

# Owner's Manual

RTS Motorized Shades



POWERED by  
**somfy.**

SPRINGS WINDOW FASHIONS  
the Best Experience Company 

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# Glossary of Motorization Terms

**Battery Tube** – A motor power source; tube(s) that house the necessary AA lithium batteries to power shades and blinds.

**Channel Selector Button** – Button available on a five-channel remote, to cycle between the five available channels. LEDs indicate channel chosen.

**Control** – A handheld or wall-mounted RF control, timer, or integration device that operates the motor.


**Direct Wire** – Wires hidden behind walls/ceilings that connect motor to power source

**Hard Wire** – 120VAC power wired directly to the motor from power source. All wiring must be installed per local code.

**Jog** – A short up-and-down movement of a blind or shade.

**Line Voltage** – Home or building voltage, typically 110/115/120V, used to power larger interior and exterior solar shade motors.


**Low Voltage** – 12VDC or 24VDC used to power most RTS motors for residential applications.

**"MY" Button**  – Located on the handheld remote controls, this acts as a stop button when the window covering is in motion. When the window covering is stationary, the "MY" button brings it to the programmed favorite position.

**Program Button** – A recessed button on Somfy motors and controls that assists with programming, and resetting motors.

**Programming Tool** – A paper clip, toothpick, or small screwdriver used to access the recessed programming button on Somfy motors or controls.

**Radio Technology Somfy (RTS)** – Somfy's proprietary RF protocol (language) for communicating between Somfy devices.

**"STOP" Button**  – Located on the wireless wall switches, this stops a window covering in motion. When the window covering is stationary, the "STOP" button brings it to the programmed favorite position.

**Transformer** – A motor power source that converts AC line voltage to DC low voltage.

Please be sure to read and remove the securing tape and label before operating your motorized shade.



Motor Head  
Programming Button

For initial unpacking of the rechargeable motor, wake up the motor by briefly pressing the motor head programming button or plugging in the charger. The product briefly moves up and down to confirm activation.

## About Your Motorized Shade

Motorized shades offer a convenient solution to everyday challenges. They provide instant privacy, glare reduction, and eliminate the need to manually adjust shades. Motorized shades also eliminate dangerous cords and create a comfortable and energy-efficient environment. What's more is that you will get more enjoyment from your home because motorized control of your shades is so effortless and features Radio Technology Somfy® (RTS). RTS is omnidirectional and operates within a range of 65 feet, which eliminates the need to point or aim the remote at the motorized shades. RTS also offers a wide range of controls and accessories that are designed to work together, so you can always mix and match to create the perfect setting. Explore the information within this guide to make the most of your motorized shades.

The term "shade" will be used throughout this manual to refer to your motorized window covering, either a motorized blind or shade. A jog is a brief up and down movement of the shade. This means you've put the shade into programming mode.

**Note:** Motorized horizontal blinds have motorized tilt for the slats only. Raising and lowering the blinds is manual with cord lift.

### Basic Shade Control



Press and release the UP button to fully open the motorized shade.



Press and release the DOWN button to fully close the motorized shade.

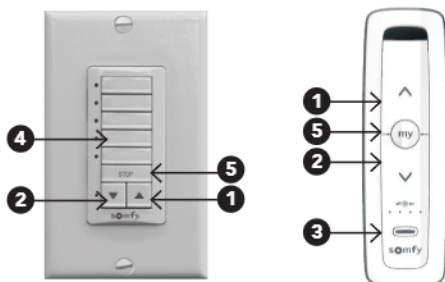


Press the "MY" button to send the shade to the favorite programmed position.

## Control Features



Your controls have been programmed by Springs Window Fashions to control your shade. The upper and lower limits and "MY" position have already been set. If you are not satisfied with any default upper, lower, or "MY" position of your shade, see steps in the following sections of this manual.



- 1 UP Button
- 2 DOWN Button
- 3 Channel Selector Button: All four lights will illuminate when fifth channel is activated.
- 4 Channel selected by pressing individual or multiple channel buttons. LED will illuminate when selected.
- 5 "MY"/STOP Button

**"MY" button:** Acts as a "STOP" button while shade is in motion. It can also be programmed as a quick way to bring shades to your preferred intermediate position.



- 1 Pushing "MY" while your shade is at rest will bring your shade to your "MY" position.



- 2 Pushing "MY" while the shade is in motion will simply STOP the shade.

**Note:** Pushing the "MY" button too long, if your shade is **not** in motion, will change your preferred intermediate position.

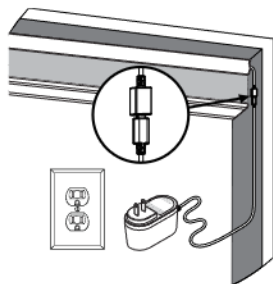


Individual control of same shade with multiple controls

# How to Install Power

Your power source, battery, solar power or plug-in transformer has been included with your shade.

