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## User Manual

### Wand and Remote Motorization

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Thank you for purchasing motorized shades. This manual includes set up, programming, and troubleshooting information for wand and remote motorized shades.

We recommend keeping this manual after your shades are installed and operating correctly for referencing back programming and troubleshooting information.

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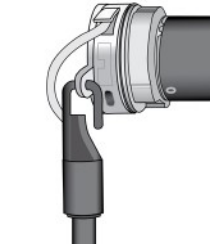
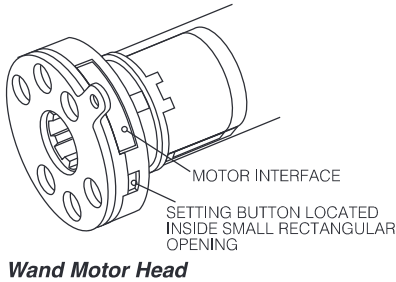
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### CONNECT THE WAND TO THE MOTOR

Before installing your shade, attach the wand to the motor.

1. Lift the protective cover on the motor interface and insert the plug on the end of the wand cable into the motor interface at the end of the tube. Take care to ensure the plug is correctly aligned. The motor will beep when the wand is plugged in fully.
2. Insert the hook on the end of the wand into the eyelet on the motor head and push it all the way through so the wand hangs down freely **[Figure 1]**.



**Figure 1: Wand Hook Connection**

### CHARGING THE MOTOR

We recommend ensuring that the motor battery is fully charged before installing your shade.

1. Plug the charger into the micro USB port on the back of the wand **[Figure 2]** and then plug into an AC outlet. If the battery is fully charged, the LED light will glow green. If not, leave the wand to charge until the LED is green.
2. Unplug the charger when the LED light glows green.

**NOTE:** The motor battery is in the shade tube.



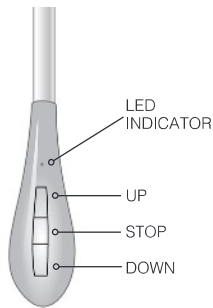
**Figure 2: Wand Charging Port**

### OPERATING THE SHADE

Your shade has been programmed at the factory with an upper and lower stop limit. This means it will automatically stop when the shade is fully raised or lowered.

- Once your shade is installed, check the operation. The wand has three buttons: **UP**, **STOP**, and **DOWN** **[Figure 3]**.
- Press the **UP** button to raise the shade to pre-set upper stop limit.
  - Press the **STOP** button to stop the shade at any desired location.
  - Press the **DOWN** button to lower the shade to pre-set lower stop limit.

If the shade stop limits require reprogramming, follow the instructions on page 11.



**Figure 3: Wand Control Buttons**

### MOTOR WILL NOT RESPOND TO WAND

1. Check the wand. Wand controls must be securely plugged into the shade motor head to operate the shade. To check the connection of the wand to the motor, use a pencil eraser to firmly press the wand plug into the wand motor interface **[Figure 4]**. Motors will beep when the wand has been securely plugged in.

Once the wand is securely connected, try operating the shade. If the shade does not operate after the wand is securely connected, move on to step 2.

2. Check the motor by pressing the setting button on the motor head **[Figure 4]**. Use an opened paperclip to fully press and hold down the reset button.

If the motor does not move after pressing the setting button, move on to step 3. If motor does move after pressing the setting button, press the button again to stop the motor movement, and request a new wand.

**NOTE:** The motor retains all previous programming, just connect the replacement wand to the motor for operation.

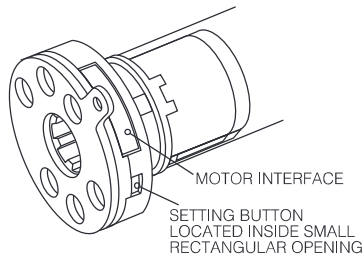
3. If the motor does not move after pressing the setting button, it may need to be recharged. Charge the motor by plugging the charging cord into the charging port on the end of the wand control **[Figure 5]**. The LED light will glow red when the motor is charging and green when the motor is fully charged.

If the LED light on the wand turns green immediately when plugged in, request a new motor. If the motor can be charged, try operating your shades again once they have reached a full charge. Motors take 5 - 6 hours to reach full charge.

