

VISTAVIEW™

Troubleshoot Manual

Contents

1. Dirt and Debris.....	3
2. "The unit is too tall or too short."	4
3. "I ordered the incorrect handed screen (LEFT or RIGHT)."	6
4. "The brake is not holding"	8
5. "The screen cannot retract."	8
6. "The screen cannot be drawn."	9
7. "There is a tearing sound."	9
8. "There is a visible bow along the bottom of the screen when drawn."	10
9. "The pull bar is angled laterally when drawing and retracting the screen."	11
10. "The pull bar is binding."	11
11. "The screen is unzipping from the tracks."	12
12. "The pull bar does not close against the receiver fully."	13
13. "The mesh is damaged"	14

See also [VistaView Troubleshooting video](#)

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 to hide daylight gaps. Otherwise, a new unit must be ordered.

2. If too tall:

- 1) Determine the desired housing height.
- 2) Calculate the difference between old and new height.
- 3) Cut the *housing*, *roll-tube*, and *pull bar* squarely, each to **the same amount** of difference (step 2).
- 4) Order a *rescreen* using the new height.

There are 2 ways to cut the *pull bar*:

1. If the handle must remain at a **specific height**, cut the top.
2. If the handle must remain **centered**, cut equal amounts on both ends.

Rescreen the unit.

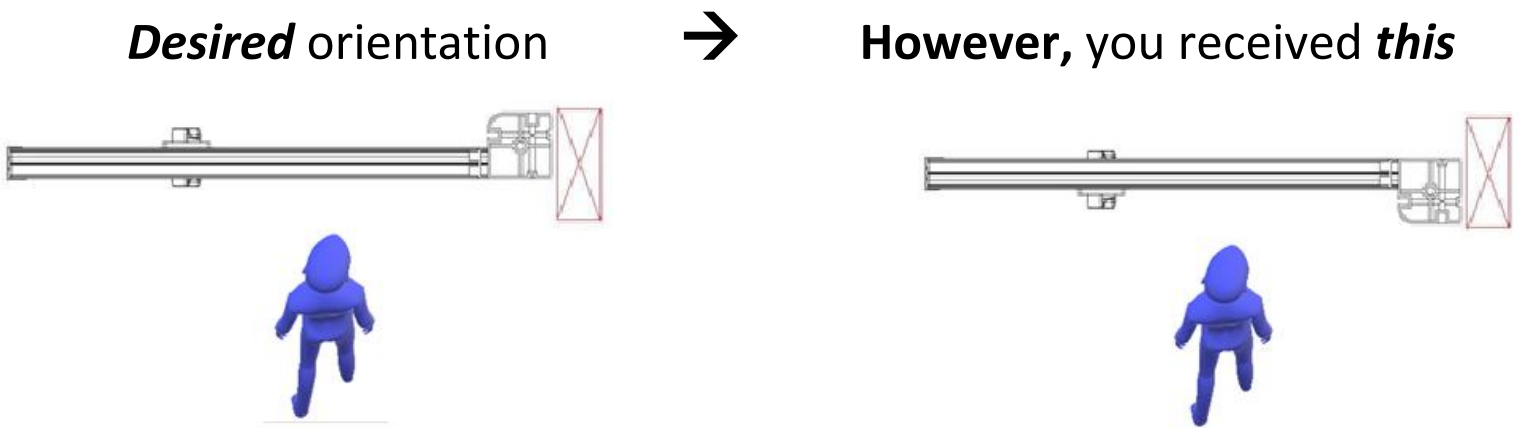
(See [Service and Maintenance Guide](#) and [VistaView Rescreen video](#))

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

A unit may have accidentally been ordered with the incorrect handing. This is especially possible when you intend the screen to be *further from* the door or opening.

EXAMPLE

The installer wishes to mount a unit on the **right side** with screen *further from* door or opening.



A **RIGHT-HANDED** unit was ordered. But a **LEFT-HANDED** unit should have been ordered. (See Measuring Guide).

And vice versa is true.

OR

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

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 Anti Wrinkle**
 - 2) **Assembled Pullbar**
 - 4) **Recessed Cup** *Only if recessed.

Parts ordered will be **opposite** of current components (**LEFT or RIGHT**).

To replace parts:

- 1) Remove the rolled mesh from the housing (spring is on the top).
- 2) Remove the spring, turn the roll tube end-to-end, and insert the new spring.
- 3) Assemble housing with rolled mesh.
- 4) Attach the mesh to the pull bar with the two mesh retainers.
- 5) Wind the spring per the **Service and Maintenance Guide**.

*See **VistaView Rescreen video**

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."