- For Rechargeable battery packs or Motors, be sure to fully charge the motor before use.
- For Solar Power Kit – reference the instructions included with the solar power kit
- For Multi-Motor Power Supply Kit – reference the instructions included with the multi motor supply kit.
- For Plug-in Transformers – If you purchased a plug-in transformer, follow the shade installation instructions to install the shade. Plug the transformer into the outlet. Connect the transformer wire connector to the motor lead.



- 12-Volt – can add up to 2 extension per motor.
- 24-Volt – uses weidmuller connection. Wires longer than 60" must be field supplied. 16/2 wire recommended.

**Reloadable battery tubes:** Before beginning, mark the shade installation bracket locations per the shade installation instructions. Install the batteries by removing the cap and follow the diagram on the battery tube for battery installation. Replace cap. Repeat for each battery tube. Slide grips on to battery tube. You can add up to 2 extensions per motor.

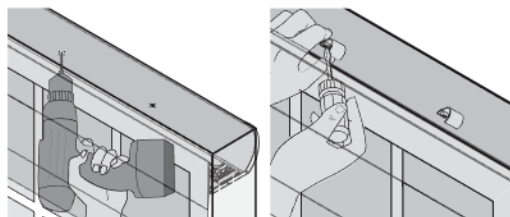


Use the following instructions to mount battery tube(s)

Mark Battery clips as desired.

**For Inside Mount:** On motor end, hold battery clip  $\frac{3}{4}$ " behind the shade and mark. Measure approximately 12" toward non motor end and make second mark. For second reloadable battery tube, measure 1" back and 1" to left of first mark location.

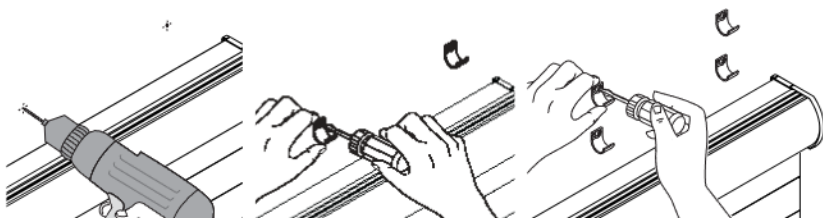
Drill holes, screw clips into place.



Inside or Ceiling Mount

**For Outside Mount:** On motor end, hold battery clip  $1\frac{1}{4}$ " above and  $\frac{3}{4}$ " from the shade bracket location and mark. Measure approximately 12" toward non motor end and make second mark. For second reloadable battery tube, measure 1" back and 1" to left of first mark location.

Drill holes, then install battery clips with screws provided.

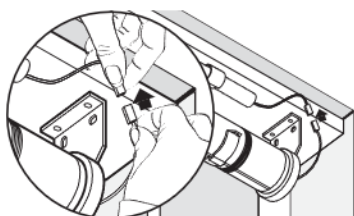


Outside Mount

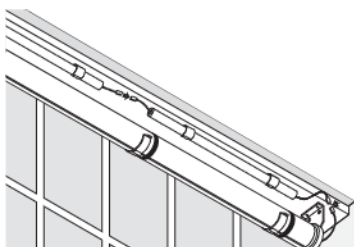
Mount shade per shade installation instructions.

Position rubber grips to align with clips and mount battery tube.

Connect battery tube connector to motor



Single battery



Multiple battery

# Li-ion Rechargeable Battery Pack

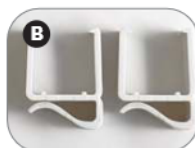


## IMPORTANT SAFETY INSTRUCTIONS

The intended use for all EXTERNAL LI-ION BATTERY PACKS is with Somfy WireFree Motors that operate most interior blinds.

Included:

**A**



- Battery should be charged completely prior to installation.
- Follow all recharging instructions.
- Estimated battery charge time up to 6 hours.

**A**

1 Battery Pack

**B**

(1 Pair) of Wall/Ceiling mount brackets

**C**

(1 Pair) of Headrail mount brackets

**D**

(1 Pair) of screws and mounting anchors



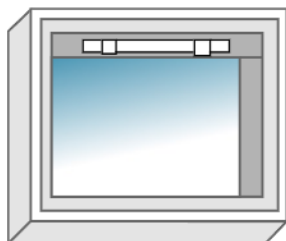
Charger Sold Separately

## Two Mounting Methods

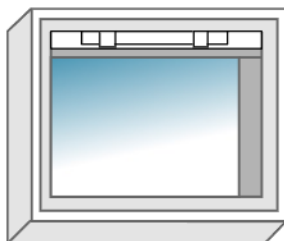
**1**

Determine if battery pack should be mounted to the wall/ceiling or below the headrail and use the appropriate mounting brackets. Only one style clip is needed depending on mounting preference.

