

PROBLEM	POSSIBLE CAUSE	SOLUTION
One blind has stopped responding to the remote	The motor / external battery has not been charged	Plug the charge cable into the motor / external battery and allow to charge for a full 6 hours
	If there is only one blind on the remote, the remote could need a new battery	Replace the battery in the back of the remote
The motor is beeping sporadically	The motor / external battery has not been charged	Plug the charge cable into the motor / external battery and allow to charge for a full 6 hours
The remote is not responding when operated	Remote battery needs replacing	Replace the battery in the back of the remote
Blind is attached to a Solar Panel but is no longer operating	Remote battery needs replacing	Replace the battery in the back of the remote
	The motor was not charged prior to install and connection to the Solar Panel	Plug the charge cable into the motor / external battery and allow to charge for a full 6 hours
	The Solar Panel does not have enough light feeding it	Unplug the Solar Panel and plug the charge cable into the motor / external battery and allow to charge for a full 6 hours
All blinds have ceased working	Remote battery needs replacing	Replace the battery in the back of the remote
	Remote has been switched to single directional mode when replacing the battery	Remove the battery and when e-installing it, hold down the P2 button on the back of the remote. This will switch the remote back to bi-directional mode
	If these are hardwired then this is a wiring fault	Call an electrician to check the wiring
The LED light continues to flash green and will not show solid green after 6 hours of charge	This can occur occasionally	If the motor is still operating then there is no concern. A SmartLink device can assist with showing battery charge levels
	This can occur occasionally	If the motor is not holding charge then a new motor may be required. Please contact your retailer
Trying to add a new motor to an existing remote but it will not pair	The original remote is single-directional (pre 2021) and the new motor is bi-directional	A new bi-directional remote will be required to pair to the new motor
Trying to add a new remote to an existing motor but it will not pair	The original motor is single-directional (pre 2021) and the new remote is bi-directional	A new bi-directional motor will be required to pair to the new remote. Alternatively a single-directional remote can be ordered and paired with the existing single-directional motor
The remote will not permit any changes ie. altering limits	The remote has been put into LOCK mode	Unlock the remote as per the instructions
Limits are 'dropping off' the remote	The limits are being removed by pressing the buttons on the front of the remote. This can happen accidentally	Reset the limits as per the instructions. Consider locking the remote to avoid any accidental remote changes
The motors are not holding charge	The plug being used with the charge cable is not appropriate	Ensure the wall plug being connected to the charge cable is 1A 5V