

Sun Glow Motor Troubleshooting Guide

FOLLOW EACH STEP IN ORDER



1 Operate the remote

- Does the remote have a lit screen when a button is pressed?
- Is the remote working with other shades in the room?
- If no to either, then the remote battery will have to be replaced ([APPENDIX A](#)).



2 Make the antenna visible

- If the motor antenna is not visible, please make sure it is visible.
- If the antenna is physically damaged (cut), then please contact us.



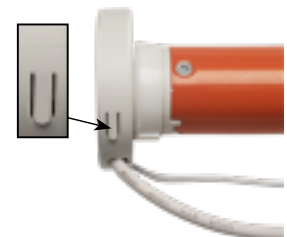
3 Charge the motor

- To charge, please plug in the USB charger into the motor head and the transformer into the wall outlet.
- If the LED is blinking green, then it is charging. If it is solid green, then it is fully charged. If there is no light, then the motor is not charging.
- Please try another charger if the motor is not charging to check if the charger is broken.



4 Reset the motor

- Please follow the instruction in [APPENDIX B](#). If the motor does not jog when the instructions are correctly followed, the motor will need replacement.
- If the motor correctly resets, then the motor will need to be reprogrammed. ([APPENDIX C](#)).



Additional Troubleshooting



A

The motor is operating but is not operating normally.

1. Please follow the instructions in [\(APPENDIX B\)](#).
2. When the motor resets, then the motor will need to be reprogrammed [\(APPENDIX C\)](#).

After the motor is reprogrammed, it will operate as normal.

B

All remote channels are working except a certain channel.

1. Please follow the instructions in [\(APPENDIX B\)](#).
2. When the motor resets, then the motor will need to be reprogrammed [\(APPENDIX C\)](#).

After the motor is reprogrammed, it will operate as normal.

C

The motor is moving slowly.

See instructions to change the speed setting [\(APPENDIX D\)](#).