**A.** With a wall/ceiling bracket



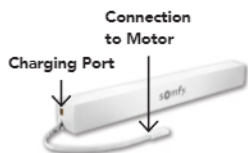
**B.** With a headrail mount bracket





## Charging

- 1 Recharging the battery pack while in the brackets is possible. See image to the right. Go directly to **STEP 4**. If battery charging port is not accessible, Go to **STEP 2**.



- 2 Disconnect battery pack cable to motor, then remove battery from brackets



- 3 Attach Plug-in charger to battery pack charging port



- 4 Plug charger into electrical outlet. The LED indicator on plug will illuminate RED during charging

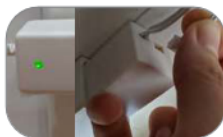


**NOTE:** The LED on the motorized shade will blink red when the battery requires charging.

- 5 When LED indicator on charger is GREEN, battery is fully charged. Disconnect battery from charger.



- 6 If battery pack was removed from brackets for charging, reinstall battery pack into mounting brackets.



- 7 Reconnect battery pack cable to the motor cable



- 8 Ensure all cords do not interfere with movement of window covering. Be certain motor antenna is exposed for optimal wireless operation



## Troubleshooting

Observation	Sequence	Meaning
Window covering does not move	Battery is low in power	Recharge battery
Motor LED slowly blinking	Battery is low in power	Recharge battery
Charger LED is Red	Battery is low in power	Recharge battery
Charger LED is Green	Battery is fully charged	Unplug battery from charger

### **WARNING**

- Improper use can lead to overheating, fire, or explosion, possibly causing injury or death.
- Only use correct Somfy plug-in charger for your battery pack
- Explosion risk if battery is damaged, exposed to heat, or low air pressure.
- Do not recharge the battery during routine maintenance work (e. g. cleaning windows).
- Do not damage battery (drop, alter or forcibly open), expose to high temperatures ( $\geq 140^{\circ}\text{F}$  or  $60^{\circ}\text{C}$ ), flame, or moisture.
- Product intended for indoor use only.
- Keep batteries (new and used) out of the reach of children.
- Damaged products should be properly discarded or recycled.
- Intended use with Somfy External Battery WireFree motors only (refer to the motor instructions for programming).
- Use only Somfy recommended replacement batteries and parts.

# Rechargeable Motor

## Deactivating Radio Transmission

Are you going to be away from your home, cabin, vacation spot for a period of time? If so, disabling the radio transmission saves battery life.

**Note:** The following steps can only be performed if the shade operates with a controller.

- 1 Press and hold the motor head program button until the shade jogs one time, then release. (approximately 3 seconds). The motor head will blink green.



- 2 Press and hold the UP, MY and DOWN together until the shade jogs one time, then release (approximately 3 seconds). The motor head LED will go out.



You will need to repeat these steps for each shade.

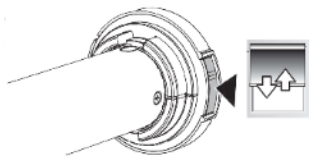
The shade will not respond to controller when radio transmission is deactivated.

## Activating RTS Transmission

When you are ready to operate the shades (return to the home, cabin, vacation spot), you will need to reactivate the radio transmission.

**Note:** The following steps can only be performed if the shade operates with a controller.

- 1 Press and release the motor head program button, the shade will jog one time.



Repeat for each shade.

The shade will now respond to the remote

# Rechargeable Motor Sleep Mode

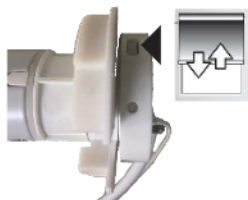
## Activating and Deactivating Sleep Mode

**Before you start,** if the channel on the remote currently operates a group of rechargeable motorized shades, you will first need to put all other shades into sleep mode to prevent unwanted adjustments.

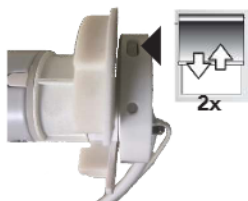
**Note:** Sleep mode will time out in approximately 15 minutes.

### 1 Activating Sleep Mode

Press and hold the motor head program button until the shade jogs one time, then release (approximately 3 seconds). The motor head will blink green.



- 2 Quickly press and release the motor head program button. The shade will jog two (2) more times confirming in sleep mode. You will need to repeat for each shade on the group channel.



