Sivoia® QS roller 100™ fascia and top/back cover

Installation Instructions
Tools required:
Tape Measure 1/4 in Hex-Head Driver
Wire Cutter/Stripper Level
Pliers Power Drill
#2 Phillips Screwdriver Drill bits

Box contents:
(1) Sivoia QS roller 100
(2) Fascia end caps (if applicable)
(1) Fascia top/back lower
(1) Left and (1) right fascia sub-brackets
(1) Top/back cover (if applicable)
(1) 4-pin terminal block
(2) Extra retaining screws (#6x1/4” (#6 x 6 mm) Phillips head screws)
(Actual size)
(2) 4 in (102mm) cable ties
(8) Mounting screws (#8x1-3/4” (#8 x 44 mm) Hex head screws)
(Actual size)
(2) 7 in (178mm) cable ties
CAUTION: Risk of bodily injury, follow all installation instructions.

Notes:
- The Sivoia QS roller 100 must be used only with shading systems approved by Lutron®.
- There must be a clearance of at least 1.3 ft (0.4 meters) between the fully lowered system and any permanent object.
- Installation shall be executed by a qualified electrician according to national wiring rules.
- Codes: Install in accordance with all local and national electrical codes.
- Environment: Ambient operating temperature: 32 to 104 °F (0 to 40 °C), 0 to 90% humidity, non-condensing. Indoor use only.
1 Confirm system dimensions

1.1 Compare system dimensions on the package label with the window dimensions to verify appropriate window/shade combination.

This information can also be found on the shade tube by lowering the fabric down far enough to expose the tube.
Pre-drill top/back cover for cable run

Note: Step is not necessary if back cover is not being used.

2.1 Determine where to drill for cable access. See options below. Cable should exit from wall, ceiling or jamb on Electronic Drive Unit (EDU) side of fascia.

Notes
• Leave 12 to 18 in (305 to 457 mm) of cable exposed.
• Cable should exit from one of these locations whether the top/back cover is used or not.

Wall
Drill for cable in location indicated by label on top/back cover.

Ceiling
Drill for cable in location indicated by label on top/back cover. A .625 in (16 mm) hole is recommended.

NOTICE: Size of hole will be determined by the diameter of the cable(s) being used.

Jamb
Drill for cable 2 in (51 mm) from top and 2 in (51 mm) from the back of the top/back cover.
Notice: When installing top/back cover, pocket, or headrail with a motorized window shade, the following steps must completed.

2.2 Description
When installing top/backcover, pocket, or headrail with a motorized window shade, a grommet must be used to protect the power wire if it is run through the cover. This will prevent the wire insulation from being cut by any sharp edges caused by drilling the top/backcover, pocket, or headrail.

Installation of grommet
1. Insert the enclosed grommet into the hole (be sure it is completely inserted into the hole).
2. Run the power wire through the grommet and finish the installation as per the installation instructions enclosed with your unit.
**3 Mount top/back cover**

### 3.1 Verify mounting surface is level/plumb before attaching top/back cover

**Note:** Top/back cover may rub fabric if installed with an improper tilt.

### 3.2 Mount top/back cover using appropriate fasteners. It may be necessary to pre-drill clearance holes in Fascia before mounting.

**CAUTION:** Risk of bodily injury from falling heavy object. The top/back cover for each shade tube must be mounted to support a weight of at least 300 lbs (136kg). The fasteners provided with the top/back cover may not be appropriate for use in all applications.

Screws must be at least 5 in (127mm) inside fabric width to avoid sub-brackets.

**Note:** Be sure to pull cable through hole in top/back cover while mounting.
4 Mount fascia sub-brackets

4.1 Use fabric alignment holes to position the sub-bracket right to left. The fabric alignment holes will line up with the outside edge of the shade tube.

**Note:** Fabric edge may not line up with the edge of tube.

4.2 Once their position has been established, insert sub-brackets by hooking their lower edges behind notch in pocket surface. If endcaps are being used, they must be installed prior to sub-brackets.
5.1 Strip 2 in (51 mm) of the jacket off the cable run from the wall.

5.2 Wire the 4-pin terminal block (provided) to the cable using a screwdriver. Make sure to tighten the screws tightly and that no insulation is inside of the terminal block.

**Notes:**
- The EDU connector will support wire sizes from AWG #12 (2.5 mm) to AWG #26 (0.2 mm). See the instruction sheet for your power supply to choose an appropriate wire size for your application.
- Strip insulation from wires so that 0.25 in (6 mm) of bare wire is exposed.