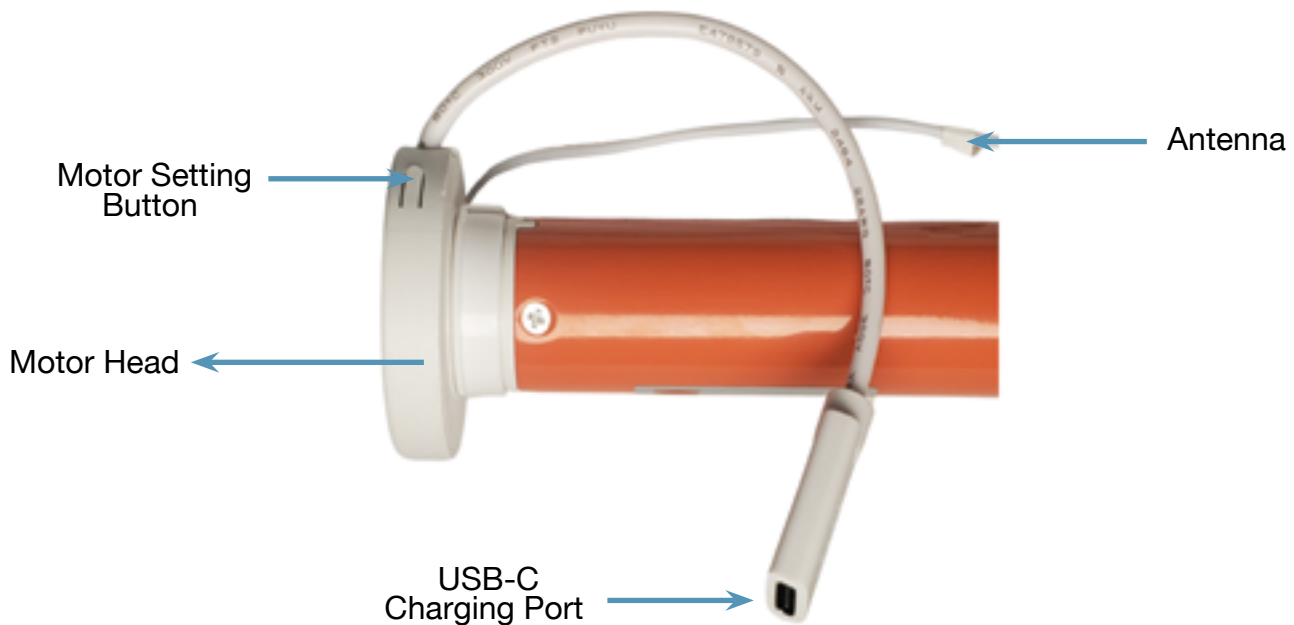
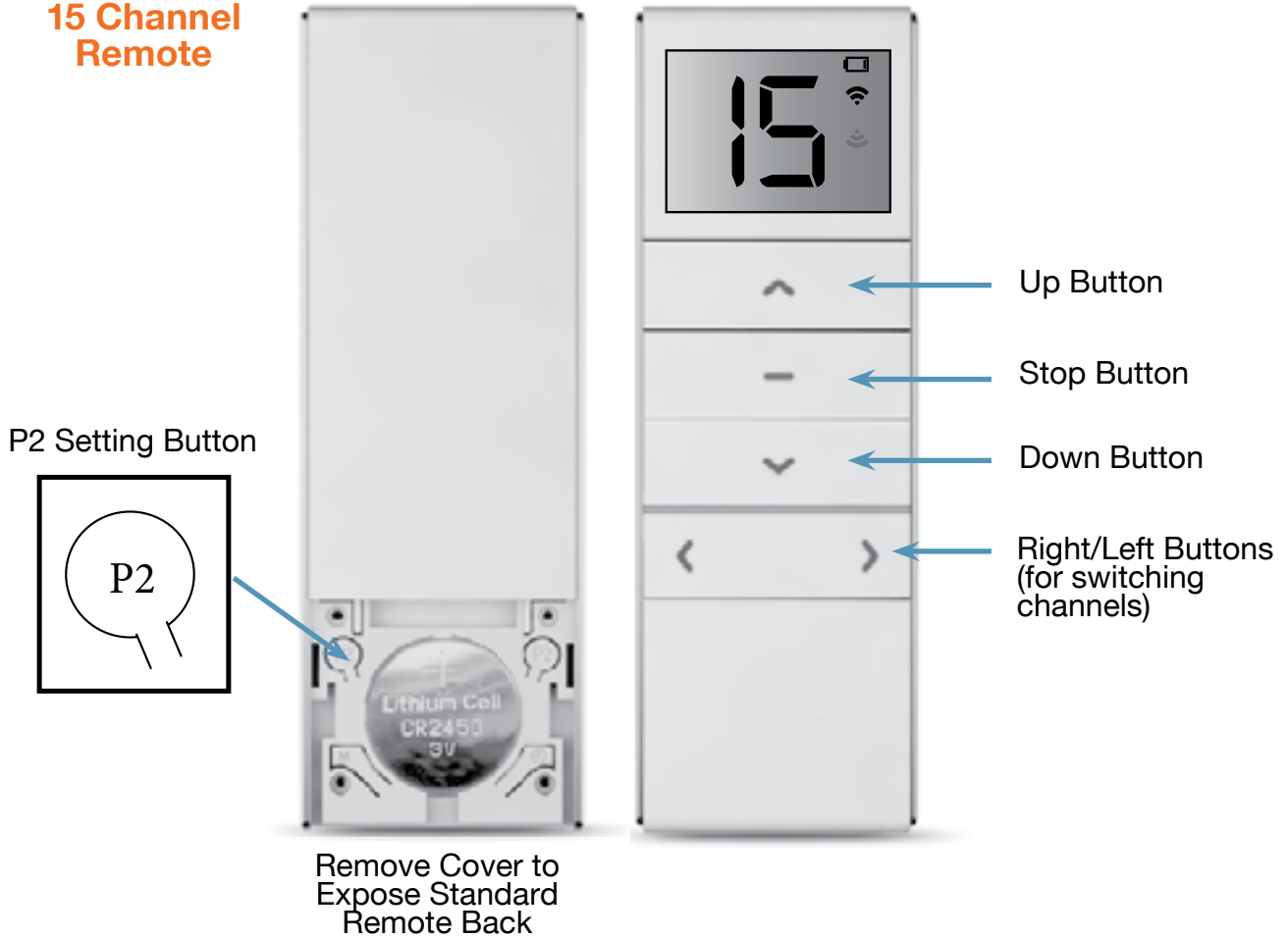
D

Motor movement is not smooth (slipping).

The crown and drive on the motor need to be replaced. Please contact us for replacement instructions.

Appendix A (Remote and Motor Layout)

15 Channel Remote



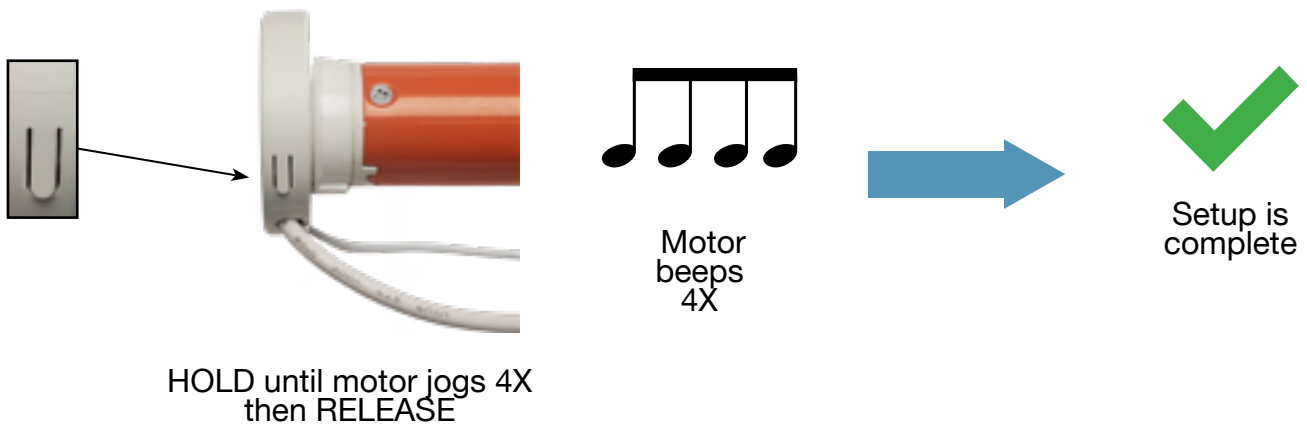
Appendix B (Motor Reset)



