



# Troubleshooting Guide



## My measurements won't validate. What now?

- 1. The most common issue is short diagonal measurements.** Our technology uses the diagonals to determine out of square for each window opening.
  - a. Confirm the diagonal extender of the tool is in the corner and the laser beam is fully in the opposing corner.
  - b. Confirm you are measuring on the same frame step.
  - c. Assess your frame for buildup in the corners: sheetrock texture, paint buildup or rounded corners. If these conditions exist, add .10" to EACH of the diagonal values and recheck. Do this 2 times at .10" increments. **THIS WILL NOT AFFECT THE FIT OF YOUR INSERT.**
- 2. Check the window frame surface.** If the surface is too bright or too dark the laser beam may not read correctly. Place a piece of masking tape on the surface if this is an issue.
- 3. If you are keying in values to the portal from the worksheet, verify there are no transcription errors.**
- 4. Review your width and height values pairing for the problem measurements.** In general, height and/or width paired values are within ½" even though the window frame is out of square. It is unusual to see a left height of 35" and a right height of 36" on the same opening.
- 5. Verify that all values are numerical.** Decimals and fractions are okay, other symbols are not. Ex. 24 ½ or 13.5 is okay. 13.5" is not. When using fractions there must be a space between the number and the fraction. Ex. 31 ½ is okay 31½ is not.
- 6. Make sure the "I used my own tools" check box is not checked unless you are not using the laser provided.**
- 7. Make sure the Diagonal Extender is installed to the laser only when measuring diagonals.**
- 8. If measuring diagonals with the H bar mullion profile installed, you will need to place the Diagonal Extender in the windows frame and measure to the corner where the bar meets with the window frame.**

Once you've taken these steps, if the measurements still won't validate schedule a consultation at <http://go.indowwindows.com/SMSupport>