### 3 Deactivating Sleep Mode

Once all adjustments are complete, you will need to deactivate sleep mode. To exit sleep mode, quickly press and release the motor head, the shade will jog once confirming awake.



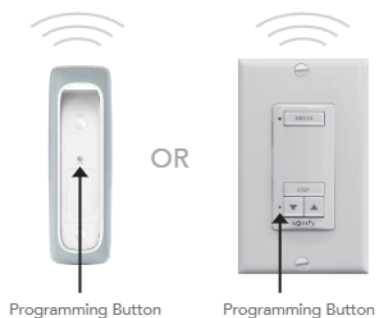
# Adding a Channel or Control



**Do not press the programming button outside of this sequence unless otherwise instructed by a Customer Service Agent.**

**Before you start**, decide which remote you want to control the shade. If the channel on the remote currently operates a group of shades, you first need to disconnect power to all other shades to prevent unwanted channel/remote assignments. You will need a paperclip or similar item. For rechargeable motor, see page 8 before beginning programming.

Use these same steps to create groups using single channel or multi channel controllers.



- 1 Start with the control or channel that currently operates the shade.
- 2 **TO COPY:** Using a paperclip or similar item, **press and hold the programming button** (shown above) for approximately 5 seconds. When the shade jogs, release the programming button.  
  
**Note:** If the wrong shade jogs, you have selected the wrong channel. Press and release the programming button you just pressed. The wrong shade will jog again. Select the correct channel and start again from step 1.
- 3 Select the new control or desired channel to add to the shade.
- 4 **TO PASTE:** Using a paperclip or similar item, **press and release the programming button** (shown above) for less than 2 seconds.
- 5 The control/channel is now added to the shade's memory. Both the original and new control will operate the same shade.

If you need to add another control or another channel for another shade, go back to the Before You Start section and repeat the steps for each shade.

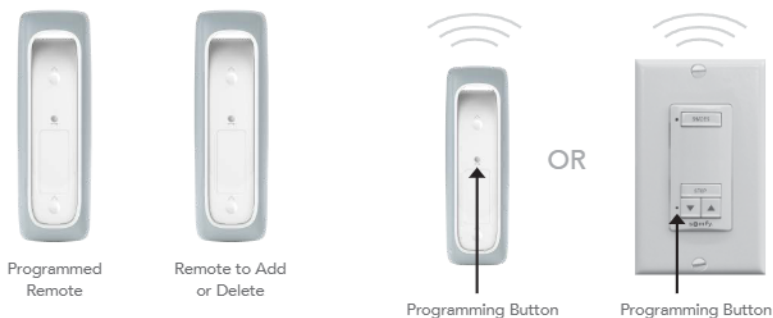
# Deleting a Channel or Control

**Before you start,** decide which remote you want to remove from the shade's memory. If channel on the remote currently operates a group of shades, you first need to disconnect power to all other shades to prevent unwanted channel/remote assignments. You will need a paperclip or similar item. For rechargeable motor, see page 8 before beginning programming.

- 1 Start with the control or channel that you intend to keep and currently operates the shade.
- 2 **TO START:** Using a paperclip or similar item, **press and hold the programming button** (shown below) for approximately 5 seconds. When the shade jogs, release the programming button.

**Note:** If the wrong shade jogs, you have selected the wrong channel. Press and release the programming button you just pressed. The wrong shade will jog again. Select the correct channel and start again from step 1.

- 3 Select the control or desired channel to delete from the shade.
- 4 **TO REMOVE:** Using a paperclip or similar item, **press and release the programming button** (shown below) for less than 2 seconds.
- 5 The control/channel is removed from the shade's memory. The control/channel will not operate the shade.



# Shade Adjustments

## Adjusting Your Shade's Default Upper Limit (Optional)

If you would like to adjust your shade's default upper limit



**\*PRODUCT SAFETY NOTE:**

- For Cellular, Pleated, Roman, and Natural Shades - Adjusting the motor too tight can cause the motor to fail and/or break/fray the internal cording.
- For Solar and Roller Shades - Be sure the hembar does not lift into the fascia or cassette, this could cause the hembar to get stuck and/or damage the fabric.
- For Sheer and Layered Shades - Make sure the bottomrail does not lift into the cassette.

**Before you start**, decide which remote you want to remove from the shade's memory. If channel on the remote currently operates a group of shades, you first need to disconnect power to all other shades to prevent unwanted channel/remote assignments. You will need a paperclip or similar item. For rechargeable motor, see page 8 before beginning programming.



- 1** Briefly press UP and release. Allow the shade to reach its default upper limit.



- 3** Adjust your upper limit by using UP or DOWN to move your shade to your new desired upper limit.\* The shade will only move while UP or DOWN is being pressed while in this adjustment mode.



