Multiple Shade

User and Installation Manual

February 2019 version

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2. READ ME!

This section contains **IMPORTANT WARNINGS** concerning **YOUR SAFETY** and the **INTEGRITY OF YOUR MULTIPLE SHADE AND INSTALLATION**.

<u>IMPORTANT SAFETY NOTICE:</u> **IT IS MANDATORY TO FOLLOW ALL INSTALLATION INSTRUCTIONS, FAILURE TO DO SO MAY RESULT IN BODILY INJURIES, MATERIAL DAMAGE AND VOID THE WARRANTY.**

<u>NOTE:</u> **BEFORE INSTALLING YOUR MULTIPLE SHADE, CHECK YOUR INSTALLATION SURFACE TO IDENTIFY ANY POTENTIAL OBSTRUCTIONS THAT COULD INTERFERE WITH THE SOLAR SHADE DURING OPENING SUCH AS FIXTURES, DOOR HANDLES ETC.**

WARNING: Your Multiple Shade **is not made to support** high winds and accumulation of snow or ice. This can severely damage your Multiple Shade or make it fall and cause corporal and material damage and subsequently void the warranty.

3. Getting ready

3.1. Tools and help you will need

- Security knife for unpacking
- 2 ladders or step ladders
- Chalk line
- Measuring tape
- Pencil (Ink marker or carpenter's pencil)
- Ratchet and Socket (5/16'')
- Philips screwdriver to open the tube
- 3 mm, 4 mm and 5 mm Allen key
- Drill
- Level

To install in wooden structures: 3/32'' bit
To install in masonry structures: 3/16'' Masonry bit
Optional:
- Stud finder
- Masking tape
- Caulking

You will need help to perform the installation. It takes **two persons to safely install a Multiple Shade**.

3.2. Requirements overview

Properly evaluate the required space to install the Solar Shade by following the steps explained from section **4.1.1 to 4.2.2 included**. We supply wood or masonry screws in order to adapt to your surface installation.

3.3. Unpacking your solar shade

Remove all 12 drywall screws: the 4 screws at each end of the tube and the 4 screws of the hardware section and keep them. **Make sure all screws are removed as they may scratch or damage the housing or fabric if they are left on the tube.**

Use a hammer and a large screwdriver to hit the wooden cap near the wall of the tube to un-wedge it. Remove the wooden caps. Pull the solar shade out of the tube. **Two persons are needed to safely pull out the Solar Shade from the tube.**

Put the casing on easels or on 2 stable chairs. Put the manual crank aside. **Remove the plastic wrapping with caution using a safety cutter. DO NOT USE a regular knife or an exacto, doing so could damage the casing.**

3.4. Parts list

Wrapped on the casing:
- 1 Manual crank (manual version only)

In the hardware bag:
- 1 remote handset (motorized version)
- 1 solar panel and accessories (solar powered units only)
- 2 cable guide supports
- 2 brackets for casings less than 6 feet (or)

- 3 brackets for casings greater than 6 feet
- M6 setting screws (1mm x 15mm) with bolt, one for each bracket
- 3 #8 wood screws per bracket (1 3/4'') plus 2 #8 wooden screws per cable guide support
- 3 masonry screws per bracket (1/4'' x 1 3/4'') plus 2 masonry screws per cable guide support

4. Overview and anchors

In this section, we will be examining the installation procedure. Installation of the anchors can be done by one person, but you will need **at least one other person to install the Solar Shade onto its anchors**. **The installation of the anchors is the crucial portion of work that requires the most time and attention to details.**

IMPORTANT SAFETY NOTICE: **IT IS MANDATORY TO FOLLOW ALL INSTALLATION INSTRUCTIONS, FAILURE TO DO SO MAY RESULT IN BODILY INJURIES, MATERIAL DAMAGE AND VOIDING THE WARRANTY.** **PLEASE MAKE SURE TO READ THE INSTRUCTIONS ENTIRELY BEFORE STARTING THE INSTALLATION.**

NOTE: **BEFORE INSTALLING YOUR MULTIPLE SHADE, CHECK YOUR INSTALLATION SURFACE TO IDENTIFY ANY POTENTIAL OBSTRUCTIONS WHICH COULD INTERFERE WITH THE SOLAR SHADE DURING OPENING SUCH AS FIXTURES, DOOR HANDLES ETC.**

4.1. Siding walls made of wood, vinyl or aluminum

For all wood structure buildings, there is **often a header board above the door or the window** that will be protected by your Solar Shade. **Wood screws must be fixed to this type of structure**.

For any **other type of structure** such as gazebos or balconies, **it is necessary to assess the horizontal support between columns. Make sure there is a solid wooden base or metallic support** on which the brackets will be anchored. **In such instances, the Solar Shade's casing will be installed on a soffit mode. All our casings are designed to accommodate a soffit installation**.

4.1.1. Choosing the position

INSTRUCTIONS ARE IDENTICAL WHETHER YOU ARE INSTALLING ON A SOFFIT OR WALL MODE. You will find **2 grooves on the casing (See figure 2)**. **One groove is on top for a soffit installation, and the other is on the back for a wall installation**.

Your Solar Shade can accommodate heights up to a 10' (**See figure 1)**. It is important to choose a position to maximize your required protection **while considering the length of the cable guides** on each side of your shade. If your window or door to be protected is shorter than 10', you will have to cut the cable guides as per the desired height. **However, this cutting should be performed at the end of the installation**. While the Solar Shade may be too long for your requirement, you can stop the opening of the Solar Shade at any position.
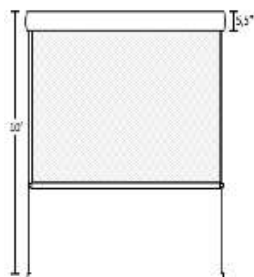

Figure 1   **Figure 2**

4.1.2. Brackets installation wall and soffit

Using the supplied brackets **(see figure 3),** position the bottom of each bracket **1 1/4" above the bottom of the casing** while understanding that the casing has a 5'' height when installed on the wall. **Trace an horizontal chalk line at this height. Make sure that the chalk line is level** and also **validate that the frame of your window or door is perfectly parallel to your chalk line, otherwise, you may need to make a small adjustment to your chalk line**. Trace the ends of this line to make sure the casing will be **centered on your window or door**.