4. If both the motor and wand are working properly, try resetting the motor by following the instructions on page 4.

If the shade does not move after all the steps have been attempted, the motor is defective and needs to be replaced. Contact Customer Service to obtain a new motor.

**NOTE:** The motor retains all previous programming, just connect the replacement wand to the motor for operation.



**Figure 4: Wand Motor Head**



**Figure 5: Wand Charging Port**

### MOTOR BEEPS EVERY TIME IT IS OPERATED

This means the battery is below 20%, and the motor needs to be charged.

### NO LED LIGHT SHOWING

If there is no LED light (red or green) showing during charging:

1. Check connection between wand and motor. Use a pencil eraser to push firmly on the plug to ensure that it's fully seated.
2. If the connection is good, but no LED light is visible, then the wand needs to be replaced. Contact Customer Service to obtain a replacement wand.

### REVERSING SHADE DIRECTION

If for some reason the shade direction is reversed, press and hold the Setting Button on the motor head until the shade jogs 2 times **[Figure 1]**.

### RESETTING THE SHADE MOTOR

If you need to remove all shade stop limits and start over, follow these steps:

1. Press & Hold the Setting Button on the motor head until the shade jogs 3 times **[Figure 1]**. This removes all programming.

**NOTE:** There is a longer pause between the 2nd and 3rd jogs. A "jog" is a quick, small up-and-down movement.

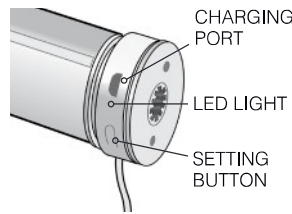
2. Set Upper and Lower Limits. See instructions on page 11 for resetting shade limits.

### CHARGING THE MOTOR BATTERY

The shade battery is inside the motor, encased in the shade tube. If you see a red light on the motor head or if the motor beeps when operating, that means it is time to recharge.

#### To charge the motor battery:

- Insert the charging cord into the charging port on the end of the shade tube **[Figure 6]**, and plug the other end of the power adaptor into an outlet. The LED light at the end of the shade tube will blink green when the battery is charging and will show solid green when fully charged.
- When the LED on the end of the shade tube changes to solid green, the motor is fully charged.



**Figure 6: Motor Head**

### PREPARING THE REMOTE

Your remote comes with a battery installed. Remove the panel on the back of the remote and pull out the insulating tab used to protect the battery during shipment **[Figure 7]**.

Single channel remotes will show a blue back light on the buttons when the remote battery is engaged. The LED screen on multi channel remotes will turn on when the remote battery is engaged.



**Figure 7: Remote with battery cover removed**

### CHANGING THE REMOTE BATTERY

If the remote does not respond when you press Up, Down, or Stop, it may be time to replace the battery. The remote control uses a **CR2450 battery**, available at most hardware/general stores.

To remove the battery cover on the remote, press in the small button on the battery cover using a tool with a tip and slide the cover down.

**NOTE:** The remote should operate your shades from a distance of up to 100 feet, but low remote battery power can shorten this distance. Sometimes there is enough power to display a channel number on the LED screen of a multi channel remote but not enough to signal the motor and operate the shade.

### PAIRING REMOTE

Your remote should come pre-paired and programmed to your shade. If the remote becomes unpaired, follow the instructions below to pair any remote or wall switch to your shade:

1. **For a multi-channel remote**, select channel first (Do not select Channel 0).
2. **Press & hold the Setting Button [Figure 6]** on the shade motor head until the shade jogs once. Let go, and you'll hear a long beep.
3. **Quickly press the UP button**; shade will jog once and beep 3 times.

**Note:** Once the motor jogs, press UP within 20 seconds.

### UN-PAIRING SHADE FROM THE REMOTE/CHANNEL

Follow PAIRING REMOTE steps, but press the **DOWN** button instead.

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## REMOTE CONTROL - OPERATING

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Hand held remotes or wall switches are available in single-channel and multi-channel options. Both single-channel and multi-channel remotes or wall switches have the same operational instructions. Multi-channel remotes or wall switches are capable of operating shades on more than one channel.

