



FREQUENTLY ASKED QUESTIONS
(Rainier Screen Systems)

Field Troubleshooting Guide



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Screen Stalls During Deployment

1. Tracks could be dirty

- a. Clean and lubricate as necessary using a dry lube spray. Rainier recommends either the Blaster Dry Lube with Teflon or PGT vinyl cleaner and preservative spray.
- b. Check that the tracks/inserts are clean and clear of obstacles.

2. Deployed in windy conditions

- a. Train customer to watch screen until fully deployed and push stop if it stalls. Units manufactured after March 8, 2018 contain the new Somfy Maestria motor that detects obstacles and stops on its own, but the shade should still be watched when being deployed.

3. Deployed during cold temperatures

- a. Cold weather conditions such as snow and ice can affect screen operation. Ensure that your screen is fully retracted into the housing to prevent ice buildup on mesh or hem bar.
- b. Add more weight, or adjust tracks a bit.
- c. It is recommended to leave the screen either up or down for the season rather than operating them.

4. Tracks not installed properly

- a. Check to make sure there is approximately a 1/8" - 3/16" gap between the hem bar and track, at both ends, all the way down.
 - i. Too much gap causes friction on zipper, no gap pinches the hem bar between tracks.
- b. Make sure fabric isn't stretched too tight with recessed tracks.
 - i. Adjust screws as necessary to loosen fabric.
- c. Make sure tracks are on the same plane as fabric and not twisted, bowed or bent.

5. Fabric isn't centered inside housing

- a. Measure from inside of housing from end cap to beginning of fabric on both ends.
- b. Use Velcro on roller tube to adjust left or right as necessary.

6. Not enough weight

- a. May need to add weight depending on situation and use.
 - i. Tall, narrow units tend to be the most problematic as there is not much weight, and more friction on the sides.
 - ii. If it is a short hem bar, it may need to be changed out to a tall hem bar.
 - iii. With the Somfy Maestria motor, if the unit does not stop and reverse itself when a stall occurs, you may need to increase the sensitivity setting on the motor.

Screen Pulling Out of Tracks

1. Is it misfeeding or pulling out once down?

- a. Misfeeding
 - i. Check install (level housing, plumb tracks, track alignment, centered fabric).
 - ii. Make sure customer is aware to watch screen as it deploys and stops if it stalls.
 - iii. Check zipper for any imperfections.
 - iv. Check PVC insert gap.
 - v. Check to see if fabric has hour glassed due to being out of track on one side. If so, you will need to stretch it back into its original position, get the screen down and leave it down to allow the fabric to adjust to the new position.
 - vi. Does it have funnel caps?

- b. Pulling out once down
 - i. May need to upgrade to hem bar stiffener or add post/stop behind hem bar.
 - ii. Check PVC insert gap.
 - iii. Replace inserts and top caps if necessary.
 - iv. Train customer to bring up where there is too much wind (depending on the size of the screen)
 - v. Consider installing a wind sensor.

Wrinkled Fabric

1. Check install (level housing, plumb tracks, track alignment, centered fabric)

2. Fabric is stretched too tight (too much tension can cause wrinkles)

- a. Adjust tracks as necessary.

3. It is large screen with deflection wrinkles

- a. Adjust deflection wrinkles out using Velcro on roller tube.

4. The hem bar is hitting the ground, causing wrinkles

- a. Adjust limit up.
 - i. Get longer brush pile if this creates a gap on one end.

Screen is Noisy/Creaking

1. Sound coming from idler

- a. Check that screws in roller tube and idler mount are tight.
 - i. Remove and reinstall screws to see if it effects the noise.
- b. Try lubricating on idler.
- c. If neither of the above solutions effect the sound, it may be a bad idler assembly.

2. Sound coming from motor

- a. Check screws in roller tube and motor mount.
 - i. Remove and reinstall screws to see if it effects the noise.
 - ii. As of October 1, 2019, we've altered our manufacturing process to include some anchors in the roller tube to minimize noise.
- b. Could be a bad motor.

3. Sound coming from zipper/tracks

- a. Check install (level housing, plumb tracks, track alignment, centered fabric).
- b. Clean tracks with water (soapy water if possible)
- c. Rainier recommends using Blaster Dry Lube with Teflon after tracks are dry if cleaning doesn't help.