Now, you must position each bracket to insure maximum support. Position each bracket between 6" and 12" from each extremity of the casing. **For casings wider than 6', you will need to position a third bracket approximately in the center of your chalk line**. Position each bracket with the two holes on top (**if you are installing under the eaves, choose the side that is easier for you**) and trace the location of each hole **(see figure 4)**.

FOR WALL INSTALLATION, THE SCREW MUST FACE DOWN, BUT FOR SOFFIT INSTALLATION, THE SCREW MUST FACE BACK.

Use a 3/32" drill bit to drill the holes through your siding and one inch deep into the header board.

Using a Philips screwdriver, install your brackets with the #8 X 1 3/4" wood screws. While tightening the screws with your brackets, **maintain them level** (use a level). **Do not over tighten the wood screws before adjusting the level since you may need to do some readjustments.**
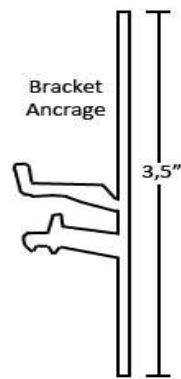

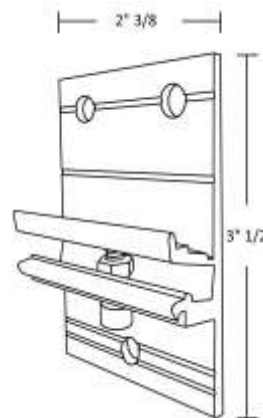Bracket
Ancrage

3,5"

Figure 3

2" 3/8

3" 1/2

Figure 4

4.2. Masonry

This installation method is meant for solid brick walls (**THIS EXCLUDES ALL TYPES OF DECORATIVE BRICK**) where the masonry brick anchors/ties are in perfect order.
YOU WILL NEED TO INSTALL SHIMS IF THE BRICK SURFACE IS UNEVEN.

4.2.1. Choosing the position

Similarly to wood based frames, choose a position which will accommodate the length of the cable guides on each side of your shade. If your window or door to be protected is shorter than 10', you will have to cut the cable guides as per the height desired. **However, this cutting should be performed at the end of the installation. While the shade may be too long for your requirement, you can stop the opening of the shade at any position**.

4.2.2. Installation on bricks

Please note that **it is more important to ensure a good anchoring than to follow the placement as seen on the drawing below (See figure 5)**.
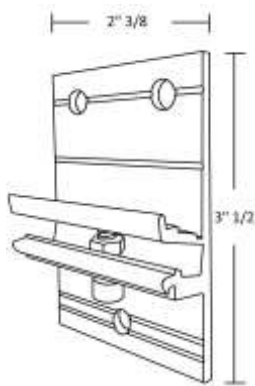

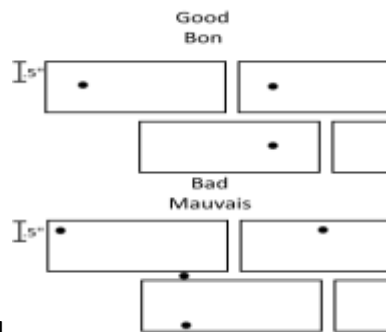 **Figure 4**   **Figure 5**

Using the supplied brackets **(See figure 4),** position the bottom of each bracket 1 1/4''above the bottom of the casing while understanding that the casing has a height of 5''when installed on the wall. Please make sure that screws will be positioned at least 1/2'' from the border of each brick, this criteria being more important than the height desired for your installation.

Trace a horizontal chalk line at this height. Make sure this chalk line is level. You may need to review the frame of your window or door, to make sure it is perfectly parallel to your chalk line. Otherwise, you may need to make a small adjustment to your chalk line. Trace the two sides of this line to identify the width extremities of the casing while making sure the casing will be centered on your window or door.

WARNING: The provided masonry fasteners cannot be used in the joint between two bricks. Install them in the brick body, at least 0,5" from the edge of the brick (see Figure 5). The fasteners are also not designed for hollow surfaces like hollow cement blocs. Visit a hardware store for the proper fasteners to be used for your type of installation. DO NOT USE THE SUPPLIED MASONRY FASTENERS ON STUCCO WALLS.

Now, you must position each bracket between 6'' and 12" from each extremity of the casing to insure maximum support. For casings greater than 6', you will need to position a third bracket approximately in the center of your chalk line. While making certain that it is level, position the first bracket at the required position (while referring to the bottom chalk line). Position each bracket with the two holes on top and mark the positions of the 3 holes where the screws will be holding the bracket. Repeat the same procedure for the other brackets **(See figure 4)**.

Use a 3/16''masonry drill bit to drill the holes 1 3/4'' deep into the masonry.

Using a 5/16'' ratchet socket, install the brackets with the 1/4'' X 1 3/4''masonry screws. While tightening the screws with your brackets, maintain them at level. Do not over tighten, before adjusting your level.

<u>WARNING:</u> **YOU MUST MAKE SURE THAT MASONRY SCREWS ARE WELL ANCHORED IN THE HOLES. IF NOT THE CASE, PLEASE CONSULT YOUR LOCAL HARDWARE DEALER TO OBTAIN THE PROPER SIZE OF FASTENERS.**

5. Casing installation

5.1. Hanging the casing on its brackets

Carefully remove all packaging material from the Solar Shade's housing. Make sure the two cable guides are unrolled.

You will need the help of at least one other person at this stage, to lift the housing. While using 2 ladders, raise the housing and push the groove of the housing into the holders (lips) of the brackets **(see figure 2).** A bit of pressure might be necessary.

<u>**Figure 2**</u>

As a next step, tighten the M6 set-up screws with a 5 mm Allen key on each bracket. Tighten these screws well to prevent the housing from sliding. **These screws should be visible under the casing on a mural installation, and on the front or back for a soffit installation.**

5.2. Cable guides set-up

At each end of the Solar Shade's housing, you will find a cable guide covered in vinyl. Unroll each cable, and let them hang flat on the mounting surface.