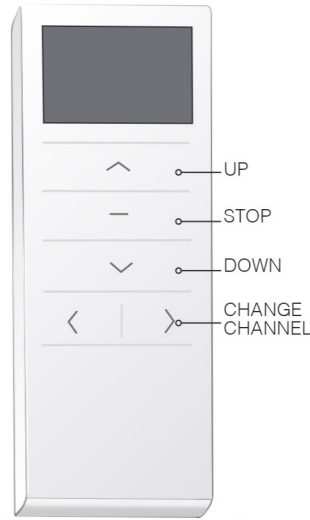
### SHADE OPERATION

- If using a multi-channel remote or wall switch, press the “<” or “>” button to select the correct channel.
- Press (and release) the **Up** or **Down** button and the shade will move to the upper or lower stop limit set by the factory. To change the stop limits, follow the instructions on page 11.
- Press (and release) the **Stop** button:
  - While the shade is raising or lowering to stop it at that point.
  - When the shade is not moving to go to the set middle limit. Follow the instructions on page 11 to set the middle stop limit.

### MULTI-CHANNEL REMOTE

Multi-channel remotes **[Figure 8]** or wall switches control several shades independently with just one remote.

- 15 channels can be programmed.
- A single shade or group of shades can be pre-programmed to operate on a specific channel, as identified on the order.
- Channel 0 is the group channel; it operates all shades at once.



**Figure 8: Multi-Channel Remote**

### MOTOR WILL NOT RESPOND TO REMOTE

1. Is the antenna damaged or blocked? If it is damaged, we need to replace the motor.
2. Check the remote channel. Any shades that are programmed to the remote will operate on channel zero. Navigate to channel zero by pushing the left arrow on your remote. Once there, press the up or down buttons to operate shades that are programmed to the remote.

To determine the shades programmed to individual remote channels, click through each channel after zero using the right arrow and press up or down to see the shades that can be operated on each channel.

If your remote does not turn on, move on to step 3.

If your remote turns on but does not operate shades, move on to step 4.

3. Check the remote. When the remote is working properly, the LED screen on the front of the remote will turn on. If the LED screen does not turn on:

Check that the battery tab has been completely removed from under the remote battery. The tab is a clear cover that disables the battery in shipping and must be removed in order for the remote to work. Any small remainder of the plastic tab can disrupt the battery's connection.

If the tab is removed and the remote still does not work, try a new battery in the remote. Remotes use CR2450 batteries that can be purchased at many retailers.

If your remote does not turn on after trying the steps above, request a new remote. If your remote turns on but does not operate shades, move on to step 4.

4. Check the motor by pressing the setting button on the motor head **[Figure 6]**.

If the motor does not move after pressing the setting button, move on to step 5.

If the motor moves after pressing the setting button, press the button again to stop the motor and try operating your shades. If the shades still do not operate, move on to step 6.

5. If the motor does not move after pressing the setting button, it may need to be recharged. Charge the motor by plugging the charging cord into the charging port on the motor head. The LED light will blink green when the motor is charging and glow solid green when the motor is fully charged.

If the LED light on the motor head turns green immediately when plugged in, request a new motor.

If the motor can be charged, try operating your shades again once they have reached full charge.

6. If the motor is working properly and the remote is working properly, try re-pairing the remote to the shade by following the pairing instructions on page 5.
7. If the motor is working properly and the remote is working properly and you are unable to re-pair the remote to the shade, try resetting the motor by following the reset instructions on page 8.

### MOTOR BEEPS EVERY TIME ITS OPERATED

This means the battery is below 20%, and the motor needs to be charged.

### REVERSING SHADE DIRECTION

If for some reason the shade direction is reversed, press and hold the Setting Button on the motor head until the shade jogs 3 times **[Figure 6]**.

### REORGANIZING SHADES ON A MULTI-CHANNEL REMOTE

The simplest way to move a shade (and the set stop limits) from one channel to another is by unpairing and pairing the shade to channels on the remote. Follow Pairing/Unpairing Shade From Remote/Channel instructions on page 5.

**Example:** Left and right shades in the dining room are on separate channels, but you want them to move together.

1. Left Shade = Channel 1
2. Right Shade = Channel 2
3. Navigate to an unused channel and pair both the left and right shade to the new channel. Once added, both shades can be controlled from the new channel.