The motor factory reset mode will wipe all transmitters/remotes.



Only perform a motor reset if necessary.



Appendix C (Programming)

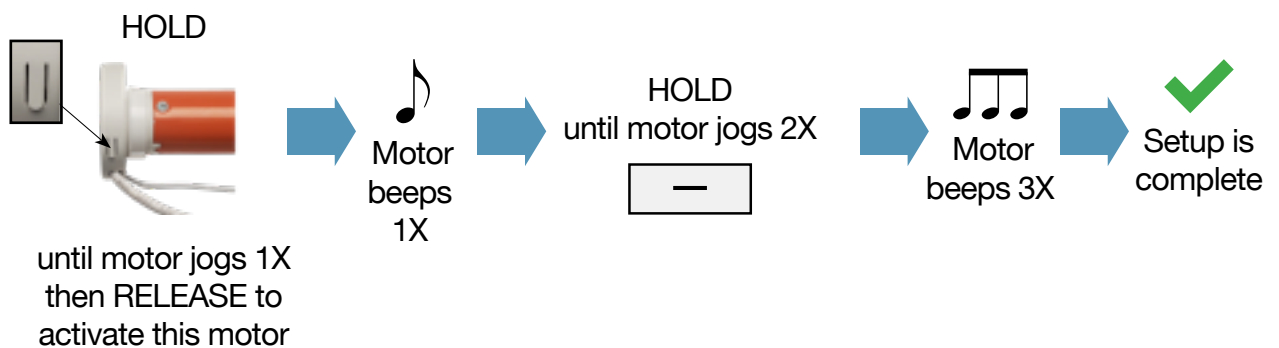


1 Preparing for programming

Wake-Up Mode

(Must Be Done Before Basic & Advanced Programming)

Required to make the connection between the remote channel and the motor. During each of the following settings the time between each operation must be shorter than 10 seconds, otherwise the program will be canceled, and the motor will be back in default mode. Follow the steps below to wake-up the motor.



Test shade: Move shade by holding the up or down button to ensure that the motor works on the desired channel and moves in the correct direction.



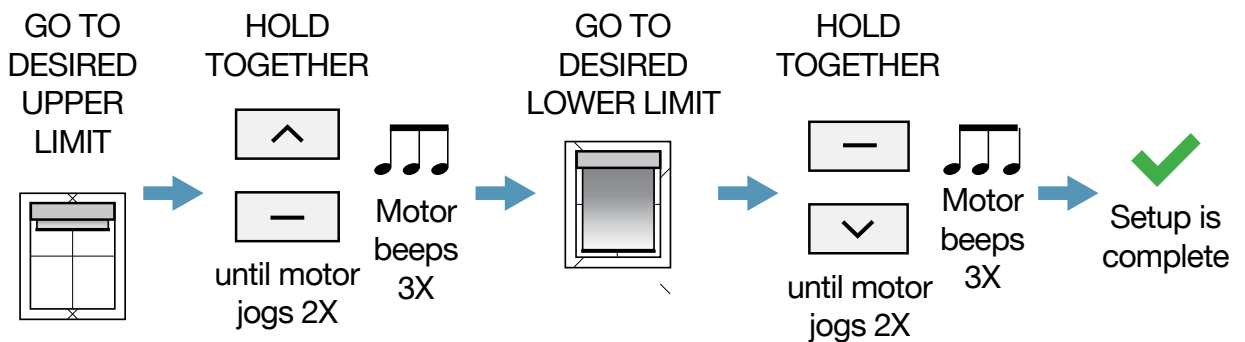
Do not let the shade crash into the valance or unroll from the tube.

2

Basic programming

Setting Motor Limits

Allows you to set two positions: the upper and lower limits. This can be applied to each shade per channel. During limit setting, the time between two operations must be shorter than 2 minutes, otherwise the program will be cancelled, and the motor will be back in wake-up mode. Follow the steps below to set motor limits.



Holding up or down will move the shade automatically



Test shade: Move shade up and down to test upper and lower limits. Refer to “Adjusting Motor Limits” if limits require fine tuning.

Appendix D (Setting Speed)

Speed Adjustment

Each motor has three speeds. To move between the different speeds, follow the diagram below.