Insert each cable into their respective holes at the two extremities of the bottom charge bar. Then define the maximum height to which the Solar Shade will be extended (maximum 114'' from the housing). At the bottom of each extremity, trace a horizontal line on the wall where you want the support to be installed. Using the cables as a guide, make sure they are straight and vertical. Then trace a vertical line that crosses the previous horizontal line. (**See figure 1**).
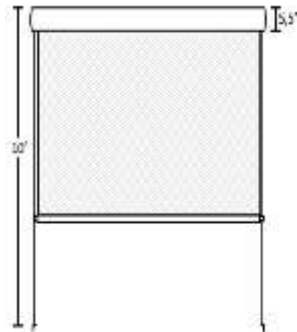

Figure 1

Localize the cable guide supports and **decide if you will install them on the floor or the wall** (frame). **The choice of installation may be dictated by the type of material in which the holes will be drilled (wood or masonry)**. The cable guide supports can accommodate each position and you may adjust this position with a 4 mm Allen key. **(See figures 6 and 7)**. At the locations identified on the previous paragraph, set some marks to designate the holes where the support will be installed. Drill the holes with a proper drill bit, and then **screw the supports in place very tightly.**

Figure 6

Figure 7

Figure 8

You will note that the support has a **top screw with a hole on top**. You should **introduce the cable guide in this hole** while checking that the set-up screw is sufficiently retracted to let the cable through (Allen key - 3mm required). **Make sure you do not lose this little screw. (See figure 8).**

When the wire is properly straightened and tight, you will need to **solidly tighten the side screw** with a 3mm Allen key. **At this point, do not cut the excess wire**. You can adjust the tension of the wire with the 2 bolts located on each side of the screw holding the cable guide.

If you have a **motorized unit**, use the **remote handset** for the next adjustments and **temporarily connect the motor**. If you are using a **non motorized model**, use the **manual crank** to open your solar shade.

5.3. Testing the strength and opening position of the Solar Shade

To test the solidity of your Solar Shade, **open it to its lowest position**. If you need to **re-adjust the open position** of the motor, **both the open and close limits will need to be reprogrammed**; **refer to section 8.A. (6.3 for the Solar Panel version)** at all times. **You can stop the opening of the Solar Shade by pushing the STOP (middle button) button of the remote**. While the shade is totally opened, **move the lower bar to make sure the cables are sufficiently tight to avoid any knocking on your window or door**. If you need to **adjust the tension of the wires**, please **do this with the 2 bolts located on each side of the screw** holding the cable guide. **If you judge the cable guide is sufficiently tight, it is now acceptable to cut the excess cable underneath the holding screw. Otherwise, it is always possible to adjust the tension of the cable guide while working with the small screw that holds the cable guide.**

<u>ATTENTION</u>**: The opening and closing limits of your motor have been programmed and tested in our factory. Out of the factory, the shade opens to 5'. If you need to change the open limit, follow and perform completely the instructions in section 8.A. Programming the close (up) limit and the open (down) limit. Both limits need to be reprogrammed.**

5.4. Installing the rubber bumpers on the bottom charge bar

Install the 3 small rubber bumpers on the front or back of the bottom charge bar **where there could be contact with your window or other structure** where your Multiple Shade is installed, please refer to **figure 9**.
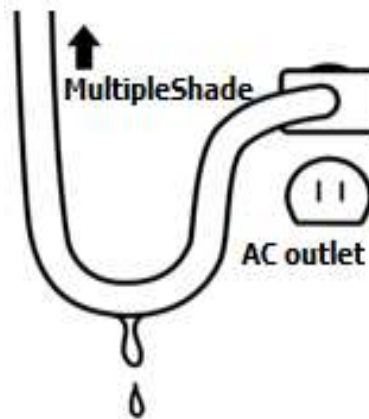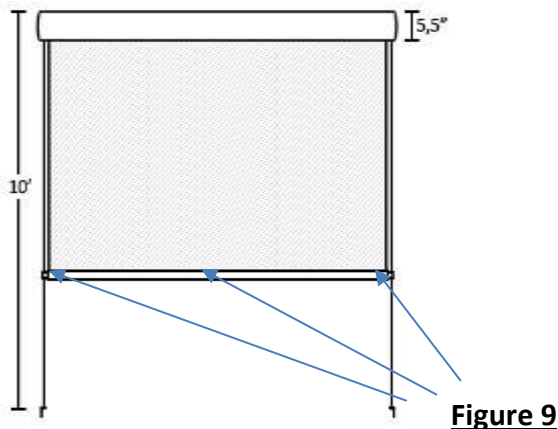

Figure 9

Figure 10

5.5. Connect the motor to the AC outlet and operate your solar shade

Connect the AC electrical cord of the motor to an AC (GFI) outlet, **while maintaining a loop underneath the plug to avoid water seepage into the AC outlet**. (**See figure 10**). **We also recommend using an AC outlet protection cover, which can be found at most Hardware Stores**.

5.6. Remote Handset and support

We supply a wall support for your Remote Handset. It is recommended to fix that support at the desired position **inside your house**, mark the location of the hole, and screw it in place.

<u>CAUTION:</u> **Avoid exposing your Remote Handset to water and rain or snow since this will damage it. Always keep the remote control inside the house.**

5.7. Channels of your remote handset

When using your remote handset, do make certain that you have previously selected the proper functional channel**. When your solar shade left our factory, channel #1 was the one that was programmed. Therefore this is the one that you need to select to operate your solar shade. This leaves you with 5 additional channels** with which you can program/operate other Multiple Shades or Awning equipped with a *Dooya* Motor. **Channel #6 is functional when all 5 LEDs are 'on'.**