To move a group of shades from one channel to another, each shade needs to be moved individually from one channel to another. Follow the instructions above by un-pairing and re-pairing each shade in the group on the new channel.

### RESETTING THE SHADE MOTOR

If you need to remove all shade stop limits and start over, follow these steps:

1. Press & hold the Setting Button on the shade motor head until the shade jogs 4 times then beeps 3 times **[Figure 6]**. This removes all programming.

**NOTE:** There is a longer pause between the 2nd and 3rd jogs. A “jog” is a quick, small up-and-down movement.

2. Reset upper and lower limits. See instructions on page 11 for setting shade limits.

### TURNING ON/OFF LED LIGHT ON MOTOR HEAD

The LED indicator light on the motor head for remote motors turns on when the shade is plugged in to charge. This is a feature that can be turned on or off, depending on customer preference.

1. Lower the shade to the lower stop position.
2. Once the position is reached, press and hold the DOWN button for 5 seconds. A red LED light will flash on the motor head 3 times, signifying that the LED indicator has been turned on or off.



### MOTOR WILL NOT SET LIMITS

1. Check the buttons. Make sure you are pressing the Up and Stop or Down and Stop buttons together at the same time. You must press and hold both buttons simultaneously when setting limits.
2. Check if the remote is locked. If the remote can operate the shade but cannot set shade limits, it is possible that the remote is locked.

To unlock a remote, start by pressing and holding the Stop button on the remote control for 15 seconds until the letter "U" flashes on the screen. Immediately press the P2 button to the left side of the back of the remote to unlock the remote. **NOTE:** The battery cover will need to be removed to access the P2 button.

3. Reset the motor and shade limits following the instructions on page 8 for remote motors.
4. If these are tried and failed, request a new motor.

### CHANGING MOTOR SPEED

Motors can be sped up or slowed down. Motors come standard in their slowest speed.

1. Remove the battery cover on the back of the remote. You will need to have access to the P2 button on the back of the remote to make speed adjustments.
2. To **increase** the speed, use the following sequence:  
P2 + Shade Jog + Up Button + Shade Jog + Up Button + Shade Jog
3. To **decrease** the speed, use the following sequence:  
P2 + Shade Jog + Down Button + Shade Jog + Down Button + Shade Jog
4. The motor has three speeds. Once the shade has reached its fastest/slowest speed, the shade will no longer jog after pressing the up/down button the second time.

### SETTING THE SOFT-STOP OPTION

Soft Stop is a feature available on remote control motors that can be turned off or on. When Soft Stop is turned on, the shade movement slows as it approaches the upper, middle, or lower limit. Shades ship with this feature turned off.

**To turn on,** follow the instructions for increasing motor speed until you reach the fastest speed. Once fastest speed has been reached, repeat the sequence again to turn on Soft Stop.

**To turn off,** follow the instructions for decreasing motor speed until you reach the slowest speed. Once slowest speed has been reached, repeat the sequence again to turn off Soft Stop.

## PRO HUB SET UP

### About this Device

The Pro Hub allows users to link their remote motorized shades to their Internet connection via Ethernet or WiFi, enabling control via the Connector+ app and other smart home devices.



### Step 1 Download APP

Scan below QR Code.



### Step 2 Pair the Hub

The Connector Hub can be paired directly through an Ethernet cable or wirelessly through your WiFi\* signal using the instructions linked in the QR codes.

\*If pairing through a WiFi signal, only use 2.4G internet speed.



Ethernet (iOS)



Ethernet (Android)



WiFi (iOS)



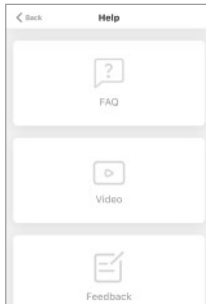
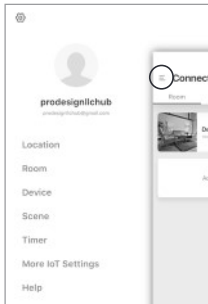
WiFi (Android)

### Step 3 Pair Shades to Hub

Once your hub has been connected, follow directions in the Connector+ app for pairing shades.

### Additional App Features

Within the Connector+ app menu, find additional features including information on connecting your hub to smart home devices and a help section offering FAQs, instructional videos, and our feedback submission portal.