5.3 Route cable as shown.
6 Mount the shade to sub-brackets

**NOTICE:** Shades wider than 4 ft (1.2 m) require two people to install.

**Note:** If installing a coupled shade system, install the shade with the Electronic Drive Unit first.

6.1 Remove retaining screws from shade brackets.

**Note:** Leave protective wrapping on shade during installation.

6.2 Hook the lip of each shade bracket onto the top of each sub-bracket.

6.3 Swing shade down until bottom of shade brackets rest against sub-brackets.

6.4 Route cable wires from wall, ceiling or jamb between the shade bracket and the subbracket being careful not to pinch wire.
7 Center and secure shade

7.1 Move the shade left or right until centered.

**CAUTION:** Risk of bodily injury
Shade is not fully secured to the wall during the adjustment procedure. Shade must be supported by installer during adjustment procedure. Extreme movement from side-to-side may cause shade to fall. Pay attention to the shade brackets’ engagement into the sub-bracket as side-to-side movement is not restricted at this point. Shades wider than 4 ft (1.2 m) require two people to center the shade.

7.2 Insert and tighten retaining screws on BOTH shade brackets to secure the shade into position. Screws should be tightened down all the way.

Look through the hole next to the retaining screw to verify that the retaining screw is going into the slot in the sub-bracket.

**CAUTION:** Risk of bodily injury from falling heavy object. After installing retaining screws, gently push up and pull down on the roller shade to ensure a secure installation.
8 Adjust shade level

8.1 Turn leveling screw to raise or lower idler side of shade until level.

8.2 Confirm roller tube turns freely without rubbing on anything.
9 Connect terminal blocks

9.1 Plug 4-pin terminal block on cable into EDU terminal block.

9.2 Ensure terminal blocks are oriented as shown.

9.3 Secure terminal blocks with 7 in (178 mm) cable tie.

9.4 Use 4 in (102 mm) cable ties to dress wires to prevent them from rubbing against shade fabric.
10 Secure and check the shade

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

**NOTICE:** Pay careful attention to the shade roll up to ensure that it does not telescope extremely to one side or the other.

**Tip:** 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 that the tape (shim) is placed on.

![Diagram of shade with direction of telescoping and Shim placement](image-url)
Setting limits from the EDU

11.1 Tap the “open limit” button (□). The green LED on the roller 100 EDU will turn on steady, indicating that the EDU is in “Set open limit mode.”

11.2 Adjust the position of the EDU to the desired open limit using the clockwise and counterclockwise buttons (▶). Use the counterclockwise and clockwise buttons to move the EDU.

11.3 Press and hold the “open limit” button (□) for 5 seconds. The green LED on the roller 100 EDU will flash for 2 seconds, then go dark, indicating that the current position has been stored as the open limit.
11.4 Tap the “close limit” button ( ). The green LED on the roller 100 EDU will turn on steady, indicating that the EDU is in “set close limit mode”.

11.5 Adjust the position of the EDU to the desired close limit using the clockwise and counterclockwise buttons ( ).

11.6 Press and hold the “close limit” button ( ) for 5 seconds. The green LED on the roller 100 EDU will flash for 2 seconds, then go dark, indicating that the current position has been stored as the close limit.
12 Verify limits

12.1 Verify the open limit by double-tapping the “open limit” button. The shade will travel to the open limit.

12.2 Verify the close limit by double-tapping the “close limit” button. The shade will travel to the close limit.
13 Verify communications

13.1 Enter “link diagnostics mode” by pressing and holding the “close limit” button (●) on the EDU for 5 seconds. The green LED will flash quickly for two seconds then turn on steady, indicating the EDU is ready to begin verifying communications with other devices.

13.2 Initiate “link diagnostics mode” by tapping the counterclockwise button (▾). The green LED will begin to flash quickly (8 times per second), and the EDU will begin to raise and lower a short distance (“wiggle”).

13.3 This EDU is now trying to communicate with all other devices. All EDUs communicating on the link will wiggle and flash their green LED quickly. Verify that all other devices are able to communicate with this device. If you discover any EDUs that are not wiggling, verify that the EDU is powered and wired properly. “Link diagnostics mode” will automatically time out after 10 minutes.

13.4 Exit “link diagnostics mode”, by pressing and holding the “close limit” button (●) on the EDU for 5 seconds. All EDUs on the link will stop wiggling and their LED will turn off.
Programming | restoring default settings

Returning an EDU to its factory default setting
Returning an EDU to its factory defaults will clear out any programming to keypads, but will not affect the limits.