- 2** Once the shade stops, press and hold UP and DOWN at the same time for approximately 5 seconds. When the shade jogs, release both buttons. A jog is a brief up and down movement of the shade. This means you've put the shade into programming mode.



- 4** When the shade is stopped at your new desired upper limit, press and hold "MY" for approximately 3 seconds. When the shade jogs, release the "MY" button. You have now saved your new upper limit.

## Adjusting Your Shade's Default Lower Limit (Optional)

### If you would like to adjust your shade's default lower limit



#### \*PRODUCT SAFETY NOTE:

- For Cellular, Pleated, Roman, Roman and Natural Shades - Extending the shade beyond the ordered limits can cause shade damage.
- For Sheer and Layered Shades - Changing the lower limits will change the "MY" position for the shade. See following page to adjust "MY" position.
- If your shade will not lower to your desired lower limit, contact a customer service agent for assistance.

**Before you start,** decide which remote you want to remove from the shade's memory. If channel on the remote currently operates a group of shades, you first need to disconnect power to all other shades to prevent unwanted channel/remote assignments. You will need a paperclip or similar item. For rechargeable motor, see page 8 before beginning programming.



- 1** Briefly press DOWN and release. Allow the shade to reach its default lower limit.



- 3** Adjust your lower limit by using UP or DOWN to move your shade to your new desired lower limit.\* The shade will only move while UP or DOWN is being pressed while in this adjustment mode.



- 2** Once the shade stops, press and hold UP and DOWN at the same time for approximately 5 seconds. When the shade jogs, release both buttons. A jog is a brief up and down movement of the shade. This means you've put the shade into programming mode.



- 4** When the shade is stopped at your new desired lower limit, press and hold "MY" for approximately 3 seconds. When the shade jogs, release the "MY" button. You have now saved your new lower limit.



## Adjusting Your Shade's "MY" Position (Optional)



On the DecoFlex WireFree™ RTS Wall Switch, the STOP button functions and programs the same as the "MY" button.



**Before you start**, decide which remote you want to remove from the shade's memory. If channel on the remote currently operates a group of shades, you first need to disconnect power to all other shades to prevent unwanted channel/remote assignments. You will need a paperclip or similar item. For rechargeable motor, see page 8 before beginning programming.



- 1 Using UP or DOWN, put your shade in motion. When it reaches your desired "MY" position, press and release "MY" to stop the shade.

- 3 If you need to adjust another shade's "MY" position, go back to the Before You Start section and repeat the steps for each shade.



- 2 When the shade is stopped at your new desired "MY" position, press and hold "MY" for approximately 5 seconds. When the shade jogs, release the "MY" button. You have now saved your new "MY" position.

**Sheer Shades** - The default home position is preset to shade lowered and vanes closed.

**Layered Shades** - The default home position is preset to shade lowered and vanes open.

**Note:** If limits are adjusted on a Sheer or Layered Shade, the MY position will need reset.

To change or adjust the home position, use the UP or DOWN button to reach the desired position and then press and hold the "MY" until the shade jogs.

# Pairing Controller to the Motorized Shade

Press and hold the program button until the shade jogs once. Locations of program buttons are based on the motor type. The various motor types are illustrated below.

A. 12-Volt Roller Motor, Solar/  
Roller, Woven Wood, Soft  
Shade, Sheer, Layered



B. 24-Volt Solar/Roller, Woven  
Wood, Soft Shades Motor



C. Cellular/Pleated, Classic  
Roman Motor

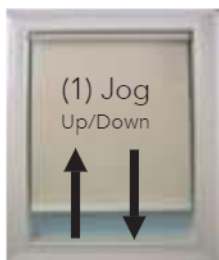


White motors have a  
programming button at the  
end of the motor.

D. Horizontal Motor

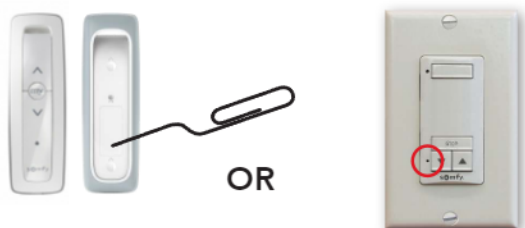


**Pairing mode is established when shade jogs once.**



**Press and release programming button on the control you are adding.**

Select channel, press and release programming button on the control/channel you are adding.



**Pairing is validated by a single jog.**



**Note:** After initiating the first pairing step you will have 2 minutes before the motor times out to complete the sequence.

