

## Sonoran Motorization FAQ's

1. How do I adjust the up and down position?
  - To adjust the upper limit: Hold the UP and STOP button on the control until the motor beeps once and jogs once. Release from both buttons. Move the shade up by pressing the UP button – You can maintain movement by holding the button briefly and releasing, then pressing the STOP button when you're near the desired position. Use the UP and DOWN buttons to reach your precise upper limit. To save the position, press and hold the UP and STOP button until the shade beeps 3 times and jogs 2 times.
  - To adjust the lower limit: Hold the DOWN and STOP button on the control until the motor beeps once and jogs once. Release from both buttons. Move the shade down by pressing the DOWN button – You can maintain movement by holding the button briefly and releasing, then pressing the STOP button when you're near the desired position. Use the UP and DOWN buttons to reach your precise upper limit. To save the position, press and hold the DOWN and STOP button until the shade beeps 3 times and jogs 2 times.
2. I just installed the shade and it's not working.
  - It's possible the motor is in sleep mode
    - To take out of sleep mode, on the motor, hold the P1 button for 1 jog.
  - Is the control powered and operating? (LED screen or blue indicator light comes on)
    - If no, check battery is installed correctly
  - It's possible the shade is not programmed
    - See shade programming instructions
3. I can't pair the control to the motor.
  - The battery is not inserted properly in the control
  - The motor may need to be reset
    - Resetting the motor: See programming instructions
4. My shades stopped responding.
  - The battery in the remote may be dead
  - If you recently replaced the battery, the battery may be inserted incorrectly
  - The remote is too far from the shade
  - No power is present at the shade
    - For hardwire motors, check that the power supply to the motor is connected and active.
    - For battery motors, make sure the battery is charged
  - There may be radio interference. Ensure the remote is positioned away from any metal objects and that the receiver cable on the motor is positioned away from any metal
  - The motor could not be paired to the control.
    - See programming instructions for pairing.
5. When I push the up button, my shade goes down and/or vice versa.
  - We need to reverse the shade direction
    - On the motor head, press and hold the P1 button until the shade jogs and beeps 3 times. (Please note it is different to change the shade direction when in programming mode.)

6. How do I transfer or copy the shade settings to a new channel or control (remote/wall switch)?

This is a time sensitive sequence, please first read the sequence before trying.

- From control to control: Start by setting each remote to the desired channels in which you'll be copying from and copying to. On the old control, press P2 to wake up, then press P2 again to copy, on the new control press P2 to save. You have approx. 10 seconds to complete from start to finish. Retry as needed until successful.
- From Channel to Channel on a remote: While on the channel you'd like to copy, press P2 to wake up, press P2 again to copy, flip the remote over (looking at the face of the remote), press the CH button and arrow up or down to the new channel then press P2 while on the new channel to save. You have approx. 10 seconds to complete from start to finish. Retry as needed until successful.
- From Channel to Channel on a wall switch: While on the channel you'd like to copy, press P2 to wake up, press P2 again to copy, then click left or right to the new channel, press P2 while on the new channel to save. You have approx. 10 seconds to complete from start to finish. Retry as needed until successful.
  - *Remote P2 location: Remove back battery cover, it is the top left button labeled P2.*
  - *Wall switch P2 location – You will need a paper clip: Unscrew the faceplate, it is the left recessed button labeled P2.*

7. Can you hide channels that are not in use?

- Yes, a multi-channel control can be adjusted to show the number of channels in use; e.g. if there are 8 motors on the job you can make it an 8-channel control by hiding the channels not in use.
  - Remote: Hold the STOP and CH button until channel 15 flashes, once flashing, continue holding the CH button, using the up or down button, select the last channel that is active. Example: if you have 8 shades programmed on channels 1-8, go to channel 8. Once you get to the last active channel, release the CH button and press the STOP button to confirm. The remote will stop flashing confirming the change. You may have to press stop multiple times.
  - Wall Switch: While the LED screen is lit, press and hold both the left and right buttons until the screen changes from a "C" to a 15 and release. Using the left or right button, select the last channel that is active then press and hold the press and hold the stop button until the LED screen changes from an "o" to the last active channel.

8. How many motors can be controlled by one remote control?

- An unlimited amount of motors can be set to the same channel.

9. How many remotes can be programmed to one motor?

- 30

10. What is the warranty on the motors?

- Battery: 5 years
- Wired (AC or DC): 7 years

11. What is the warranty on the controls?

- All electronic accessories have a 5-year warranty.

12. What is channel 0 for?

- All motors that are programmed to the same control automatically respond to channel 0. For example, on channel 0, pressing the up button will move all blinds that are programmed on that control. The 0 channel serves as the "all" channel.

13. How long does it take the motor to charge?

- Up to 6 hours. Stop charging when the LED on the recharger changes from RED to GREEN.

14. What size is the rechargeable wand?
  - 9-1/2" long
15. What size is the reloadable wand?
  - 18" long
16. How long will the motor last?
  - The motors are expected to last up to 500 cycles. A cycle is defined as once up and once down.
17. What is the length of the cable on the recharger?
  - 13 feet – there is a 48" and 96" extension available for an additional charge
18. What are the capabilities of the HUB?
  - The HUB has many features but is widely used to accurately control shades through an app on your smart device. The app allows you to create scenes, use timers, and manage shades remotely (with a Wi-Fi connection). The HUB is also used to integrate shades using Control 4 or Crestron systems. *Please consult your local integrator for more information on home automation. To integrate, a USB driver is needed in addition to the HUB.*
19. What do I need to use the HUB?
  - The Automate Pulse app (available for free on the Google Play and Apple Store), Wi-Fi router with an active connection and a working power outlet.
20. How do I program the HUB?
  - First, you will need the network name (Wi-fi name) and password as well as the Automate Pulse app installed on your desired device. Making sure the HUB is plugged in and the red LED light is visible, open the app and press sign up. The on-screen wizard will walk you through step by step to complete set-up. (Ensure the smart device is also connected to the same network.)
21. What batteries do the controls use?
  - Both handheld remotes use 1 CR2450 battery. The single channel and multi-channel "cut in" wall switches use 3 AAA batteries. The flush mount wall switch uses 1 CR2430 battery.
22. What is a repeater and why do I need it?
  - The repeater is typically used in larger homes or areas, where the signal from the control to the motor may exceed the maximum distance the signal can travel. It helps to carry the signal further.