14.1 Press and hold the “close limit” button ( complète) on the EDU for 5 seconds. The green LED on the EDU will flash quickly for two seconds then turn ON steady.

14.2 Press and hold the “open limit” button ( complet) for 5 seconds. The green LED on the EDU will flash then turn ON steady.

14.3 Press and hold the clockwise button ( compleet) for 5 seconds. The green LED on the EDU will flash then turn ON steady.

14.4 Press and hold the counterclockwise button ( compleet) for 5 seconds. The LED on the EDU will flash blue briefly, and then the EDU will reset. The EDU is now restored to factory default settings. The limits will not be affected.
## Troubleshooting

<table>
<thead>
<tr>
<th>Symptom</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shade will not move using adjustment buttons on EDU.</td>
<td>EDU is not powered - check EDU Power by unplugging and re-plugging in EDU.</td>
</tr>
<tr>
<td></td>
<td>LED should flash for 5 seconds.</td>
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<tr>
<td></td>
<td>Shade is caught on something - free shade.</td>
</tr>
<tr>
<td>Shade does not fully open or fully close.</td>
<td>Limits have been set incorrectly - refer to “Set open limit” and “Set close limit” sections.</td>
</tr>
<tr>
<td></td>
<td>Shade is caught on something - free shade.</td>
</tr>
<tr>
<td>Fabric is not level.</td>
<td>Check that brackets are mounted level.</td>
</tr>
<tr>
<td></td>
<td>Check that fabric is tracking correctly on the shade tube.</td>
</tr>
<tr>
<td>Fabric is not centered over window.</td>
<td>Check that brackets are centered.</td>
</tr>
<tr>
<td>Shade does not move smoothly.</td>
<td>Check for binding of shade fabric on side channels.</td>
</tr>
<tr>
<td></td>
<td>Check fabric tracking.</td>
</tr>
<tr>
<td>EDU does not move, and the LED is blinking red slowly four times, and then turning off for 4 seconds.</td>
<td>The EDU has reached its maximum run-time. Wait 20 minutes before attempting to move the shade.</td>
</tr>
<tr>
<td>EDU has its red LED on steady.</td>
<td>The EDU is unable to establish communication. Check your wiring.</td>
</tr>
<tr>
<td>EDU is blinking its blue LED quickly.</td>
<td>The EDU does not have enough power to operate properly. Refer to the power supply's instruction sheet to verify your installation.</td>
</tr>
<tr>
<td></td>
<td>This EDU is being powered by an AC supply. Use an approved 24 V supply, such as the QSPS-P1-10-60.</td>
</tr>
<tr>
<td>Keypad does not control shade or sends it to the wrong level.</td>
<td>Limits have been set incorrectly - refer to “Set open limit” and “Set close limit” sections. Refer to the keypad instruction sheet for programming instructions.</td>
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</tbody>
</table>
Notes:
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 electronic drive unit, 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:

<table>
<thead>
<tr>
<th>Number of years from date of shipment</th>
<th>Percentage of cost of replacement parts credited by Lutron</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to 2</td>
<td>100%</td>
</tr>
<tr>
<td>More than 2 but not more than 5</td>
<td>50%</td>
</tr>
<tr>
<td>More than 5 but not more than 8</td>
<td>25%</td>
</tr>
<tr>
<td>More than 8</td>
<td>0%</td>
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</tbody>
</table>

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:

1. 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.

2. On-site labor costs to diagnose issues with, and remove, repair, replace, adjust, reinstall and/or reprogram the System or any of its components.

3. Components and equipment external to the System, such as, non-Lutron lighting and automation systems; building wiring audio-visual equipment; and non-Lutron time clocks, photosensors and motion detectors.

4. 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.

THIS WARRANTY IS IN LIEU OF ALL OTHER EXPRESS WARRANTIES. ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND OF FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO EIGHT YEARS FROM THE DATE OF SHIPMENT, EXCEPT THAT SUCH IMPLIED WARRANTIES ARE LIMITED TO ONE YEAR FROM THE DATE OF SHIPMENT AS TO THE EXTERNAL Sivoia QS COMPONENTS.

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Limited Warranty

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

WARRANTY CLAIMS, TECHNICAL ASSISTANCE AND WARRANTY INFORMATION.

Contact the Lutron Technical Support Center at the numbers provided below or your local Lutron sales representative with questions concerning the installation or operation of the System or this Warranty, or to make a warranty claim. Please provide the exact model number when calling.

The product may be covered under one or more of the following U.S. patents: 6,983,783; 7,281,565, and corresponding patents pending. U.S. and foreign patents pending.

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