

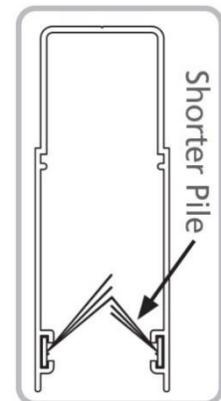
SIERRA 800

TROUBLESHOOTING GUIDE

Retractable screens should always be installed square, plumb and level.

THE SCREEN FABRIC GETS BLOWN OUT OF THE SIDE TRACKS

- Windy conditions will affect the performance of a retractable screen. Retract the screen when not being actively used and, [use the screen only during low-wind conditions](#). Unlike traditional 4-sided rigid framed screens, Genius Retractable Screens move in and out of a protective cassette and the exposed surface area and edges of the fabric are flexible. Consequently, the wind speed that a retractable screen can withstand (e.g. before the edges of the screen fabric may push out of a guide rail), will depend on the width and height of the opening, the openness factor of the specific screen fabric and, other design factors of the model. Before retracting the screen, check that the edges of the screen fabric are riding completely inside the tracks and guide rails. If necessary, use your fingers or a soft smooth instrument to position the edges of the fabric inside the guide rails before retracting the screen.
- An **Anti-Wind Brush Pile** is located inside the **B-Side Guide Rails**. This **Anti-Wind Pile** is designed so that the stiff bristles of the Brush Pile will engage inside the holes of the screen fabric as wind blows/pushes on the fabric. Verify that the shorter of the **Anti-Wind Piles** is positioned closest to the inside of the home.
- Check that the aluminum walls of the **B-Side Guide Rails** have not been bent outward during installation since this will prevent proper engagement. If needed take your thumb and forefinger and gently run them along the length of the **B-Side Guide Rails** altering these back into a straight 90-degree position. This will reposition the Anti-Wind Pile so that it can perform as intended.
- Check that the **Anti-Wind Brush Pile** has not been deformed or damaged and that it is still pointing in a 60 degree angle within the **B-Side Guide Rails**.
- Check that the **B-Side Guide Rails** have been installed without any bowing. If needed add shims or take other action so that these rest straight in the opening.
- Add additional ballast material within the hollow area inside the **Pull Bar**.



THE SCREEN IS DIFFICULT TO PULL DOWN OR UP

- Check that the screen has been installed in a square and plumb opening, correct as needed.
- An **Anti-Window Brush Pile** is located just inside the **B-Inside Rails**. Gently run your finger or another soft object down each side of the screen fabric in order to release the engagement of

the **Anti-Wind Brush Pile** within the small openings in the Screen Fabric. Now retract the screen.

- Check and correct any interference (e.g. screws or debris) inside the **B-Inside Rails**.
- Check that the **D-Pull Bar** glides smoothly. Slightly trim the aluminum **D-PULL BAR** if needed.
- Check to see if the **J-Weather Strip** is catching or binding in the **B-Inside Rails**
- Remove the plastic **Cassette End Cap with Chain** from the **A-Screen Cassette Assembly** and verify that the bolt is not fastened so tightly that it is restricting the operation.

THE SCREEN DOES NOT RETRACT EVENLY

- Check that the screen has been installed in a square and plumb opening, correct as needed.
- Pull the screen all the way down to the bottom of the opening and then retract the screen. This will often help the screen fabric to realign.
- Pull the screen all the way down to the bottom of the opening. Look to see if there are creases in the fabric or other signs indicating that the screen fabric may have rolled over itself inside the A-Screen Cassette Assembly. If needed remove the **A-Screen Cassette Assembly** from the opening, extend (unroll) all of the screen fabric and on the **A-Screen Cassette Assembly** and then retract the fabric making sure to remove any wrinkles or creases.

ANTI-WIND BRUSH PILE MOVES IN THE SIDE GUIDE RAILS

- The **Anti-Window Brush Pile** that is located inside the aluminum **B-Inside Rails** need to be crimped securely in place so that it does not move within the channels of the **B-Inside Rails** (see step 4).

THE L-PULL BAR LOCKS DO NOT CATCH ON THE D-PULL BAR

- Adjust the height of the latch on the **L-Pull Bar** Locks using the wheel style finger adjustment. The engagement of the **L-Pull Bar Locks** to the **D-Pull Bar** should match image 4C.

THE D-PULL BAR MOVES DURING WINDY CONDITIONS

- Add an additional **O-Weight Bar** (or other ballast material) inside the **D-Pull Bar**.
- Windy conditions may affect the performance of a retractable screen. Retract the screen in windy circumstances, during inclement weather, when not needed to support immediate ventilation or during prolong periods when not used.

THE SCREEN IS TORN OR WRINKLED

- Contact dealer to order a Screen Refill Replacement Kit

THE J-WEATHER STRIP DOES NOT SEAL AGAINST THE FLOOR/SILL

- Check that the screen has been installed in a square and plumb opening. Correct the opening as needed.
- Contact dealer to order the slightly larger seal options.
- Adjust the height of the latch on the **L-Pull Bar** Locks using the wheel finger adjustment. The engagement of the **L-Pull Bar Locks** to the **D-Pull Bar** should match image 4C.
- Add an additional **O-Weight Bar** (or other ballast material) inside the **D-Pull Bar**.

WHEN RETRACTED THE L-PULL BAR WITH SCREEN FABRIC FALLS DOWN SEVERAL INCHES

- Add spring tension.