

## TROUBLE-SHOOTING YOUR WAND CONTROL MOTOR

### WAND WILL NOT OPERATE THE MOTOR

1. Make sure the motor is charging:
  - Use a pencil eraser to push firmly on the wand plug and ensure that it is fully seated in the motor interface. (figure 1)
  - Re-charge the battery; see instructions on the front of this document.
  - If you were able to re-charge the battery, the wand should now operate your shade.
2. If after re-charging the battery the shade still won't operate, check the motor. Use an opened paperclip to press the setting button on the motor crown (figure 1)

**If the shade moves,** press button again to stop the shade.

Contact Customer Service to obtain a new wand.

*Note: The motor retains all its programming; just connect the replacement wand to the motor.*

**If the shade doesn't move,** the motor is defective and needs to be replaced.

Contact Customer Service to obtain a new motor.

*Note: You will need to program the replacement motor with stop limits to ensure problem-free operation of your shade.*

### NO LED LIGHT SHOWING

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

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

### SHADE DOES NOT LIFT STRAIGHT

For a roller shade, check the following:

- Is shade mounted perfectly level? Use a level to check.
- Once the shade is level, if it still does not lift straight, contact Customer Service.

For a natural woven roman shade, check the following:

- Is the shade mounted level? Use a level to check.
- If the shade is mounted level, lower the shade fully and check the cords on the back. Make sure that each cord has the same amount of tension on it. If one cord has less tension, then you may need to shorten the cord slightly by moving the knot up a little.
- Slowly raise the shade and check that the lift cords are wrapping uniformly around the spools. If one side is rising faster than the other, check to see if the cords are wrapping over each other on the spool on one side of the shade and not the other. If they are, it may be necessary to adjust the position of the spool slightly; contact Customer Service.



figure 4: Lift Cord on Spool

# USER MANUAL

## WAND CONTROL SHADES

PLEASE KEEP THIS MANUAL AFTER YOUR SHADES ARE INSTALLED AND OPERATING CORRECTLY. IT CONTAINS IMPORTANT INFORMATION, WHICH MAY BE USEFUL IF YOUR SHADES NEED TO BE RE-PROGRAMMED IN THE FUTURE.

### INTRODUCTION

Thank you for your purchase of wand control shades. With careful use, your shades will give you many years of trouble-free operation. Please read the following instructions to familiarize yourself with the operation and maintenance of your re-chargeable shades.

Your wand control shade is operated by a re-chargeable lithium ion battery motor. The battery is inside the motor tube and need never be accessed. It is re-charged via a re-charging port in the end of the wand.

Under normal operating conditions you should never have to access or program the motor. This manual will give you a step-by-step guide to setting up, charging and operating your wand control shade.

### STEP 1: CONNECT WAND TO THE MOTOR

Before installing shade, attach the wand to the motor:

1. Insert the shepherd's hook on the end of the wand into the eyelet on the motor crown and push it all the way through so the wand hangs freely.
2. Ensure that the three buttons on the wand are facing forward.
3. Lift the protective cover to the motor interface (figure 1), and insert the plug on the end of the wand cable. Use a pencil eraser to push firmly on the plug to ensure that it is fully seated.

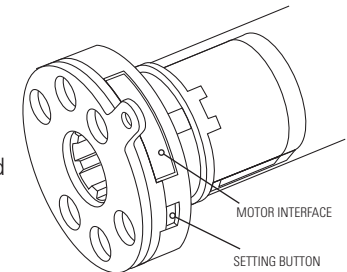


figure 1: Motor crown

### STEP 2: CHARGE THE MOTOR BATTERY

The motor battery is inside the shade tube. It may come fully charged from the factory, but we recommend that you check.

1. Plug the recharger into the micro USB re-charging port on the back of the wand (figure 2), and the other end into an AC outlet.
2. If the battery is fully charged, the LED light (figure 3) on the wand front will glow green. If not, you'll see a red light; let the wand charge until the LED light is green, then unplug the charger.



figure 2: Back of wand

### STEP 3: INSTALL THE SHADE

You are now ready to install the shade. Please refer to the Installation Instructions packaged with your shade.

### STEP 4: OPERATE 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 (figure 3).

The wand has three buttons: UP, STOP and DOWN:

- 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.

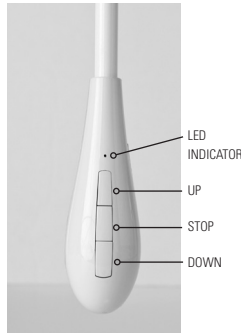


figure 3: Front of wand

### CHANGING THE UPPER AND LOWER STOP LIMITS

Your shade has been pre-programmed at the factory with stop limits, but you may need to adjust them after installation.

#### TO CHANGE THE **UPPER STOP** LIMIT:

1. Press UP button to move the shade to the existing upper stop limit.
2. Press & hold **UP + STOP** buttons together until the motor jogs once (quickly moves slightly up and then down); it may take up to 10 seconds. *This puts shade in program mode.*
3. Move shade to the desired upper limit.
4. Press & hold **UP + STOP** buttons together until the motor jogs two times. *This sets the new upper stop limit and exits program mode.*

#### TO CHANGE THE **LOWER STOP** LIMIT:

1. Press DOWN button to move the shade to the existing lower stop limit.
2. Press & hold **DOWN + STOP** buttons together until the motor jogs once; it may take up to 10 seconds. *This puts shade in program mode.*
3. Move shade to the desired lower stop limit.
4. Press & hold **DOWN + STOP** buttons together until the motor jogs 2 times. *This sets the new lower stop limit and exits program mode.*

### SETTING MIDDLE STOP LIMIT

This motor also has a middle stop position capability. Setting this limit is left to the customer; it's not pre-programmed at the factory.

Once the middle limit is set, pressing STOP when the shade is already stopped will move the shade to the middle position.

#### TO SET OR CHANGE THE **MIDDLE STOP** LIMIT:

1. Move the shade to the desired middle stop limit.
2. Press & hold **STOP** button for 5 seconds until the motor jogs and beeps.
3. To confirm that you've set this limit,
  - Move shade up or down and then stop it.
  - Press the STOP button when shade is not moving, and it will move to the middle limit you just set.

### 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 (figure 1) on the motor crown until the shade jogs 3 times. *This removes all programming.*

*NOTE: There is a longer pause between the 2nd and 3rd jogs.*

2. Set upper and lower limits:

*NOTE: Motor is in "program mode" and only moves in small steps. To move shade more quickly, press & hold UP or DOWN button until the shade continues moving.*

- Set the upper limit by moving shade to desired upper stop position, then
  - Press & hold **UP + STOP** buttons together until the motor jogs 2 times and beeps once. *You've now set the upper limit.*
  - Set the lower limit by moving shade to desired lower stop position, then
  - Press & hold **DOWN + STOP** buttons together until the motor jogs 2 times and beeps once. *You've now set the lower limit.*
3. If desired, follow instructions for "Setting Middle Stop Limit."

### REVERSING SHADE DIRECTION

If for some reason the shade direction is reversed:

- Press & hold the Setting Button (figure 1) on the motor crown until the shade jogs 2 times.