

## CORRECTING ISSUES WITH FABRIC OUT OF TRACKS

We have several track systems; they all follow similar steps to resolving fabric out of tracks.

- 2015 Fortress (loose PVC inserts inside tracks, with foam 'bumpers')
- 2019 Citadel (PVC inserts that are screwed to the tracks)
- 2022/2023 Citadel (guide is part of the extruded aluminum track)

**DO NOT LEAVE THE SHADE ROLLED DOWN WHEN THE FABRIC IS OUT OF THE TRACKS.** DOING SO WILL CAUSE THE HEAVY BOTTOM BAR TO PULL DOWN ON THE FABRIC AND CAUSE 'HOURLASSING' OR NARROWING OF THE FABRIC IN THE CENTER AND THIS WILL MAKE CORRECTING THE ISSUE MORE DIFFICULT IF NOT IMPOSSIBLE. HOURLASSING CAUSED BY LEAVING SHADES DOWN OUT OF TRACKS IS NOT COVERED BY WARRANTY.

**TAKE PHOTOS/VIDEO AS YOU PROCEED SO IF YOU NEED FURTHER ASSISTANCE YOU CAN SHOW US WHAT YOU HAVE ALREADY DONE. This will save you time!!**

Roll shade up and remove tracks and the front of the housing box:

- Examine tracks.
  - check for any damages that may cause fabric to misfeed. **Take photos as needed.**
  - On shades with PVC inserts:
    - 2015 Fortress: check that the foam bumpers are not missing or folded over.
    - 2015 Fortress & 2019 Citadel: check that the 'funnels' at the top are not broken or misaligned with the rest of the PVC insert. Check that the width of the slot in the PVC insert is correct by running a credit card down the whole length of it. The card should not catch in the slot but run easily down. **Take photos/video as needed.**

Roll shade down with no tracks:

- Roll down to expose the roller tube to verify the fabric is not folded over or anything is trapped inside the fabric roll.
- Examine the edge of the fabric on both sides. **Take photos.**
  - make sure zipper or fabric retention band is not damaged in any way. If damaged take photos.
  - If the zipper is folded over, it needs to be flattened and it needs to roll up again flat.
- Inspect the 'adapter tubes' at the ends of the rollers for cracks or chips. **Take photos of each end.**

If the tracks and fabric seem fine:

- Center fabric on roller tube to make sure the edge of the zipper or retention band is the same distance to the box end cap on each side. To do this you will need to lower the shade all the way down to the bare roller so you can move it on the tube. **Take photo showing fabric centered.**
- Please note that fabric will not roll up evenly when tracks are not installed. The goal is for the fabric to be centered where it is attached to the roller.

Once fabric is centered:

- Raise the screen to within 6—12 inches of box and add tracks on both sides.

- **Do not install them, just slip them on.** Only install top fasteners with the outside of track aligned with the outside of the box. **Take photo showing outside track to outside track width at the level of these first screws.**
- Lower screen with tracks not fully installed (just top screws holding them in place.) You may need to do this a few times to work the fabric back to center.

Once tracks are working properly:

- Plumb ONE side and fully install with all the screws.
- Do not plumb the 2<sup>nd</sup> track. Lower screen so that bottom weight bar lines up to the next screw you need to add on the 2d track, measure the outside track to outside track width to make sure it's the same as at the previous screw, and add the new screw. **Take photo showing the outside track to outside track at the level of the 2d screw.**
- As you add all screws, measure from outside of track to outside of track. We want the tracks to be parallel. **Take photos at each screw level.**
- Tracks not being installed correctly can cause issues.
- Repeat this step until all screws are attached. Please note that it is possible your tracks may need to be installed closer than they were before. Fabric expands and contracts with weather and may be tighter in the winter and looser in the summer.