# Adjusting Motor Speed

## 12V Roller Motor Speed Adjustment

**Note:** The LED will blink orange slowly when adjusting speed

- 1 Move shade away from end limits
- 2 Press and HOLD the UP, MY (stop) and DOWN together until shade jogs once. LED will alternate blinking green and yellow.
  - The shade will move UP and Down automatically in 10 second cycles
  - **INCREASE SPEED:** press and hold the UP button until the shade jogs (repeat as necessary) Max speed is achieved when shade will jog up 3 times, then down 3 times. LED on motor will flash RED.
  - **DECREASE SPEED:** press and hold the DOWN button until the shade jogs (repeat as necessary)
- 3 Press and HOLD the MY button until the shade jogs

## 24V Motor Speed Adjustments

- 1 Move shade away from end limits
- 2 Press and HOLD the UP, MY (stop) and DOWN together until shade jogs once
  - **INCREASE SPEED:** press and HOLD the UP button until the shade jogs. LED will blink green 5 times. Repeat as necessary.
  - **DECREASE SPEED:** press and HOLD the DOWN button until the shade jogs. LED will blink green 5 times. Repeat as necessary.
- 3 Press and HOLD the MY (stop) button until the shade jogs; LED will blink green 5 times



**Note:** Minimum/Maximum speed is reached when the shade briefly moves one direction 3 times then the other direction 3 times. LED will blink RED 3 times then intermediately 3 times.




## 12V Tilt Motor Speed Adjustment

- 1 Move blind away from end limits
- 2 Press and HOLD the UP, MY (stop) and DOWN together until blind jogs once.
  - The shade will move UP and Down automatically in 10 second cycles.
  - **INCREASE SPEED:** press and hold the UP button until the shade jogs (repeat as necessary) Maximum speed is achieved when blind moves 3 times in one direction then 3 times in the other direction.
  - **DECREASE SPEED:** press and hold the DOWN button until the shade jogs (repeat as necessary) Minimum speed is achieved when blind moves 3 times in one direction then 3 times in the other direction.
- 3 Press and HOLD the MY (stop) button until the blind jogs

## Changing Motor Direction

**Before you start,** decide which remote you want to remove from the shade's memory. If your remote currently operates a group of shades, you first need to disconnect power to all other shades to prevent unwanted channel/remote assignments. You will need a paperclip or similar item.  
For rechargeable motor, see page 8 before beginning programming.

If shade raises when  is pressed or if the shade lowers when the  is pressed the motor direction needs to be modified. Follow the steps below to correct motor rotation.

- 1 Move shade to the approximate half-way point (shade should be moved away from upper and lower limit).
- 2 Using the control, press  and  simultaneously until the shade jogs.
- 3 Press the stop button until the shade jogs.
- 4 Motor direction is reversed. Press  to check the new rotation direction.

# Sun Disappearing Feature on 24-V Motor

This function can only be used if a "MY" position is programmed.

See page 15 on how to set a "MY" (or favorite position)

## Setting the "Sun Disappearing Position"

- 1 Press and HOLD the MY and DOWN until the shade jogs once
- 2 Move the shade to the "sun disappearing position" using up or down
- 3 Press and HOLD the MY (stop) button until the shade jogs

## Modifying the "Sun Disappearing Position"

- 1 Press and HOLD the MY and DOWN until the shade jogs once
  - The shade will move to the pre-set sun disappearing position
- 2 Move the shade to the NEW "sun disappearing position" using up or down
- 3 Press and HOLD the MY button until the shade jogs

# Resetting a Low Voltage Roller Motor

Note following these steps will clear all remotes and limits. You will need to set limits and add remote to shade.

## Resetting the Motor to Factory Settings



**On the Motor** — Press and HOLD the program button until the shade jogs THREE times.(this will clear all limits and controllers and motor is reset to factory settings)

**Note:** Motor will go to sleep if left untouched for 15 minutes. After motor has been reset.

## Assigning Controller and Setting Limits

- 1 Starting at the motor**—If LED is solid green move to step 2. If LED is not solid green: Briefly press and RELEASE, the program button on the motor head. The shade should jog 3 times.
- 2 Using the controller**—Select proper channel. Press and HOLD the UP and DOWN together until shade jogs.
- 3 Check travel direction**—Press up or down to confirm proper direction. To correct direction, press and HOLD the "MY" or "STOP" button until the shade jogs once, check direction again.
- 4 Set the UPPER position**—Bring shade to the desired upper limit stop point. Press and HOLD "MY" ("stop") and DOWN together until the shades starts traveling down. Briefly press the MY button to stop the shade when the shade reaches desired lower limit. Adjust as necessary by pressing the up or down.
- 5 Set the LOWER position**—Press and HOLD "MY" ("stop") and UP together until the shade starts traveling up. The shade will travel to the pre-set upper limit.
- 6 Save limit settings**—Press and HOLD the "MY" or "STOP" until the shade jogs once.