5.8. Adjustment and finishing touch

Test your Multiple Shade by pressing the **open (down)** and **close (up)** buttons on your remote **(see figure 11).**
The opening and closing limits of your motor have been programmed and tested in our factory. Out of the factory, the shade opens to 5'. If you need to change the open limit, follow and perform completely the instructions in section **9. (6.3 for a Solar Powered MutlpleShade) Programming the close (up) limit and the open (down) limit. Both limits need to be reprogrammed with the AC powered MultipleShade.**
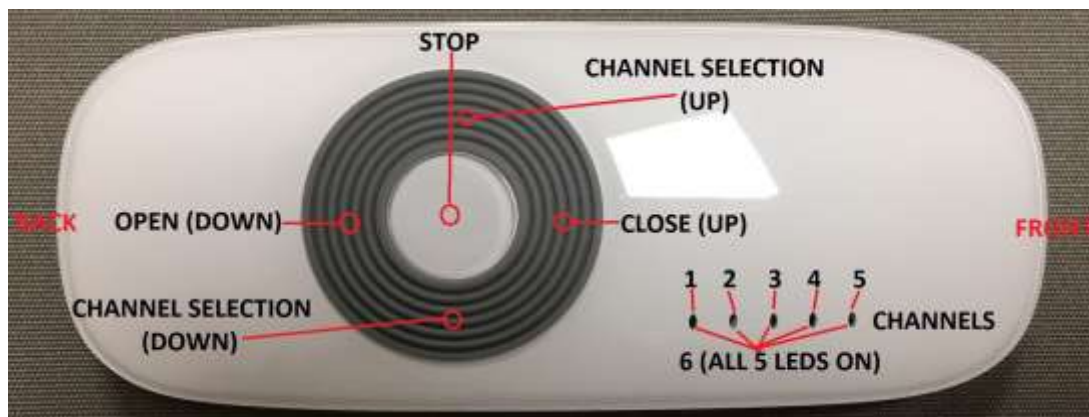

Figure 11

6. MultipleShade equipped with Solar Panel

Solar Panel equipped MultipleShades have a different motor which is powered by a Solar Panel (**see figure 15**). The solar panel integrates an internal 24V battery that powers the 24V motor supplied with the Solar Powered MultipleShade. The Solar Panel can be installed in the top groove of the MultipleShade's housing when your Multiple Shade is on a wall type installation. For soffit type installations, 2 wall brackets are included with the solar panel. **The solar panel needs to be oriented so that the top surface is exposed to sunlight for proper charging of the solar panel in question.**

Figure 15

6.1 Solar panel installed on MultipleShade housing

This procedure implies that your MultipleShade is being installed on a wall or similar surface using the rear groove of the housing to fix it on the brackets.

1- Insert the housing bracket (already installed at the back of the solar panel) into the **top groove** of the MultipleShade's housing, **insert the large lip first** and **snap in the other lip** (**see figure 16**).

2- **Tighten the M6 set-up hex screws with a 5 mm Allen key** to secure the solar panel to the MultipleShade's housing (**see figure 16**).

3- **Align, connect and secure the Solar Panel's connector to the motor connector**. Make sure to **screw in the protective cap** attached to the solar panel connector **tightly** (**see figure 17**).
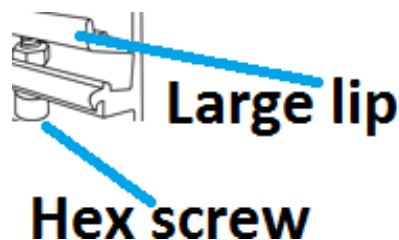

Figure 16

Figure 17

6.2 Solar panel installed on a wall or similar surface

This procedure implies that your MultipleShade is installed in soffit type mode using the top groove of the housing to fix it on the brackets. <u>2 persons are needed to properly install the solar panel to a wall or similar surface</u>. The solar panel needs to be oriented so that the top surface is exposed to sunlight for proper charging of the battery within the Solar Panel in question.

1- You first need to find a surface onto which the 2 Solar Panel wall brackets can be screwed in securely . **The Solar Panel weights 3 pounds (1.5 kilo),** there is **often a header board above the door or the window** that will be protected by your Solar Shade. **Wood screws must be used to fix the solar panel's brackets to this type of structure**.

2- Install the Solar Panel's wall brackets on the bracket receptacles at the rear of the Solar Panel in question with the supplied screws, the **holes** in the Solar Panel's wall brackets **are threaded**. The **screw** will enter the receptacles on the **open side**. **Do not tighten them too tightly** at this point since **you will need to move the solar panel during the installation**. Furthermore, **do not tighten the screws that block the receptacles** to the solar panel at this point since **you might have to move them during the installation**.

3- Using the Solar Panel's wall brackets (already attached to the solar panel), mark the place and holes positions where the 2 solar panel brackets will be installed, afterwards, drill small pilot hole (smaller than the actual wall screws) at the 4 screw positions.

4- **Have your helper hold the solar panel with the wall brackets directly over the pilot holes** and secure these solar panel wall brackets into the structure with the supplied screws. **Test the solidity of this installation**.

5- Tighten the screws that block the receptacles to the solar panel (**see figure 18 on the next page**).

6- **Adjust the angle of the Solar Panel** so that it **receives proper sunlight and tighten the screws on both wall brackets/bracket receptacles** at the rear of the solar panel to secure the angle adjustment (**see figure 18 on the next page**).

7- **Align, connect and secure the solar panel's connector to the motor connector.** Make sure to **screw in the protective cap** attached to the solar panel connector **tightly** (**see figure 17**).

<u>Figure 17</u>

INSTALL THE SCREW THAT FIXES THE SOLAR PANEL'S WALL BRACKET TO THE RECEPTACLE HERE

INSTALL THE SCREW THAT BLOCKS THE RECEPTACLE TO THE SOLAR PANEL HERE

Figure 18

NOTE: The other steps (installation of the MultipleShade) are similar to the regular AC motorized Multiple Shade.