### CHANGING PRESET UPPER AND LOWER STOP LIMITS

If you are changing preset stop limits, follow the instructions below.

**NOTE:** When changing limits, the motor is in "program mode" and only moves in small increments. To move the shade more quickly, press & hold the UP or DOWN button until the shade moves continuously.

CHANGE THE **UPPER STOP** LIMIT:

1. **Press UP** to move the shade to the current pre-set upper stop limit.
2. **Press & hold UP & STOP** buttons together until the motor jogs once, then beeps 2 times.
3. Move the shade to the desired upper stop limit.
4. **Press & hold UP & STOP** buttons together until the motor jogs 2 times and beeps once.

CHANGE THE **LOWER STOP** LIMIT:

1. **Press DOWN** to move the shade to the current pre-set lower stop limit.
2. **Press & hold DOWN & STOP** together until the motor jogs once, then beeps 2 times.
3. Move the shade to the desired lower stop limit.
4. **Press & hold DOWN & STOP** buttons together until the motor jogs 2 times and beeps once.

CHANGE (OR SET) THE **MIDDLE STOP** LIMIT:

This motor also has a middle stop position capability. Setting this limit is left to the customer. Both the upper and lower limits must be set before the middle stop limit can be set.

1. Move the shade to the desired middle stop limit
2. **Press & hold STOP** button for 5 seconds until the motor jogs once and beeps once.
3. To confirm that you've set this limit, move the shade to another position. Then while the shade is not moving, press the STOP button and the shade should move to the set middle stop limit.

### RESETTING UPPER AND LOWER STOP LIMITS (FROM FULL RESET)

If your shade motor requires resetting, follow the instructions below to set your stop limits.

**NOTE:** When starting from a full reset, the motor is in "program mode" and only moves in small increments. To move shade more quickly, press & hold UP or DOWN button until the shade moves continuously. Please remember that there are no limits and you need to press STOP when you reach the desired limit.

SET THE **UPPER STOP** LIMIT:

1. **Always set the upper limit first** when adding limits after a full reset.
2. Move the shade to the desired upper stop limit.
3. **Press & hold UP & STOP** buttons together until the motor jogs 2 times and beeps once.

SET THE **LOWER STOP** LIMIT:

1. **Always set the lower limit second** when adding limits after a full reset.
2. Move the shade to the desired lower stop limit.
3. **Press & hold DOWN & STOP** buttons together until the motor jogs 2 times and beeps once.

SET THE **MIDDLE STOP** LIMIT: Follow instructions above for setting the middle stop limit.

*For other simple troubleshooting or repair tips such as swapping a motor, please contact our Customer Service Team for instructions and video links.*

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## SHADE WARRANTY

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### WHAT IS COVERED BY THIS WARRANTY?

This shade is warranted against defects in materials and workmanship, provided that:

1. The product was installed according to the product instructions.
2. Our recommendations were followed regarding limitations and specifications of the product.

We reserve the right to determine if your shade warrants a repair or partial replacement of any parts. If necessary, we will replace your shade with a new shade of equal or superior value. This shall be your sole remedy under this warranty.

All motors, remote controls and wand motors are warranted for a period of five years from the date of purchase.

### WHO IS COVERED BY THIS WARRANTY?

This warranty applies only to the original retail purchaser with proof of purchase in the USA.

### WHAT IS NOT COVERED BY THIS WARRANTY?

Your shade may also show some fading and discoloration over time. This is not considered a defect for the purposes of this warranty.

This warranty does not cover the removal or installation of original or replacement shades. This warranty does not cover damage or defects caused by, or resulting from improper maintenance, neglect or improper use, wear and tear, abuse, neglect, accidents, alteration, commercial use, installation, removal or reinstallation or exposure to excessive moisture.

Failure to follow the proper installation, charging and use instructions will invalidate the warranty for motors, remotes and wand motors.

### YOUR RIGHTS UNDER STATE LAW

This warranty gives you specific legal rights. You may also have other rights which may vary from State to State. In no event shall we be liable for incidental or consequential damages or for any other direct or indirect damage, loss, cost, expense or fee. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty is exclusive and in lieu of all other obligations, liabilities or warranties.

If you have any questions or concerns, please contact Customer Service.

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