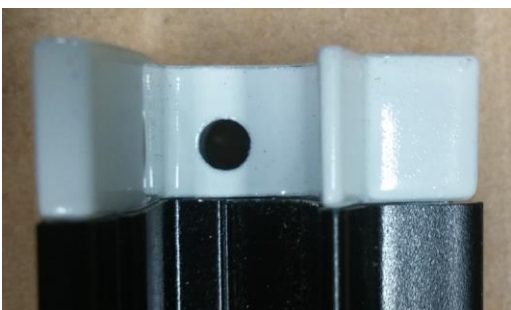
- *Track guides* may not be installed. Mallet the *track guides* onto the ends of the *tracks* on the housing side.
- The *housing* may be firm against the jamb/wall, which may not be flat or square to the *tracks*. *Housing* may also be twisted. Insert shims behind the *housing* where necessary. Or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



- If you cut-down the unit, ensure the housing extrusion was cut squarely and that the endcap is affixed fully against the housing – **no gaps** and **no burrs**.

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



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



- Remove the track guides and ensure the track 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”

*****Track guides are brittle. Be careful when handling*****

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

- Slightly raise the upper track above where bow appears.

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

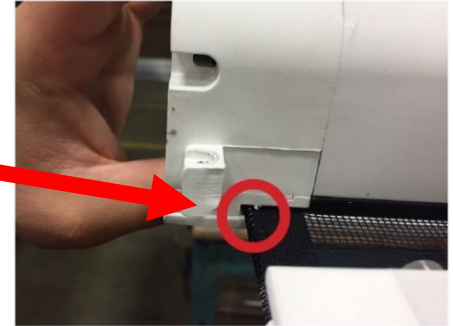
- The housing may not be plumb. Establish plumb.
- The *zipper* may be stacking poorly inside the *housing*. Retract the screen fully, then pull out 1’ further at a time after each retraction, doing so until the *pull bar* reaches receiver side. Do this at a **moderate** pace.
- *Tracks* may be not be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

10. "The pull bar is binding."

- The *tracks* may not be aligned **plumb** with each other (front-to-back). Check the area that's binding. Adjust *tracks* to be plumb with each other front-to-back.
- The *housing* may not be **plumb** front-to-back or side-to-side. Check both front and side of housing for plumb. Correct if necessary.
- 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 snugly to the housing cap nubs.

- Look for deflections along track zipper guide. Crimp smaller.



- Very carefully, slightly crimp track guide's zipper entry smaller if it was opened too much (picture).



*****Track guides are brittle. Be careful when handling*****

See also **Seg. 5**

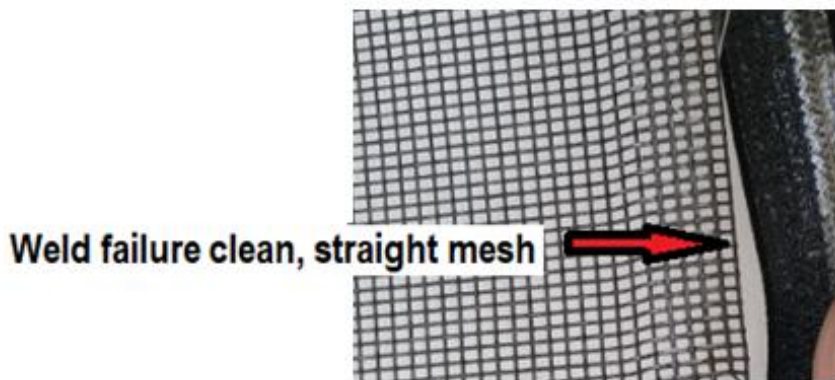
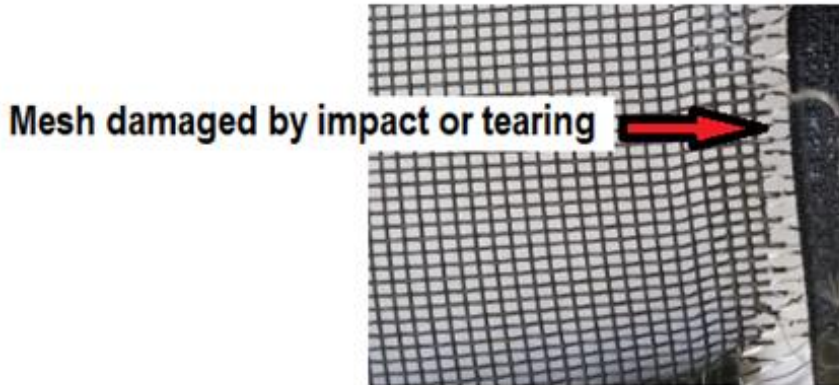
12. "The pull bar does not close against the receiver fully."

- Ensure the receiver is:
 - plumb
 - square to the tracks
 - straight and not bowing

Shim where necessary

- Do not push against pull bar (i.e., away from you) when closing.
- 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 [Service and Maintenance Guide](#) and [VistaView Rescreen video](#)).