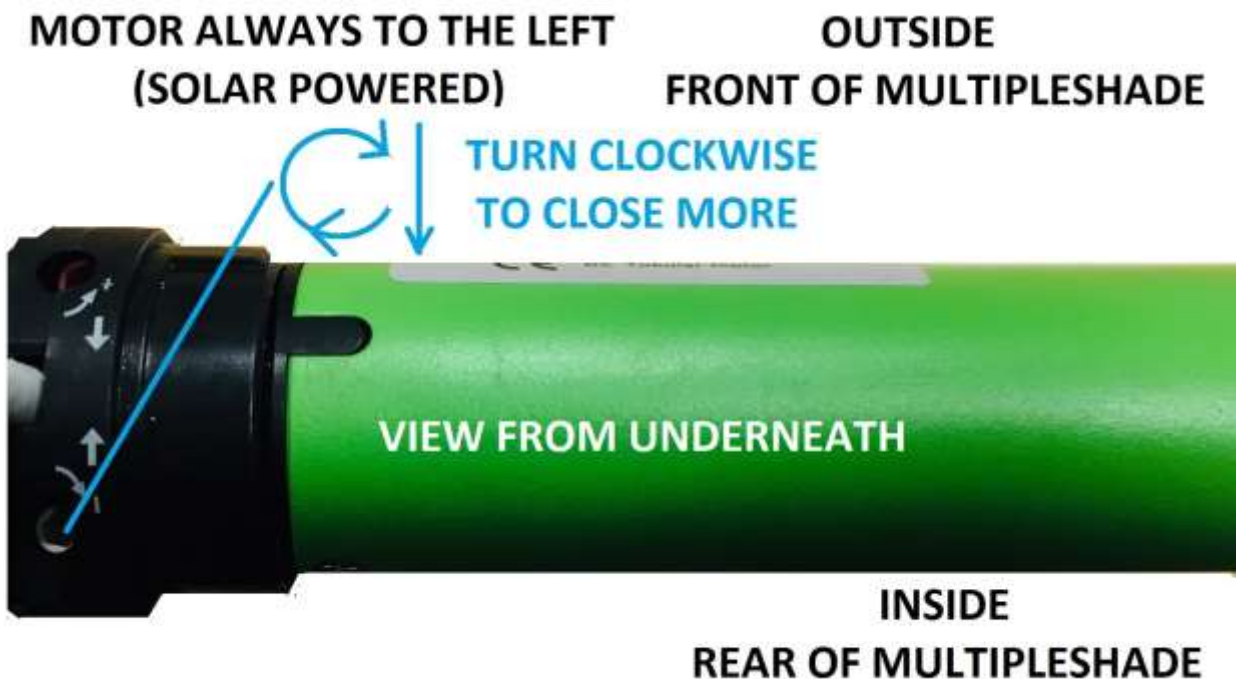## 6.3. Programming the limits of the SOLAR POWERED MULTIPLE SHADE

PLEASE NOTE that the motor is always installed on the left (when facing the solar shade from the front).

You will need the green plastic adjustment tool included with your MultipleShade.

PROGRAMMING THE CLOSE LIMIT (Solar powered only)

1. Make sure that the Solar Panel is connected to your motor.
2. Using you remote handset's open (down) button, open the MultipleShade about halfway.
3. Press the close (up) button of the remote handset and let it go; if the motor is still running after the MultipleShade is fully closed, stop it by pressing the stop (middle button) on the remote.
4. **Regardless of the arrows directions shown besides the adjustment, the endless screw which is to the rear of the MultipleShade controls the CLOSE limit.**
5. Turn the **endless screw which is at the rear of the MultipleShade clockwise** to change the **close limit of your MultipleShade (to close more), turning counter clockwise will back off the close limit if the motor kept running after you had pressed the close button (see step 3).** If the MultipleShade does not move, continue turning the screw until the MultipleShade moves.
6. Once the limit is properly set, cease any adjustment and press the middle button on your remote control.

MOTOR ALWAYS TO THE LEFT (SOLAR POWERED)

OUTSIDE FRONT OF MULTIPLESHADE

TURN CLOCKWISE TO CLOSE MORE

VIEW FROM UNDERNEATH

INSIDE REAR OF MULTIPLESHADE

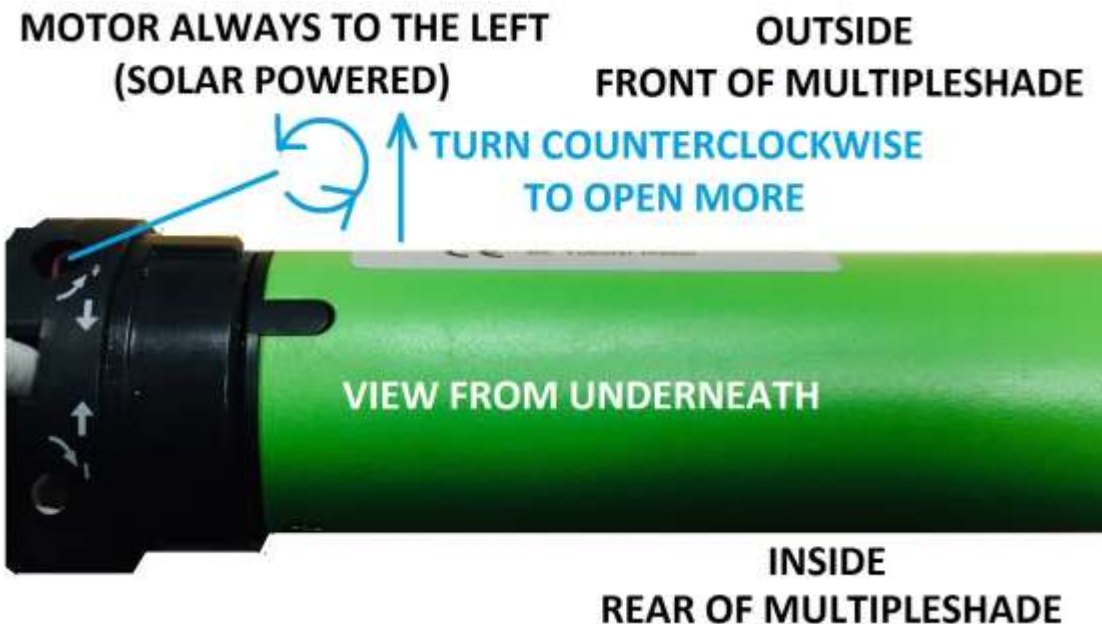## PROGRAMMING THE OPEN LIMIT (Solar powered only)

1. Make sure that the Solar Panel is connected to your motor.
2. Using you remote handset's open (down) button, open the MultipleShade about halfway.
3. Press the open (down) button of the remote handset and let it go; if the motor is still running after the MultipleShade has reached the desired open limit, stop it by pressing the stop (middle button) on the remote.
4. **Regardless of the arrows directions shown besides the adjustment, the endless screw which is to the front of the MultipleShade controls the OPEN limit.**
5. Turn the **endless screw which is at the front of the MultipleShade counter clockwise** to change the **open limit of your MultipleShade (to open more), turning clockwise will back off the open limit if the motor kept running after you had pressed the close button (see step 3).** If the MultipleShade does not move, continue turning the screw until the MultipleShade moves.
6. Once the limit is properly set, cease any adjustment and press the middle button on your remote control.

