

Dual Shade Wand Control Installation Instructions

NOTE: The motor battery is in the shade tube, not the wand.

STEP A: 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 4] 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.

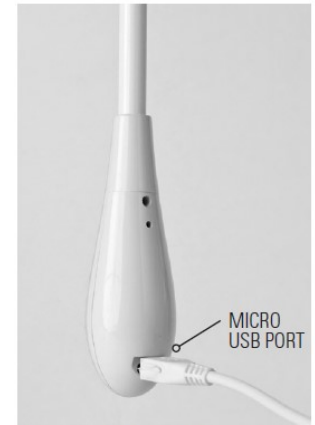


Figure 4: Wand Charging Port

STEP B: CONNECT THE WAND TO THE MOTOR

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

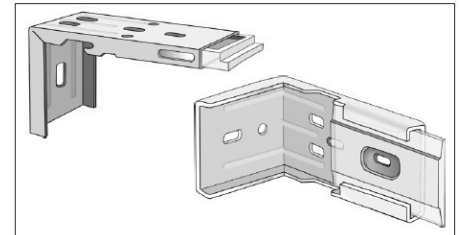
1. Lift the protective cover on the motor interface and insert the plug on the end of the wand cable into the motor interface in the end of the tube. Take care to ensure the plug is correctly aligned.
2. Insert the hook on the end of the wand into the eyelet on the motor crown and push it all the way through so the wand hangs down freely.

STEP C: INSTALL BRACKETS

Your sheer shade will come with universal brackets for inside (top) or outside (face) mounting. [Figure 1]

1. Before beginning installation, fit the brackets into the cassette. See how the white plastic bracket lip fits under the front rib of the cassette, and then push on the back of the bracket to compress it until it snaps into place. The hooks on the bracket are now caught on the back rib of cassette. Push again on the bracket back to remove it.
2. Mark the desired position of the brackets with a pencil. Position one bracket within 2" from each end cap of the cassette. Then space out any middle brackets equally (if supplied). Check the table to the right to see brackets supplied by shade width. NOTE: It is extremely important to install all brackets provided, making sure that any middle brackets are equally spaced. This is required to ensure that your shade will hang with no waviness in the fabric. For more details see Bracket Installation troubleshooting on page 11.
3. Drill pilot holes for the screws.
4. Use provided screws to install brackets. Ensure that they are level and in line with each other. If they are not level, the cassette may not snap properly into all of the brackets.

MOUNTING HARDWARE:



Universal Mounting Brackets and Screws
(for inside/top and outside/face mounting)

Ordered Width (Inches)	Brackets Supplied
Up to 54"	2 Brackets
Between 55" and 78"	3 Brackets
Between 79" and 98"	4 Brackets
Between 98" and 110"	5 Brackets

STEP D: INSTALL SHEER SHADE

1. Position the bracket under the front rib on the cassette. Tilt the front of the dual sheer up and hook the white plastic bracket lip under the front rib on the top of the cassette.
2. Snap cassette into place*. Now push the cassette back and up until all brackets snap into place.
3. For shades ordered with clutch controls, follow instructions on page 3 for installing the tensioner.

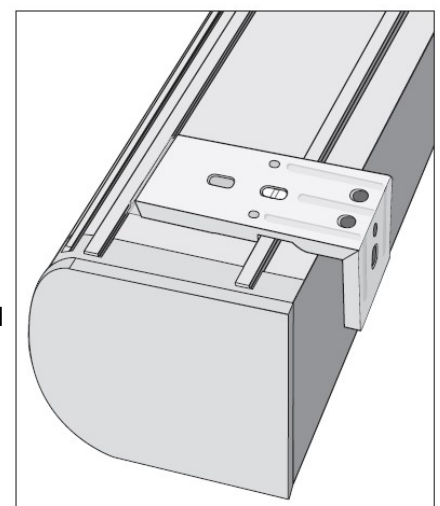


Figure 1: Cassette and Bracket

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STEP E: 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 5]

- 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 trouble shooting instructions.

STEP F: TROUBLE SHOOTING INSTRUCTIONS

WAND WILL NOT OPERATE THE MOTOR

1. Make sure the motor is charging:
 - a. Use a pencil eraser to push firmly on the wand plug and ensure that it is fully seated in the motor interface. [Figure 3]
 - b. Re-charge the battery; see STEP A.
 - c. 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 3]
 - a. If the shade moves, press the setting 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.
 - b. 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. Once you install the new motor, follow the resetting stop limits instructions on page 9.