**Proceed to next page for finishing steps.**

- 7 **Using the controller**—Press and **RELEASE** the controllers program button. The shade will jog once.
- 8 Shade is now ready to operate in user mode. **Confirm limits.**
- 9 Repeat for each shade as necessary.



# Resetting a Low Voltage Lift or Tilt Motor

Note following these steps will clear all remotes and limits. You will need to set limits and add remote to shade.

## Resetting the Motor to Factory Settings



**On the Motor** — Press and HOLD the program button until the shade jogs THREE times.(this will clear all limits and controllers and motor is reset to factory settings)

**Note:** Motor will go to sleep if left untouched for 15 minutes. After motor is reset, you will need to assign a controller and set limits.

## Assigning Controller and Setting Limits

- 1 Starting at the motor**—Press and HOLD the program button until the shade jogs ONCE.
- 2 Using the controller**—Select proper channel. Press and RELEASE (less than 2 seconds) the programming button. The shade will jog once to confirm.
- 3 Check travel direction**—Press up or down to confirm proper direction. To change direction, press and HOLD the "MY" or "STOP" button until the shade jogs once
- 4 Set the UPPER position**—Bring shade to the desired upper limit stop point. Press "MY" ("stop") and DOWN together until the shades starts traveling down.

**Note:** If the shade stops when the buttons are released, bring shade back to upper limit and repeat. Stop the motor when the shade reaches desired lower limit by pressing "MY" or "STOP".Adjust as necessary.

- 5 Set the LOWER position**—Press and release "MY" ("stop") and UP together until the shade starts traveling up.

**Note:** If the shade stops when the buttons are released, bring shade back to lower limit and repeat.

**Proceed to next page for finishing steps.**

- 6 **Save limit settings**—Press and HOLD the "MY" or "STOP" until the shade jogs once. Shade is now ready to operate in user mode. **Confirm limits.**
- 7 Repeat for each shade as necessary.
- 8 Shade is now ready to operate in user mode. **Confirm limits.**
- 9 Repeat for each shade as necessary.

# 120-Volt Motor Programming and Reset Procedure

A



Remove plug from power for 2 seconds.

B



Plug in power cord for 10 seconds.

C



Remove plug from power for 2 seconds.

D





Plug in power cord. Window covering will jog or move.

## To add a new control when the original is lost or damaged (Pairing):

- 1 Perform a Dual Power Cut. Follow the pictures above to get one jog from the motor.
- 2 Using the programming tool, press and release the programming button on the control (remote or wall switch) until the shade jogs once. This confirms that the new control is added.
- 3 All previous settings are maintained from the original control, including upper and lower limits and intermediate position, if set.



## To reset the motor and delete all previous settings:

- 1 Perform a Dual Power Cut. Follow pictures A–D above to get one jog from the motor.
- 2 Using the programming tool, press and hold the programming button on the control (remote or wall switch) until the shade jogs twice. Do not release the programming button until the jogging is complete, or you will have to start the dual power cut from the beginning. Shade will move only when the  or  is held.
- 3 All controls and limits are now erased and the motor is reset.

## Proceed to next page for assigning channel and setting limits

**Note:** It may be necessary to move control closer to motor head when programming. Motors in programming mode have a reduced RTS range.

## Assigning Controller and Setting Limits

Before assigning controller and setting limits, disconnect power to all other shades.

- 1 Using the controller**—Select proper channel. Press and HOLD the UP and DOWN together until shade jogs.
- 2 Check travel direction**—Press up or down to confirm proper direction. To correct direction, press and HOLD the "MY" or "STOP" button until the shade jogs once, check direction again.
- 3 Set the UPPER position**—Bring shade to the desired upper limit stop point. Press and HOLD "MY" ("stop") and DOWN together until the shades starts traveling down, then release. Briefly press the MY button to stop the shade when the shade reaches desired lower limit. Adjust as necessary by pressing the up or down.
- 4 Set the LOWER position**—Press and release "MY" ("stop") and UP together until the shade starts traveling up, then release. The shade will travel to the pre-set upper limit.
- 5 Save limit settings**—Press and HOLD the "MY" or "STOP" until the shade jogs once.
- 6 Using the controller**—Press and RELEASE the controllers program button. The shade will jog once.

# Helpful Tips and FAQs

For video tutorials and the most up-to-date troubleshooting information, visit our Motorization Knowledge Base at [www.motorization.support](http://www.motorization.support).

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**FAQ:** When I activate the "MY" button, the shade does not travel to my preferred position.