BOTH THE CLOSE AND OPEN LIMITS ARE NOW SET, PRESS THE CLOSE (UP) BUTTON 1 TIME AND VERIFY THAT THE SOLAR SHADE CLOSES CORRECTLY AS PER YOUR SETTING. THEN PRESS THE OPEN (DOWN) BUTTON 1 TIME TO CONFIRM THAT THE SOLAR SHADE OPEN CORRECTLY AS PER YOUR SETTING.

NOTE: All motorized MultipleShade's fabric comes out from the front of the casing. Manual MultipleShades have the fabric coming from the rear of the casing to accommodate the manual crank.

7. Safety and advice

WARNING: **PRIOR TO OPERATING YOUR SOLAR SHADE, BE SURE THAT NO OBJECT OR PERSONS CAN COME IN CONTACT WITH IT AS IT OPENS AND CLOSES. KEEP CHILDREN AWAY FROM ANY MOVING PARTS OF THE SOLAR SHADE AS IT OPERATES. FAILURE TO DO SO COULD RESULT IN PERSONAL INJURY.**

CAUTION: **Never hang items from any part of the Solar Shade, except those accessories that are supplied by the manufacturer.**

WARNING: **NEVER attempt to repair or disassemble any part of the Solar Shade without following replacement part procedures supplied by the manufacturers. TRYING to do so without proper instructions can result in PERSONAL INJURIES, CAUSE YOUR SOLAR SHADE TO MALFUNCTION AND SUBSEQUENTLY VOID THE WARRANTY.**

CAUTION: **DAMAGES to the Solar Shade`s fabric and Mechanism CAUSED BY WATER, SNOW, ICE ACCUMULATIONS OR HIGH WINDS are NOT COVERED BY THE MANUFACTURER'S WARRANTY. Always retract your Solar Shade during periods of snow, ice pellets, rain or high winds. Never leave your Solar Shade opened and unattended during periods of heavy winds.**

WARNING: **ACCUMULATION OF SNOW OR ICE COULD RESULT IN DAMAGE TO, OR THE COLLAPSE OF THE SOLAR SHADE AND CAUSE PERSONAL INJURIES. YOU MUST ROLL UP YOUR SOLAR SHADE TO AVOID ICE OR SNOW ACCUMULATION. MAKE SURE TO RE OPEN YOUR SOLAR SHADE TO DRY OUT THE FABRIC AS SOON AS IT IS POSSIBLE IF THE FABRIC IS NOT DRY WHEN IT WAS ROLLED UP.**

For long-term storage or non-use of your motorized Solar Shade, the Motor manufacturer suggests running the motor every few months to maintain the mobility of the internal components.

7.1. Solar Shade maintenance

The fabric is made of 74% PVC and 26% polyester and has a special finish, which delays the formation and the accumulation of dirt. To preserve the fabric, you must respect the following cleaning instructions:

- **Standard maintenance**: Thoroughly remove the dust from the dry Solar Shade fabric by vacuum cleaning, or by **gently** brushing. **NEVER USE A PRESSURE WASHER as this will remove the mold and mildew protective coating and cut the threads.**
- Then clean with lukewarm water and mild soap while **gently** brushing or rubbing. **Rinse thoroughly to remove all traces of soap.**

WARNING: If your Solar Shade is retracted while wet, open it as quickly as possible and allow the fabric to dry. Although the fabric is mold, mildew and rot resistant, this procedure is necessary since atmospheric pollution deposits on the surface of the fabric can cause mold and mildew under damp conditions.

7.2 Maintenance of the electric motor and remote

Outdoor Electric Motor:

The electric Motor is equipped with an **automatic overheat shutoff system**. If you **run your Solar Shade several times continuously**, the motor will stop its operation before it overheats. The **motor will resume normal operation after 20 minutes of cooling down**.

Preparing your Solar Shade for winter:

Disconnect the Motor's power cord from the AC (GFI) Wall Outlet and **cover the AC outlet with a "Weatherproof Cover" to prevent rain and moisture from entering the outlet; this will interfere with the Motor's operation in the spring**. Before **rolling up your Solar Shade for the last time** of the season, **make sure the Fabric is clean and dry to prevent mold and mildew from forming over the winter**.

Replacing the battery in your remote transmitter:

- **Note that you may have to replace the remote control battery after 3 years or if it stops working.**
- **Test the remote control by holding down a button (see figure 11). The LED indicator should flash for at least 5 seconds.**
- **You should find this type of lithium battery (3V, CR2430) at any hardware store.**

- **To replace the battery, you will need to push and slide out the battery cover the back of the remote (see figure 12). Remove the battery cover; check the orientation of the old battery: this will indicate you the correct polarity, remove the old battery and put in place the new battery while making certain to respect the polarity. Re-install the battery cover.**
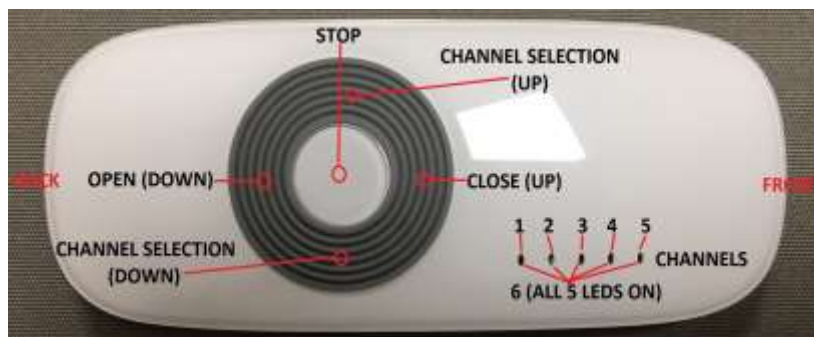

Figure 11

Figure 12

8. Appendices

8.A. Motor and remote resetting and synchronisation

Note: This procedure describes the steps necessary to **restore communication between the motor and the remote control unit supplied with your motorized Multiple Shade**. This procedure must be **performed only if the remote control does not operate the motorized Multiple Shade. Review the steps below to familiarize yourself with the procedure before attempting to complete it**. PLEASE ALSO NOTE THAT THE TIME BETWEEN 2 OPERATIONS HAS TO BE SHORTER THAN 4 SECONDS OTHERWISE YOU WILL NEED TO RE-START THE PROCESS COMPLETELY FROM THE BEGINNING. Also make sure to select and note the remote channel you will be using.**