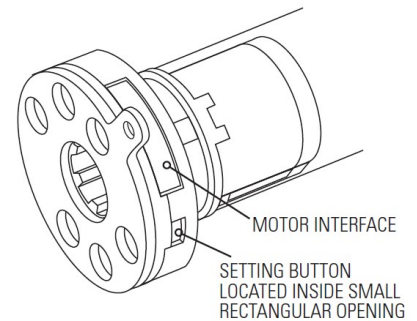


Figure 3: Wand Motor Head

NO LED LIGHT SHOWING

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

- a. 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.
- b. 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.

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 3] 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; see instructions on page 9 for resetting shade limits.

REVERSING SHADE DIRECTION

If for some reason the shade direction is reversed, press & hold the Setting Button [Figure 3] on the motor crown until the shade jogs 2 times.

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WAND CONTROL - CHANGING/RESETTING LIMITS

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 shade more quickly, press & hold 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. A “jog” is a quick, small up-and-down movement.
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.

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. A “jog” is a quick, small up-and-down movement.
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.

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. A “jog” is a quick, small up-and-down movement.

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.

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TROUBLESHOOTING SHADES

SHADE FABRIC IS OVERWOUND

Dual sheer shades are designed so that both layers of the fabric panel are at the back of the shade roll with a very small gap between them [Figure 9]. If shades become overwound there will be a larger gap and less light blockage [Figure 10].

To correct an overwound shade:

1. Lower the shade fully.
2. Once fully lowered, continue lowering the shade and notice that the fabric will start to wind around the back of the tube, closing the gap between the two layers.
3. To keep shades from becoming overwound, always set stop limits that are not in an overwound position

SHADE FABRIC IS NOT ALIGNED

The back panel of dual sheer shades should be perfectly in line with the front panel to ensure proper operation [Figure 11]. If the panels are not aligned, it can result in frayed fabric edges or waves in your shade fabric [Figure 12].

To correct unaligned shade fabric:

1. Start by fully lowering the shade.
2. Then, gently pull the back fabric panel in line with the front [Figure 13].

SHADE FABRIC IS WAVY

If dual sheer shade fabric appears wavy after the shade is installed, review the notes below:

Shade Fabric Not Aligned

- If the front and back panels of the dual sheer shade are not perfectly aligned, waviness in the fabric can occur. Follow the instructions on page 10 for correcting unaligned shade fabric.

Bracket Installation

- It is very important to install dual sheer shades using all brackets provided. See the chart on page 1.
- Ensure that the brackets are properly spaced. The brackets on the two far ends of the shade should be spaced within 2" from either shade end cap. If more than two brackets supplied, they should be spaced evenly between the two end brackets.
- Also ensure that brackets are installed in a straight line across the window. If brackets are not aligned, it can force the cassette to warp (or bend) when snapped into the brackets, leading to waviness in the shade.
- Proper bracket installation will allow balance for the shade and alleviate waviness.

Shade Static

- If the shade is still showing waves through the fabric after checking that the fabric is aligned and the brackets are installed properly, try spraying liquid anti-static on the shade.

If there is still waviness in your shade after trying these tips, contact customer service.



Figure 9: Shade fabric comes off back of roll

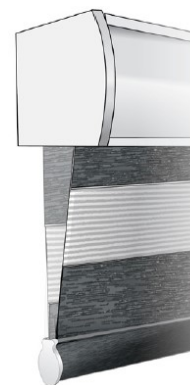


Figure 10: Overwound shade fabric



Figure 11: Shade fabric aligned

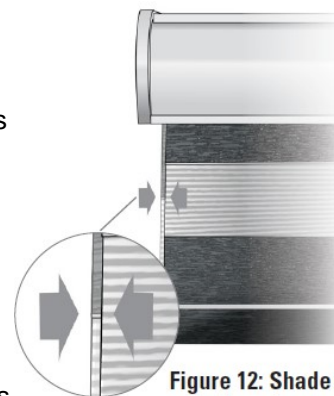


Figure 12: Shade fabric not aligned



Figure 13: Correcting unaligned fabric