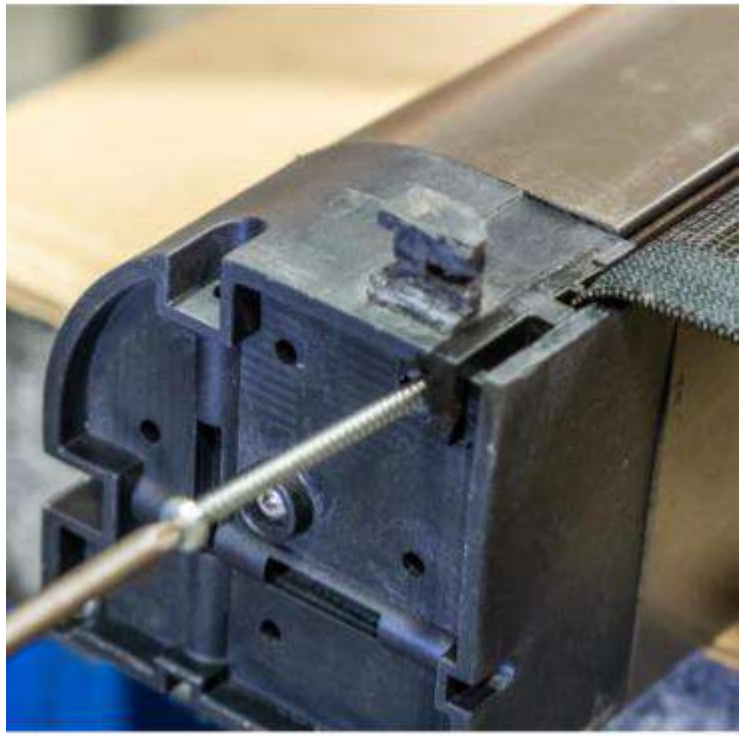
Insert zip guide make sure mesh is positioned at the very tip in the wide slot


Insert the zip guide and make sure the teeth of the zipper are in the widest slot in the zipper keyway




Fasten the zip guide in place

Put the rivet in a handle to release the brakes for re-installation



Reset the mesh

After the tracks are installed, the mesh needs to be realigned and reset.

Carefully pull it back and forth gradually a foot at a time, gently continue to do this while increasing the distance.

Clean tracks, remove rivet pin in handle and apply dry silicon

Replace pull-bar endcaps

1) Remove front handle screws, front plate and handle
2) Remove the two small mesh retainers fastening the mesh to the pull bar
3) Slide the mesh out of the pull bar – hold the mesh to prevent it from winding into the housing
4) Loosen upper set screw, and remove 2 screws in endcap, remove the endcap and retighten the upper set screw
5) Remove the lower endcap, the back of the handle and remove brake rod assembly from the bottom
6) Install brake rod assembly back in **facing the same way** it came out.
7) Replace the lower endcap, and insert the handle
8) Replace top endcap, loosen set screw
9) Insert the upper endcap, fasten in place and proceed to set the brake calipers
10) Adjust the brakes on each end with Allen key so the caliper rests 1/8” inside each end-cap. Do this by pushing in on the calipers as tightening, install handle

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Replace pull-bar endcaps

Left VistaView Handle

Right VistaView Handle

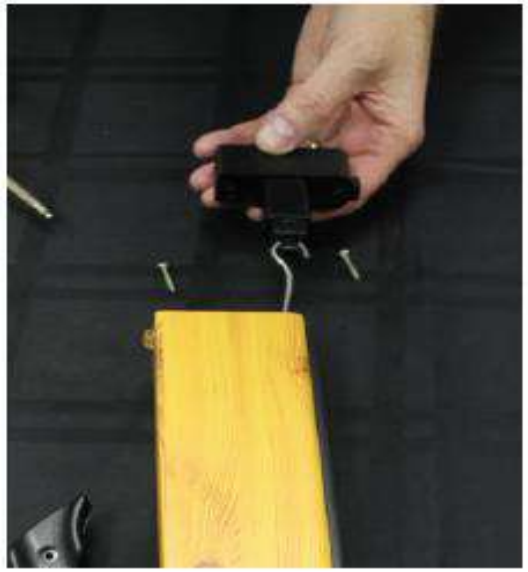
Replace pull-bar endcaps

Remove front handle screws, front plate and handle

Remove the two small mesh retainers fastening the mesh to the pull bar

Slide the mesh out of the pull bar – hold the mesh to prevent it from winding into the housing

Loosen upper set screw, and remove 2 screws in endcap, remove the endcap and retighten the upper set screw



Replace pull-bar endcaps

Remove the lower endcap, the back of the handle and remove brake rod assembly from the bottom

Install brake rod assembly back in **facing the same way** it came out.

