

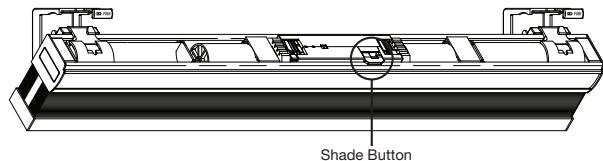
## Honeycomb Shades Field Troubleshooting

A guide to solving the most common issues with Serena® and Sivoia® QS Triathlon® shades

PROBLEM	SOLUTION(S)
Shade does not respond to Pico® Wireless Control	Verify the shade has power. The shade button LED will illuminate GREEN when tapped. If not (battery-powered shades): 1) Verify that the batteries are installed in the correct orientation. 2) Verify that the batteries are fresh, or install new batteries. If not (wired-power shades): 1) Verify that the power supply is plugged in to a powered outlet. 2) Verify that the shade power cable is properly connected to the plug-in power supply.
	Repeat Pico® control association procedure. Refer to section 1; “Assign a Pico® Wireless Remote Control” on page 2. (Applies only to non-system configurations.)
	Re-seat or replace the battery in the Pico® Wireless Control
	Try another Pico® Wireless Control that is known to work properly
Shade limits are incorrect	Reset the shade limits. Refer to section 2; “Set Shade Limits” on page 2.
Shade button LED is RED	This is diagnostic feedback. Refer to section 3; “Shade Button LED Blink Codes” on page 2.
Short battery life	Install new batteries of the recommended type. Verify that the output of each new battery is at least 1.5 V <sub>DC</sub> . Refer to section 4; “Battery Life Facts” on page 2.
	If this is the second occurrence, please contact Technical Support to obtain a copy of the Dead Battery Customer Questionnaire.
Shade does not move, moves slowly, or movement stops prematurely	Check for obstructions. Remove if found.
	Check for shade button LED diagnostic feedback. Refer to section 3; “Shade Button LED Blink Codes” on page 2.
	Visually inspect the lift cord spools and verify that the lift cords are winding uniformly.
	Listen for clicking or other foreign noises during movement. If detected, contact Technical Support for assistance.
Bottom bar not level	Verify the headrail mounting is level.
	Visually inspect the lift cord spools and verify that the lift cords are winding uniformly.
	Verify the lift cord spools are fully seated in the headrail.
	Verify the drive shaft stays engaged during shade movement.
	Contact Technical Support for assistance with leveling.

## 1 Assign a Pico® Wireless Remote Control

- A. Tap the shade button. The shade button LED illuminates green while in programming mode.



**NOTE:** