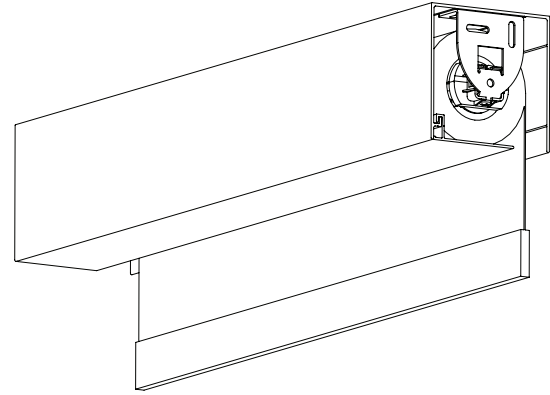


# Lutron® roller 20 pocket mount chassis

English

Installation Guide (please read before installing)

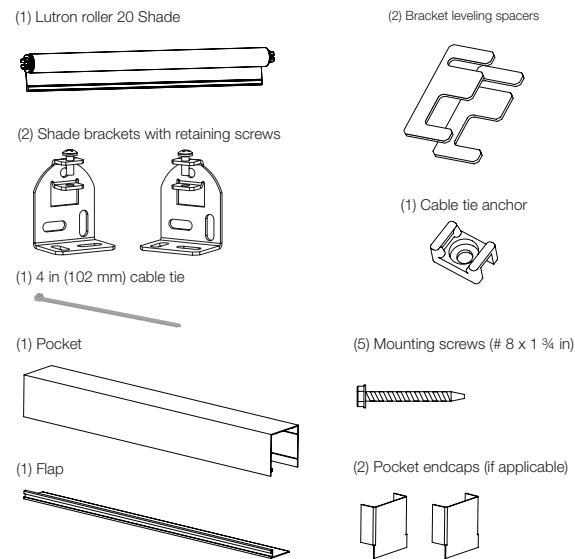


The roller 20 Pocket Mount Chassis Installation Guide is a complement to the enclosed Basic Wiring and Setup Guide. The Chassis Installation Guide describes the mechanical installation. The Basic Wiring and Setup Guide describes the wiring and setup for proper function of the roller shade.

## Tools required:

- Tape Measure
- 1/4 in Hex-Head Driver
- Level
- Pliers
- Power Drill
- #2 Phillips Screwdriver

## Box Contents:



**CAUTION:** Risk of falling objects. Securely install the roller shade system per the mounting instructions. Failure to do so could result in minor or moderate injury.

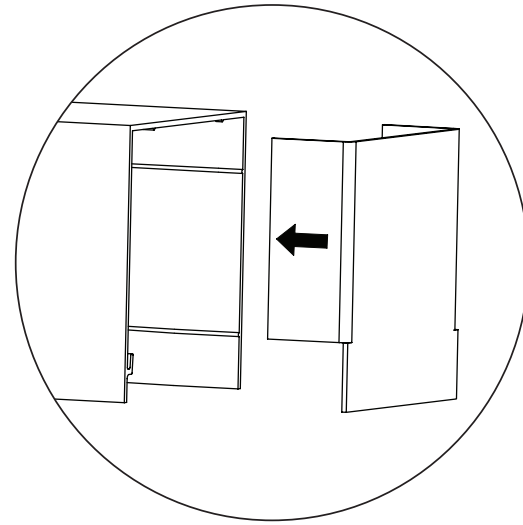
## Notes:

- Lutron systems are intended for use with only Lutron hardware, controls, and power supplies.
- **Codes:** Install in accordance with all local and national electrical codes.
- **Environment:** Ambient operating temperature: 32 °F - 104 °F (0 °C - 40 °C), 0 - 90% humidity, non-condensing. Indoor use only.
- Maintain sufficient clearance between the moving shade and any object.



## 1 Install pocket endcaps (if applicable)

- 1.1 Slide the 2 tabs of the pocket endcap into the pocket until it is flush with the outside.

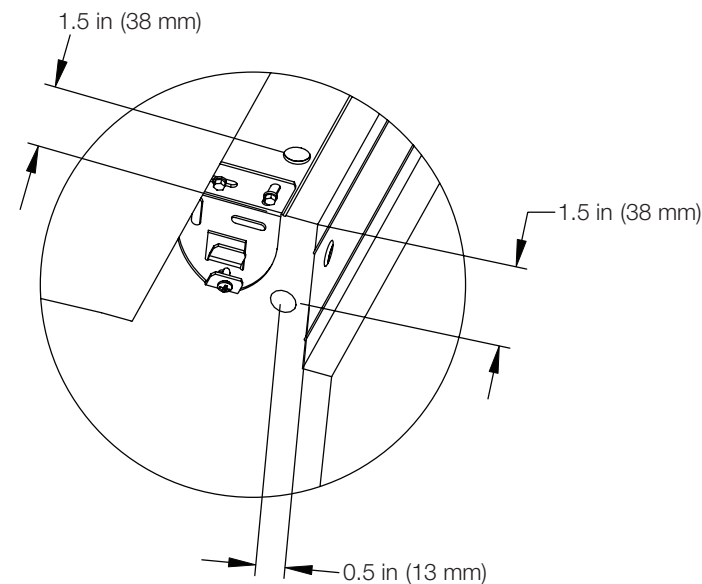


## 2 Mount pocket

- 2.1 Pre-drill pocket to allow clearance for the wires without interfering with the bracket. Follow figure below for suggested hole locations.

## Notes:

- Hole should be large enough to allow adjustment during install without pinching the wire.
- Cable should exit from Drive side of the system.

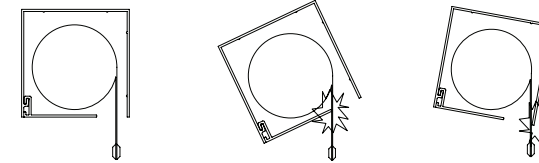


## 2 Mount pocket (continued)

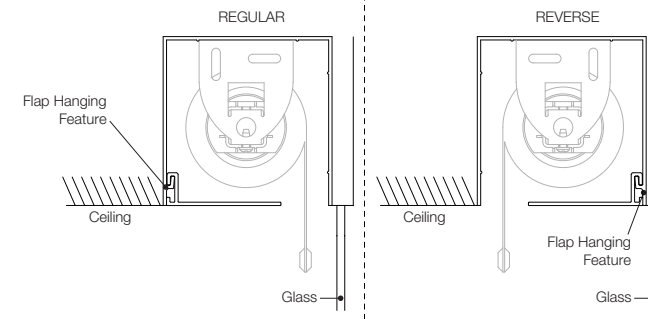
- 2.2 Verify mounting surface is level/plumb before attaching pocket.

## Note:

- Pocket may rub fabric if installed with an improper tilt or may cause flap to fall.



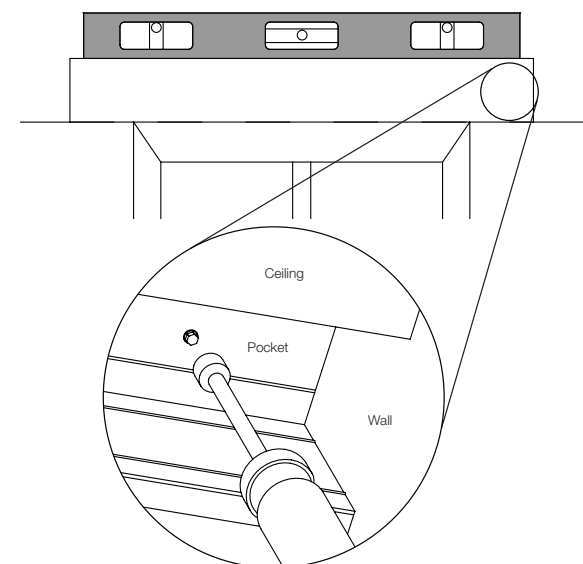
- 2.3 Orient the pocket. For regular roller shades, install pocket with the flap hanging feature on the front edge, away from the glass. For reverse roller shades, the flap hanging feature goes on the back edge, closest to the glass.



- 2.4 Mount the pocket using appropriate fasteners (make sure it is level).

## Notes:

- Screws must be at least 1.5 in (38 mm) from system end to avoid interfering with mounting or shade brackets.
- Be sure to pull cable from wall, through the hole in pocket, while mounting.
- The pocket should be mounted to support at least 300 lbs (136 kg). The fasteners provided may not be appropriate for use in all applications.
- Blocks (not provided by Lutron) may be required to prevent fabric from rubbing against trim, window, top treatment, etc.

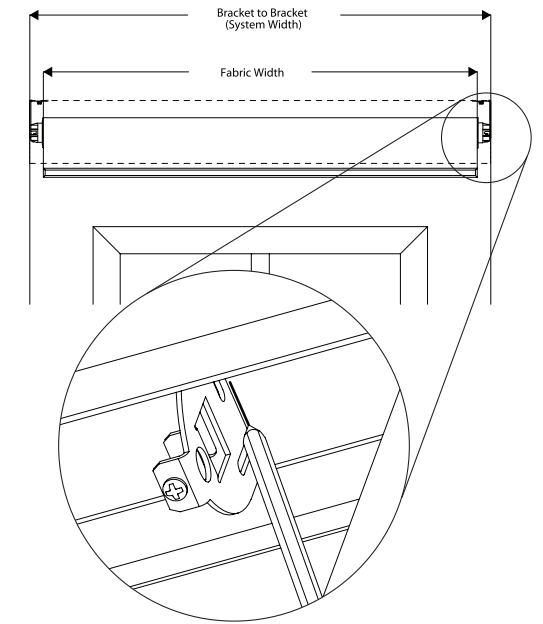


## 3 Position the mounting brackets

- 3.1 Mark the location of the mounting brackets so they are centered over the window.

## Note:

- Bracket to bracket distance = fabric width + 1.5 in (38 mm) = system width.



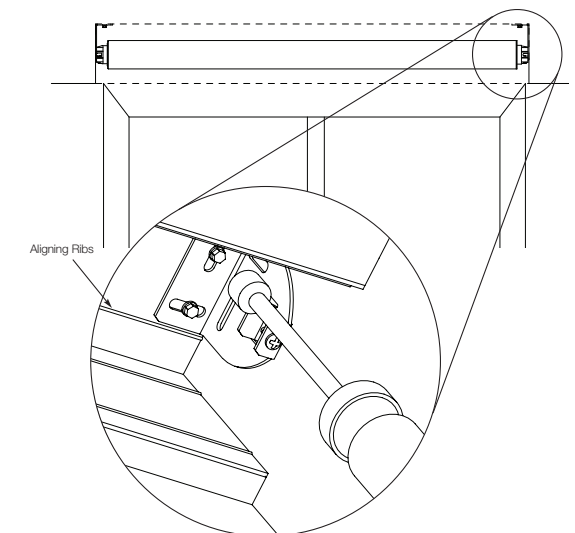
## 4 Install the mounting brackets

- 4.1 Install the first mounting bracket between the aligning ribs in the pocket.

- 4.2 Install the second mounting bracket between the aligning ribs in the pocket at the other end of the system.

## Note:

- Put a screw in the center of each slot. Use slots as needed to ensure brackets are level and plumb as positioned.

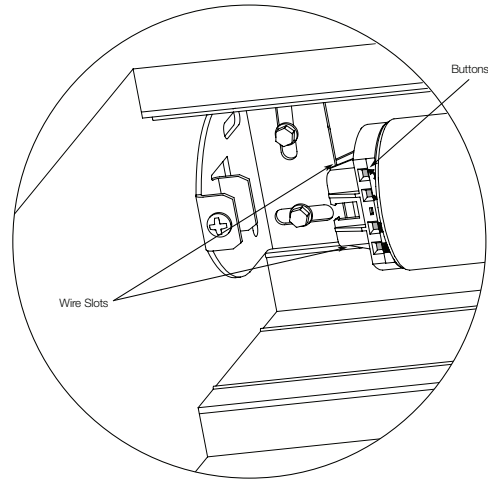


## 5 Orient the buttons and wiring

- 5.1 For the following bracket and button orientation, route the wires through the wire slots.

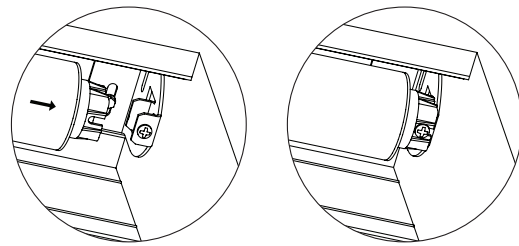
### Notes:

- The buttons should be accessible when the shade is installed.
- Make sure the wires are not pinched or damaged.
- The wires may go in either of the slots shown on the figure below.



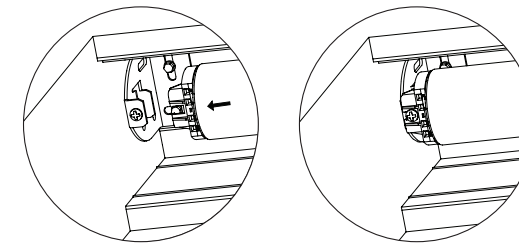
## 6 Mount the shade

- 6.1 Install the idler side of the shade onto its bracket.



- 6.2 Depress the spring loaded idler by pressing the shade towards the idler.

- 6.3 Install the Drive side of the shade onto its bracket.



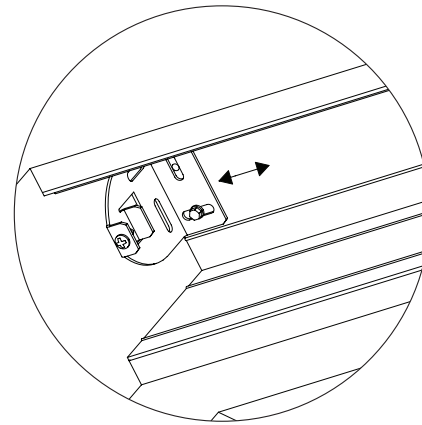
## 7 Adjust the shade

- 7.1 Ensure that the shade is level and centered.

- 7.2 Adjust shade by removing the necessary screws and moving the brackets horizontally.

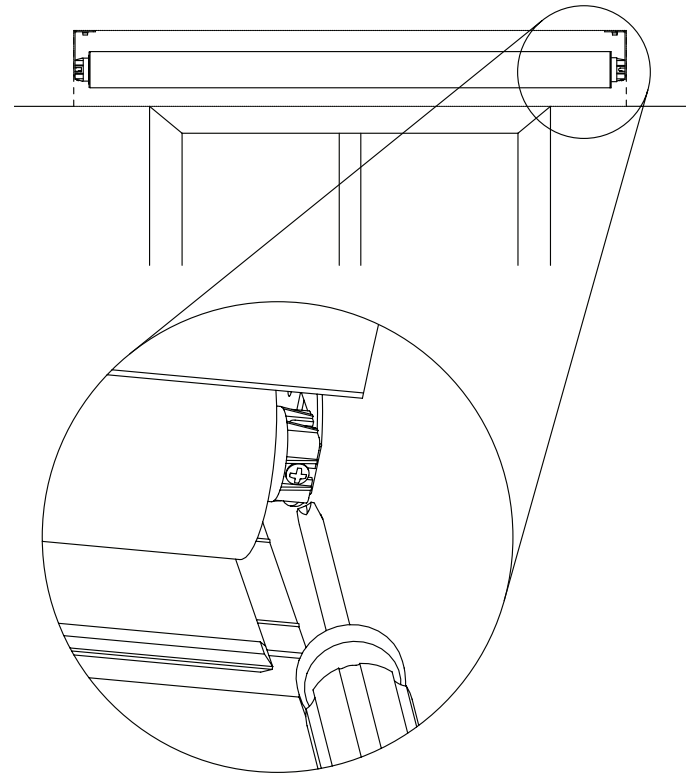
**Note:** You may have to remove the shade to access the bracket screws.

- 7.3 Reinstall and tighten the screws.



## 8 Secure and check the shade

- 8.1 Tighten retaining screws in each bracket to secure the shade.



## 9 Wiring and basic setup

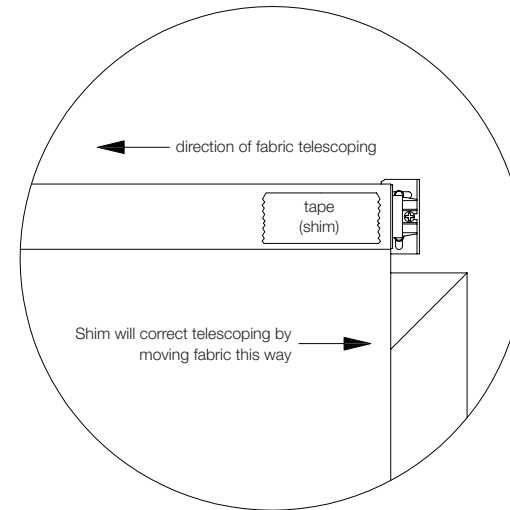
- 9.1 Refer to the Basic Wiring and Setup Guide included with the Roller Shade System for wiring instructions and setup including setting open and close limits.

## 10 Check shade for telescoping

- 10.1 Use the programming stylus to run the shade up and down using the adjustment buttons (↕), re-level if needed.

**Note:** Monitor fabric as it rolls up on the tube to ensure that it does not telescope excessively to one side or the other.

Slight telescoping is normal. However, if the shade is telescoping severely to one side and it is level, press the "Close Limit Button" (■), and lower the shade all the way down using the adjustment buttons (↕). Place a piece of tape on the side of the tube that the fabric is telescoping away from when finished press the "Close Limit Button" (■) once. This technique is referred to as "SHIMMING". The shade will always track towards the side with the tape (shim).



## 11 Troubleshooting

Symptom	Solution
<b>Fabric is not level.</b>	Verify the brackets are mounted level
<b>Fabric is not centered over window.</b>	Verify the brackets are centered
<b>Shade does not move smoothly.</b>	Verify the shade fabric is not obstructed by the side channels or any other object
<b>Shade will not move to open or full close</b>	Verify that open and close limits are set correctly Verify that shade fabric is not obstructed or caught on something
<b>Shade makes noise during movement</b>	Verify that wiring is not rubbing shade fabric

## Limited Warranty

### SCOPE

This limited warranty ("Warranty") covers the Lutron supplied (a) Sivoia® QS Shade System ("Sivoia® QS Shade System"), (b) Sivoia QED™ Shade System ("Sivoia QED™ Shade System"), (c) manual shade system and (d) alternating current or a/c shade system (each of the foregoing being a "System"). Customer acknowledges and agrees that use of the System constitutes acceptance of all terms and conditions of this Warranty.

### LIMITED WARRANTY

Subject to the exclusions and restrictions described below, Lutron warrants that each System will be free from manufacturing defects from the date of shipment by Lutron for a period of (a) one year as to the wall controls, interfaces and system accessories of the Sivoia QS Shade System ("External Sivoia QS Components") and (b) eight years as to the other Systems and the Roller Shade EDU, shade fabric and shade hardware of the Sivoia QS Shade System. If any manufacturing defect exists in the External Sivoia QS Components, so long as Customer promptly notifies Lutron of the defect within the one year warranty period and, if requested by Lutron, returns the defective part(s), Lutron will, at its option, either repair the defective part(s) or provide comparable replacement part(s). If any manufacturing defect exists in any of the components of a System other than the External Sivoia QS Components, so long as Customer promptly notifies Lutron of the defect within the eight year warranty period and, if requested by Lutron, returns the defective part(s), Lutron will, at its option, either repair the defective part(s) or issue a credit to the Customer against the purchase price of comparable replacement part(s) purchased from Lutron as provided below:

Number of years from date of shipment	Percentage of cost of replacement parts credited by Lutron
Up to 5	100%
More than 5 but not more than 8	50%
More than 8	0%

Replacement parts for the System provided by Lutron or, at its sole discretion, an approved vendor may be new, used, repaired, reconditioned, and/or made by a different manufacturer.

### EXCLUSIONS AND RESTRICTIONS

This Warranty will be void, and Lutron and its suppliers will have no responsibility under this Warranty, if Lutron or its representatives cannot access any components of the System to inspect, diagnose problems with or repair the System or any of its components as a result of concealment or inaccessibility of such components within a building structure. This Warranty does not cover, and Lutron and its suppliers are not responsible for:

- Damage, malfunction or inoperability diagnosed by Lutron or a Lutron approved third party as caused by normal wear and tear, abuse, misuse, incorrect installation, neglect, accident, interference or environmental factors, such as (a) use of incorrect line voltages fuses or circuit breakers; (b) failure to install, maintain and operate the System pursuant to the operating instructions provided by Lutron and the applicable provisions of the National Electrical Code and of the Safety Standards of Underwriter's Laboratories; (c) use of incompatible devices or accessories; (d) improper or insufficient ventilation; (e) unauthorized repairs or adjustments or alterations; (f) vandalism; (g) an act of God, such as fire, lightning, flooding, tornado, earthquake, hurricane or other problems beyond Lutron's control; or (h) direct exposure to corrosive materials.
- On-site labor costs to diagnose issues with, and remove, repair, replace, adjust, reinstall and/or reprogram the System or any of its components.
- Components and equipment external to the System, such as, non-Lutron lighting and automation systems; building wiring audiovisual equipment; and non-Lutron time clocks, photosensors and motion detectors.
- The cost of repairing or replacing other property that is damaged when any System does not work properly, even if the damage was caused by the System.

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