01. Make sure that the red LED (previously set to the channel you will be using) on the front of the remote control is lighting up when you are pressing an holding a button. If the red LED does not light up at all or flashes for less than 5 seconds, you will need to replace the battery (**see section 7.2**).
02. **Disconnect** the power cord (120V AC) **for 10 seconds.**
03. **Reconnect** the power cord the motor will **beep 3 times**.
04. **Press the motor setting button** located underneath the solar shade on the motor side (**see figures 13 and 14**) until the **motor emits 1 beep and release**, the motor will run briefly.
05. Use a paper clip or pencil and **press the P2 button** (**see figure 12**) the motor will **again emit a beep. Press the P2 button once more and the motor will emit another beep.**
06. Press the **UP or DOWN button** 1 time to make sure that the motor runs correctly in the appropriate directions . If the direction of the buttons are reversed, see **section 8.C.** to change the directions.
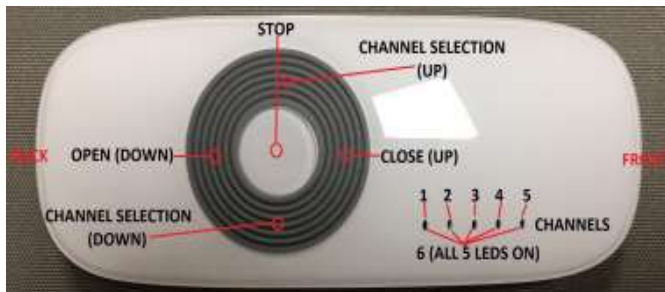

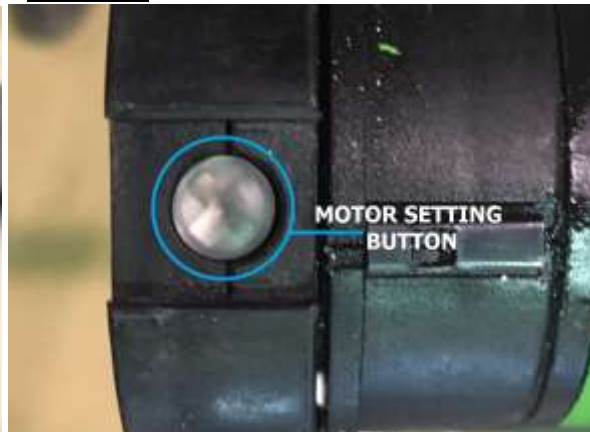**Figure 11**

Figure 12

Figure 13

Figure 14

8.B. Memorizing a new remote handset

This procedure applies if you have lost your original remote handset and need to have the new one memorized by the motor.

1. Remove the AC power to the motor.
2. Push and slide out the battery cover of the new remote, make sure that the battery is properly installed and locate the **P2 button underneath the remote handset**. (**See figure 12)**.
3. Put back the AC power to the motor and then press the **P2 button twice,** *you should now hear the motor emitting a 'beep' which indicates that the new remote has been memorized by the motor.* **Afterwards, you will need to program the open and close limits, see section 9.**
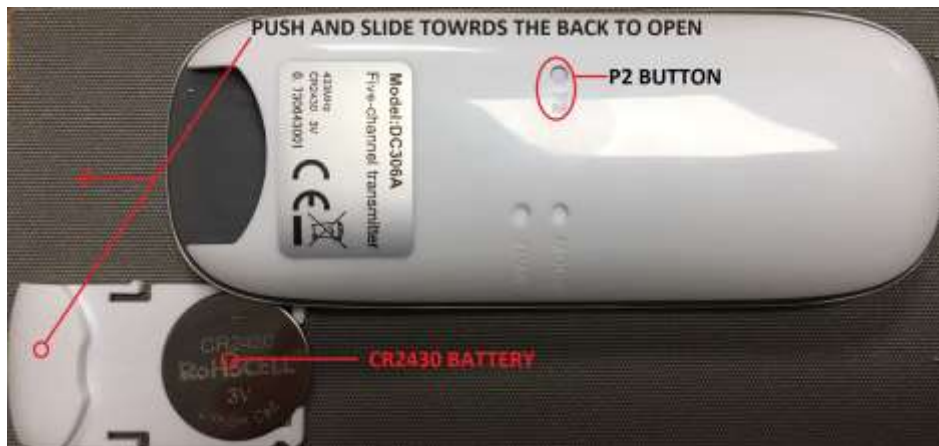
Figure 12

8.C. Remote buttons direction change

1. Disconnect the motor from the AC for 10 seconds and then reconnect the motor to the AC, the motor will emit **3 beeps**.
2. **Press the UP button 1 time**, the motor will start running
3. **Press the STOP button 1 time**, the motor will stop.
4. **Press the MOTOR SETTING BUTTON for 5 seconds**, the motor will run briefly which confirms the change of direction. **Press the UP button** once to validate the direction change.
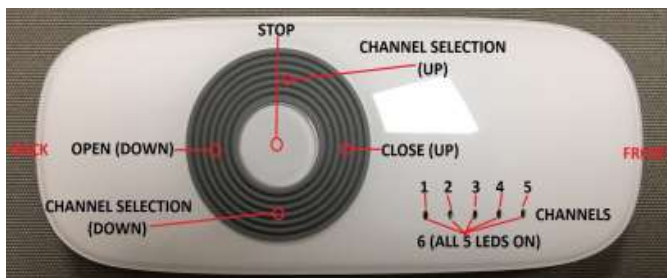
Figure 11

Figure 13

9. Programming the limits of your Solar Shade

NOTE: Program the close limit and then open limit immediately after.