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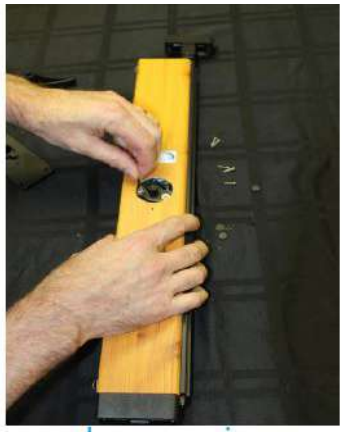
Replace pull-bar endcaps

Step 1: Replace the lower endcap, and insert the handle



Step 2: Replace top endcap, loosen set screw





Step 3: Insert the upper endcap, fasten in place and proceed to set the brake calipers



Step 4: Adjust the brakes on each end with Allen key so the caliper rests 1/8” inside each end-cap. Do this by pushing in on the calipers as tightening, install handle



Magnets not connecting
Cut down the height
Change a single to a double

Magnets not connecting

1) Check the pull bar is meeting the receiver channel evenly (or the other pull bar in a double)
2) Check that the magnets are correctly aligned between the Pull-bar and receiver channel, and that one is not installed upside down.
3) To check this, remove magnet on receiver and place on pull bar magnet to check if it sticks. If it doesn't flip magnet over and try again.

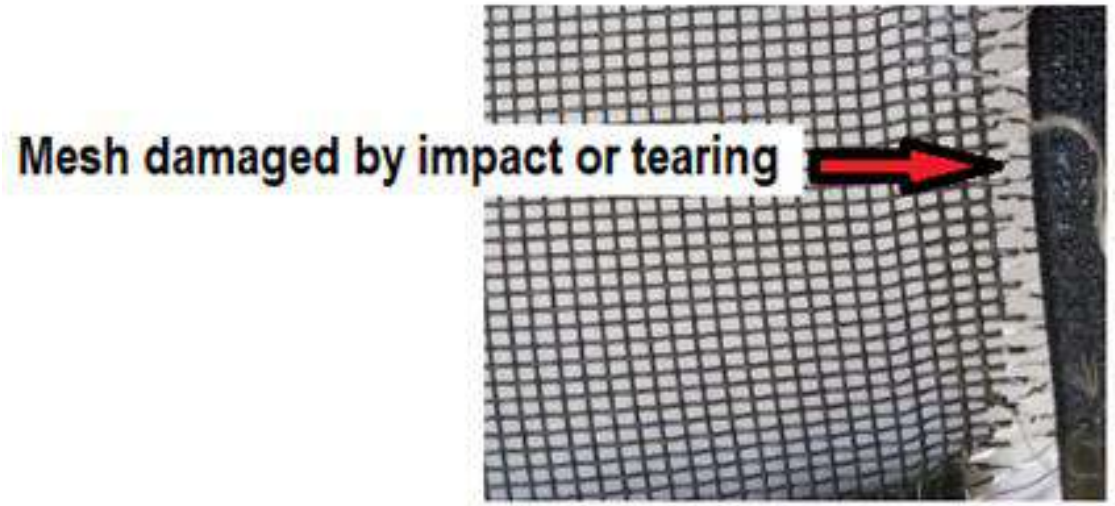
Cut down the height

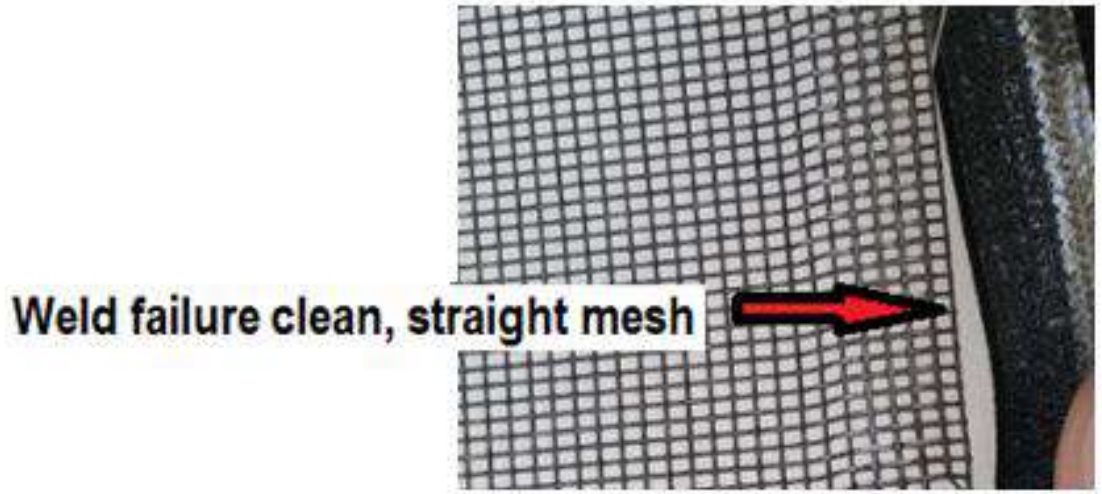
You will need to cut down:
1) Housing(s)
2) Roller tube
3) Receiver channel on singles
4) Pull-bar – If you want the handle to remain at the same height above the floor, only cut the top of the pull bar

Change a single to a double

You will need to order
1) New single screen
2) Upper and lower track joiners

Mesh Damage


Mesh damaged by impact or tearing


Weld failure clean, straight mesh