

# PowerView Shades

## Troubleshooting Guide

**Q1) I am trying to set a bottom limit on my PowerView Battery roller blind but it won't recognise the bottom limit?**

A1) The bottom limit must be more than 400mm from the top limit otherwise the motor won't recognise the limit.

**Q2) My blind keeps jumping off my remote or HUB?**

A2) Before you try a reset (As this will clear everything and will need to be repaired), try a power cut technique-Disconnect the power to the blind and then reapply-Try the remote or HUB again.

**Q3) I have multiple Whisper's in a row but when the blinds are in the up position they don't line up?**

A3) You can now set a soft top limit on the Whisper's (Instructions on MyNZWS.co.nz). The soft top limit must be more than 30mm away from the original top limit, by doing this you will be able to align all blinds.

If you do not have access to mynzws, follow the instructions below:

- i. Press and hold the manual control button on the blind.
- ii. On the remote deselect all channels. Ensure no channels are lit up.
- iii. With the manual control button on the blind pressed in, quickly press and release the OPEN button on the remote. The blind will JOG. Release the manual control button.
- iv. Select the channel the blind is paired to on the remote, move the blind up or down to the new desired position. Ensure this position is at least 30 mm away from the original position in order for a new soft top limit to be set.
- v. Once the blind is at the new position, press and hold the STOP button until the remote goes in programming mode.
- vi. On the remote deselect all channels. Ensure no channels are lit up
- vii. With the manual control button on the blind pressed in, quickly press and release the OPEN button on the remote. The blind will JOG indicating that it has saved the new soft top limit. Release the manual control button.

**Q4) Adjusting/ erasing a previous Whisper soft top limit**

A4) There are two options:

- i. Repeat all steps in Q3 to setup a new soft top limit.  
or
- ii. Perform a full factory reset. Press and hold the manual control button on the headrail until the blind Jogs up and down 3 times (18 seconds). This will erase all information related to network (remote and HUB) and limits.

Once completed, run the blind to the full open and close position to learn its limits.



**Q5) I am trying to reverse the direction of my roller blind with a PowerView 240V AC motor but it won't change?**

- A5) You cannot change the motor direction if you have limits set, you must clear the limits first. Once limits are clear change direction and set the limits again. To clear limits:
- i. On the remote, DESELECT all GROUPS channels. Ensure no channels are lit up
  - ii. Press & Hold the manual control button on the motor head.
  - iii. With the manual control button pressed in, quickly press OPEN (for top limit) or CLOSE (for bottom limit) button on the remote.
  - iv. The blind will JOG to indicate the top or bottom limit is cleared. Release the manual control button.

**Q6) I cannot perform any function with my remote control it keeps jumping onto channel one (1)?**

- A6) This is an indication that the batteries are running low on the remote control, you should replace the batteries. Ensure both batteries are replaced with CR2032.

**Q7) Deactivate "Shake to wake" feature**

- A7) By default all remotes controls are set with this function. By turning off this feature you can increase the life span of the batteries in the remote control. Press and hold channel 6 until group lights flash.

To re-activate the "Shake to wake" hold channel 6 again until all the lights flash.

**Q8) I am trying to discover my blinds on the HUB but the HUB won't pick up the shade?**

- A8a) Check the distance between the HUB and the blinds.
- Using a remote control, operate the blind from the same location to where the HUB is positioned. This exercise will show if range is an issue. If the blind operates, a repeater is not likely required. If the blind does not operate, try adding a repeater somewhere between the HUB location and the blind.
  - Make sure you do not exceed more than 6 repeaters per house.
  - When plugging the repeater into a power socket, ensure that you are not holding down the program button at the same time, otherwise a solid red light will appear on the repeater and it will not function correctly. There should be a solid green light on the repeater indicating pairing to the HUB is required when first plugged in. If the solid green light is not displayed or the solid red light is on, press and hold the programming button on the repeater after it is plugged in, the solid green light will appear on. Once you pair the repeater, the green light will turn off. Refer to Q12 to pair repeater.



## **A8b) Performing a full factory reset**

### **Soft shades**

- i. Press and hold the manual control button on the headrail for approx. 18 seconds until the blind JOGS up and down 3 times; then release the manual control button.
- ii. Press the manual control button on the blind just once to send the blind all the way down and up. This will re-calibrate and save the limits.
- iii. Unplug and re-plug power to the motor
- iv. Press the "discover" button on the app to find the blind.

## **Q9) My Luminette vanes don't close/open all the way?**

- A9) Perform a limit reset- This will reset the limits ONLY and will not erase any remotes or HUB paired. Press and hold the manual control button on the blind for 6 seconds until the blind JOGS once. Release after JOG and the blind will move automatically and set limits.

## **Q10) The blind does not operate using the manual control button?**

- A10) Unplug the power from the motor, then plug it back in. A green LED on the manual control button should flash to indicate the motor has power, if there is no light then this indicates there is no power.



**Q11) I have some repeaters, but it does not seem to pick up the signal from the HUB or remote control?**

A11) The repeaters must be programmed to the same network ID as the HUB or remote control.

This can be done from the HUB or the remote control:

Add the repeater to the Network via the HUB

- i. Plug the repeater in to the power point, a solid green light will appear on the repeater.
- ii. Press the P button on the back of the HUB and wait for the solid green light to go out on the repeater. The repeater will then be paired to the same network ID.

Add the repeater to the Network via the remote control

- i. Plug the repeater in to the power point, a solid green light will appear on the repeater.
- ii. Press and hold STOP button on the remote control for 6 seconds until the lights blink (indicating the remote control is programming mode)
- iii. Hold the remote control within closed range of the repeater.
- iv. Press the STOP button on the remote control just once.
- v. The solid green light on the repeater will turn off, indicating it has been joined to the same network ID.
- vi. Exit programming mode.

Note: If the green light is not solid when the repeater is plugged in to the power point and the repeater does not flash when the HUB or remote control command is sent, press and hold the repeater button for approx. 10 seconds (until the solid green lights appears). Release the repeater button and follow the steps above.

**Q12) I have 2 or more remote controls, but only seem to be picking up the shade on 1 remote with my HUB?**

A12) Each PowerView remote control comes with its own network ID. If multiple remotes are used in the home, it is necessary to establish a single PowerView Network ID for all remote controls before any window covering programming is done. This is to ensure that if a PowerView HUB, PowerView scene controller or PowerView repeaters are used, they all talk on a single Network ID. Instructions to copy network ID are on the ALFI website and also in the installation booklets received with the blinds.