- The "MY" position may need to be programmed. See page 13 to adjust shades "MY" position
  - Pushing "MY" while your shade is at rest should bring your shade to your "MY" position.
- 

**FAQ:** My shade does not respond to my controller (remote or wall switch).

- Verify that the motor antenna is exposed and not altered, obstructed, or concealed within headrail.
- Verify that the control has power by checking that the light on the remote or wall switch illuminates when pressed. If the control no longer illuminates when pressing a button, the battery needs to be replaced.
- If using a multi-channel remote, be sure the proper channel has been selected.
- Verify that the control or wall switch is within the recommended operating range (approx. 65 feet).
- Verify that the command button (UP or DOWN) is pressed for at least 1 second.
- Motor need paired back to remote. See page 14-15 to pair remote to shade.
- Verify shade works from manual button on motor.

Verify that the motor is powered.

- **For battery applications** — check battery connection and orientation and replace batteries if necessary. To replace batteries simply unscrew the end of the tube and remove batteries. Insert new AA batteries in the correct orientation and screw on the end of the tube. Be sure to use the recommended battery type listed on the tube. Ensure the ends are screwed on straight and tight.
- **For plug-in transformer applications** — check plug-in transformer connection, verify outlet power by using a known working outlet. Check that all cables and wires are securely connected. A volt meter can also be used to verify power at the connector. 24 volt motors: confirm that the wires are attached with the correct polarity. 12 volt motors make sure not using more than 2 extensions.
- **For solar power kit applications** — confirm proper connection of both the solar panel and rechargeable battery tube. 10 NiMH batteries are included and in some instances the batteries may have lost charge and are not able to recover. A battery charger can be used to recharge batteries.

- Confirm LED light on motor is not blinking red before or after shade movement. If blinking red then the battery will need charged. A battery charger can be used to recharge motor.
- **If LED light on motor is not blinking red** — shades are shipped with radio technology deactivated to prevent damage during shipping. To activate the radio technology, simply press and release the motor head program button: the shade will jog once.

If these solutions do not resolve the issue, attempt to reset motor. See pages 20-23 for instructions to reset motor.

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**FAQ:** My motorized shade does not travel to/stop at the desired upper or lower limit.

- The motorized shade's upper and/or lower limit may need to be adjusted to reach your preferred positions. Pages 11-12 explain how to adjust the upper and lower limits of your shade.



**Product safety note:** When adjusting the upper limit, over-tensioning the limit can cause damage.

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**FAQ:** I have to hold the UP or DOWN button on the controller to operate my shade. When I release the UP or DOWN button, the shade stops.

- The motor is operating in programming mode, press and hold the "MY" button until the shade jogs.
- If your shade does not respond to holding the "MY" button, locate the programming button on your remote. Using a paperclip or similar item, press and release the programming button for less than 2 seconds. The shade will jog.
- If the shade does not jog after 5 seconds, reset your shade's motor to factory settings. See page 20-23 for instructions.

**FAQ:** What do the LED colors on my rechargeable motorized shade mean?

Color	Sequence	Meaning
Red	Slow Blinking (3 seconds)	Low battery; needs charging
Green	Glowing	Upper limit adjustment mode
Green	Slow Blinking	Lower (down) limit adjustment mode
Green	Fast Blinking	Adding/Deleting Controller programming mode
Green/Yellow	Alternating	Speed adjustment mode
Yellow	Glowing	Roller adjustment mode
Yellow	Slow Blinking	Tilt adjustment mode

**FAQ:** What does the LED colors on my rechargeable battery pack mean?

Observation	Sequence	Meaning
Window covering does not move	Battery is low in power	Recharge battery
Motor LED slowly blinking	Battery is low in power	Recharge battery
Charger LED is Red	Battery is low in power	Recharge battery
Charger LED is Green	Battery is fully charged	Unplug battery from charger

## Additional Troubleshooting Support

For video tutorials and the most up-to-date troubleshooting information, visit our Motorization Knowledge Base at [www.motorization.support](http://www.motorization.support).

## FCC Class B Notice

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

**Note:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

Reorient or relocate the receiving antenna. Increase the separation between the equipment and receiver. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected. Consult the dealer or an experienced radio/television technician for help.

**Modifications:** Any modifications made to this device that are not approved by Springs Window Fashions may void the authority granted to the user by the FCC to operate this equipment.

For advanced technical information, contact customer service at 1-877-792-0002.

## Industry Canada Notice

This device complies with Industry Canada License-exempt RSS standard(s). Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

For advanced technical information, contact customer service at 1-877-792-0002.



# Customer Service

Our customer service team is available via phone at 1-800-221-6352.

Monday through Friday from 9:00 a.m. to 4:00 p.m, eastern.

You can also email us 24/7 at [motorization.support@springswindowfashions.com](mailto:motorization.support@springswindowfashions.com).

For video tutorials and additional help, visit [www.motorization.support](http://www.motorization.support)



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