9.A. Programming the close (up) limit and the open (down) limit

1. Plug in the AC power cable to your motor, the motor will **emit 3 beeps**.
2. Immediately afterwards**, press the P2 button** (**see figure 11**) at the back of the remote **1 time**, the motor will **emit 1 beep**.
3. Immediately afterwards, **press the close (up) button (see figure 12)** on your remote **1 time**, the motor will **again emit 1 beep**.
4. Immediately afterwards, **press again the P2 button** at the back of the remote **1 time**, the motor will **again emit 1 beep** (the solar shade will move).
5. Immediately afterwards**, press the close (up) button** on your remote **1 time**, the solar shade will start closing; **PRESS THE STOP BUTTON** (**see figure 12**) **on your remote 1 time when the solar shade has reached the desired close limit.**
6. **Immediately after, PRESS AGAIN THE STOP BUTTON 5 TIME (wait about ½ second between each press of the stop button).** This will confirm the closing position.
7. **Press the open (down) button** (**see figure 12**) **on your remote 1 time and press the stop button on your remote 1 time when the solar shade has reached the desired open (down) position.**
8. **Immediately after, PRESS AGAIN THE STOP BUTTON ON YOUR REMOTE 5 TIME (wait about ½ second between each press of the stop button)** to confirm the setting of the open (down) position.

   BOTH THE CLOSE AND OPEN LIMITS ARE NOW SET, PRESS THE CLOSE (UP) BUTTON 1 TIME AND VERIFY THAT THE SOLAR SHADE CLOSES CORRECTLY AS PER YOUR SETTING. THEN PRESS THE OPEN (DOWN) BUTTON 1 TIME TO CONFIRM THAT THE SOLAR SHADE OPEN CORRECTLY AS PER YOUR SETTING.
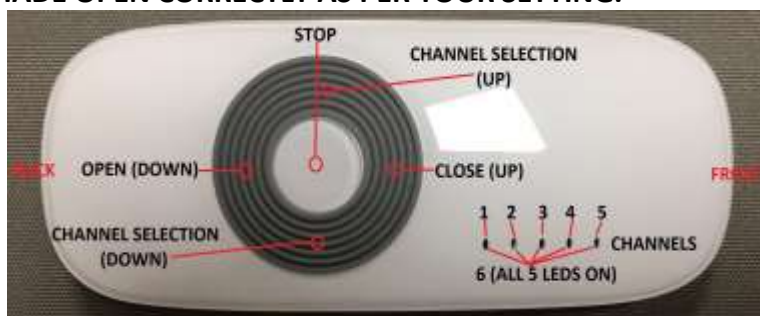

Figure 11

Figure 12

NOTE: All motorized MultipleShade's fabric comes out from the front of the casing. Manual MultipleShades have the fabric coming out from the rear of the casing to accommodate the hand crank.

10. Removing the Multiple Shade from the brackets

Before removing the **Multiple Shade** from the brackets, it is imperative to **close it completely**, to **unplug it from the AC wall outlet** and to **tie it down in the closed position with ropes or bungees**. Once this is done, **remove the cable guides** from their supports and **roll them up properly**. Afterwards, **unscrew the M6 set-up screw with a 5 mm Allen key**, you Solar shade is now ready to be removed from the brackets.

11. Troubleshooting guide

Problem	Can I hardwire my Solar Shade directly to my house's electric system?
Solution	It is indeed possible to hardwire your Solar Shade's motor directly to your house's electrical system. For that matter, you will need to cut out the AC plug at the end of the cable but do bear in mind that **THIS WILL VOID THE WARRANTY ON THE MOTOR and can also cause the programming of the motor to become more difficult**. If you really need to go this route, **make sure to have easy access to a switch to ease the motor programming procedure**: NEVER CUT THE WIRE MORE THAN 30 cm FROM THE MOTOR SINCE THIS COULD POSSIBLY CUT THE ANTENNA WIRE.

Function issues

Problem	My Remote handset does not make my Solar Shade open or close.
Solution 1	If your Solar Shade is not fully closed, it could sometimes refuse to close completely; you then need to open it a bit more and then close it completely.
Solution 2	If your Solar Shade stops while opening or closing or immediately after it has moved, this could indicate that the overheating protection has been triggered; if this is the case, **wait a full 20 minutes** and do a second attempt.
Solution 3	• Check if the AC outlet used is functional by plugging something else like a lamp into it. • If the AC outlet is indeed functional but the Solar Shade still refuses to work, verify the Remote Handset. • Verify if the Remote Handset's batteries are working; press on one of the remote's buttons: does the LED illuminate? A remote handset with weak batteries will take more time to light up the LED and will also have a reduced range. • If the remote's LED does not light up, replace the batteries with new ones. **If the issue persists, erase the motor's programming and re program it (see section 8.A. 'Motor and remote resetting and synchronisation'). You will also need to perform section 9. to reprogram the limits (section 6.3. if you have a solar powered MultipleShade).**
Problem	My motor is not working but was working just a few minutes ago.
Solution 1	If your Solar Shade is not fully closed, it could sometimes refuse to close completely; you then need to open it a bit more and then close it completely.

Solution 2	If your Solar Shade stops while opening or closing or immediately after it has moved, this could indicate that the overheating protection has been triggered; if this is the case, wait a full 20 minutes and do a second attempt.
Problem	**The Solar Shade stops before being completely open or it opens too much and the fabric becomes saggy.**
Solution	The limits of the motor needs to be re-adjusted; see sections **9. (section 6.3. if you have a solar powered MultipleShade).**
Problem	**The Solar Shade only opens or closes if we keep the button pressed.**
Solution	Verify if the motor might have received an intense electrical or mechanical shock: **Erase the motor's programming and re program it (8.A. 'Motor and remote resetting and synchronisation').). You will also need to perform section 9. to reprogram the limits (section 6.3. if you have a solar powered MultipleShade).**
Problem	**Can other remotes interfere with my Solar Shade?**
Solution	No, each remote handset has to be 'added' to a specific Solar Shade. Other remotes like the one for your garage door cannot communicate with your Solar shade.
Problem	**Can I add more than one remote to my Solar Shade?**
Solution	You are better off using another channel on your remote handset.
Problem	**I lost my remote and now I cannot program my new remote.**
Solution	In this case, please consult section **8.B. Memorizing a new remote handset.**

Contact us:

By Mail

Multiple Awnings
1505A De L'Industrie Street, Beloeil, QC, Canada
J3G 0S5

Our Websites:
http://www.multipleawnings.com/home.html
www.zonepatio.ca (Canada)
www.zonepatio.com (USA)

By e-mail
csd@multipleawnings.com

By phone (Canada): 1-866-441-4182
              (USA): 1-800-736-0906