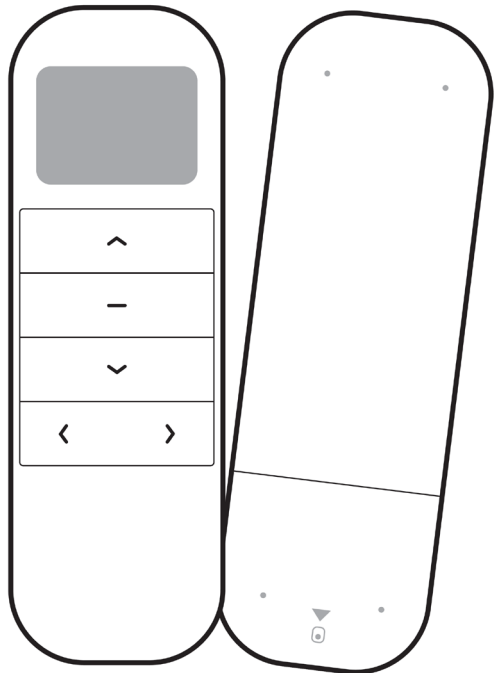


# Motorized Roman Shades

## Quick Start Guide

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## CHARGING SHADE

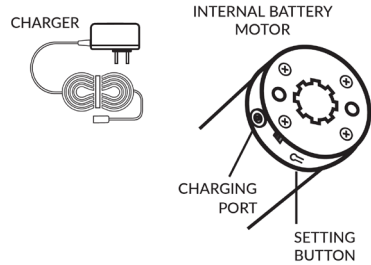
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When the shade begins to operate slower than normal and beeps when operated it is time to charge the battery. A typical charge can take between 4-6 hours.

### Internal Battery (Most Shades)

Plug the 5v charger into the port on the motor.

Plug the charger into an electrical outlet.



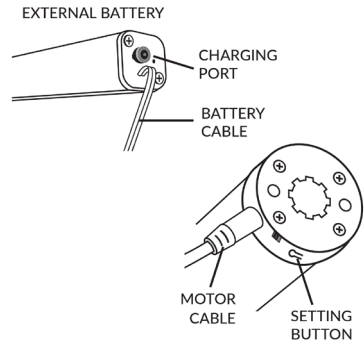
### External Battery

Narrower shades use an external battery.

Plug the 5v charger into the port on the side of the external battery.

Plug the charger into an electrical outlet.

If it is more convenient, the external battery can also be unplugged from the motor to charge and then reattached when charging is complete.



## REPLACE BATTERY IN REMOTE

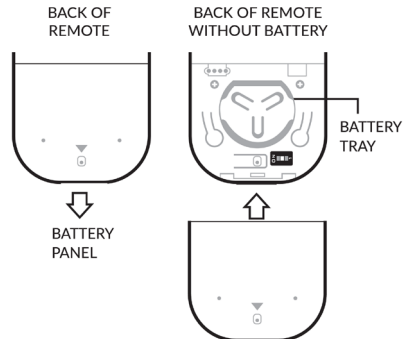
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Use the provided tool to remove the back cover of the remote. Slide the back cover off the remote.

Remove the battery and replace it with a new battery (CR2450). The new battery should be inserted with the writing facing up (positive side up).

Replace the back cover of the remote.

NOTE: When installing the battery for the first time, you will need to remove the film packing sheet.



## TROUBLESHOOTING

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| <b>PROBLEM</b>  | <b>SOLUTION</b>   |
|---|---|
| Shade will not raise or lower.  | Recharge motor.   |
| Shade runs slowly.  | Recharge motor.   |
| The motor continues to run in one direction.                                | The limit setting was unsuccessful and needs to be reset.   |
| Channel Display screen on remote does not light up.                         | Replace the battery in the remote (CR2450).   |
| The distance required to operate shade with remote becomes shorter.         | Replace the battery in the remote (CR2450).   |
| Shade goes up when down button is pushed and down when up button is pushed. | To change shade directions locate the programming button at the top of the shade, then press and hold it until the shade jogs 3 times. A jog is a brief up and down motion. The shade direction has now been changed. |
| The motor beeps when operated.  | The battery power is low. Recharge the motor.   |
| I can't get the remote to operate the motorized shade.                      | Unpair the remote from the shade. Then re-pair the remote and reset upper and lower limits.   |
| No response or inconsistent responses from the remote or app.               | The antenna should be running down the back of the shade between the fabric and the glass pointing into the room not touching metal.  |

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**carole**<sup>TM</sup>

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