Limits Won't Hold

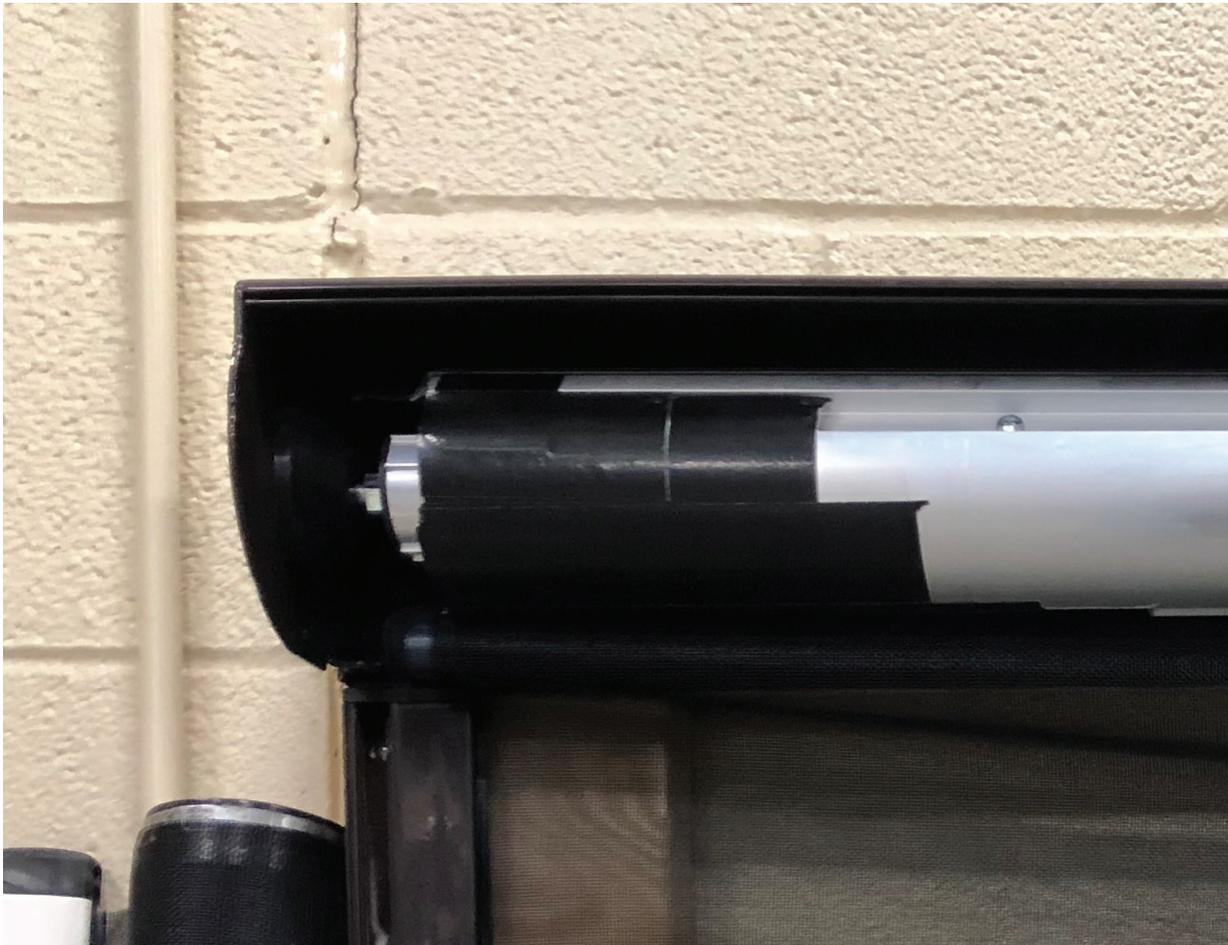
1. Screen stops about 1-2 feet from floor and jams against housing when retracted

- a. Screen has likely stalled and folded over itself inside housing.
 - i. Run screen to existing lower limit, then hold 'Up' and 'Down' at the same time until the screen jogs. Run screen down until fold comes out. Run screen back up to where you want the bottom limit to be then hold 'My' the until screen jogs.
 - ii. Refer to stall troubleshooting to avoid future occurrences.
- b. Over time, the limits seem to slip a little bit.
 - i. Reset motor to factory mode and reset limits. Refer to installation manual for programming instructions.
 - ii. If it persists, replace motor.

Screen Retracts Unevenly

- 1. Check install (level housing, plumb tracks, track alignment, centered fabric)*
- 2. If install is perfect, check again*
- 3. If install is still perfect, check weight bar to make sure steel inside didn't slide to one side during shipment or install.*
- 4. As a last resort, using a fabric shim, shim the roller tube on the low side to bring up hem bar faster on that side. Most people use either a strip of quality duct tape such as Gorilla tape, or scrap piece of fabric if available. Run the screen all the way down and apply the shim directly to the roller tube (under the fabric) on the end that doesn't retract up as far.*

Start with a small piece at the end and test it out, then add more as necessary. If you require multiple pieces of tape, Rainier recommends stair-stepping your pieces of tape as shown in photo, as opposed to stacking tape on top of itself. This helps minimize wrinkling/stretching of the fabric.



Fabric is Hour-Glassed After Coming Out of the Tracks

- 1. Use troubleshooting to determine why it came out of the tracks in the first place.*
- 2. Reinsert zipper in tracks with track detached from the wall.*
- 3. Run screen down.*
- 4. Reinstall track where it is supposed to be and leave screen in down position. Sometimes it will require numerous cycles up and down, while stretching it with the track to get the track to properly align with the housing.*

Screen Keeps Stopping and Going Back Up

- 1. Obstacle detection on the Maestria motor is detecting some sort of resistance.*
 - a. Check to make sure everything is good on the install and that the tracks are clean.*
 - b. On larger units, you may have to turn obstacle detection off, as the built-in obstacle detection is too sensitive for certain size units due to roller tube deflection.*

Screen Isn't Responding to the Remote

- 1. If you have been operating it a lot at once, it could be overheated and just needs to cool down.*
- 2. Check the power source by checking breakers and GFCIs, and try plugging something else into the outlet to see if it works.*
- 3. Try turning the power off for about 15-20 seconds, then see if it will respond.*
- 4. Try performing a double power cut (2-10-2) to see if the screen will respond.*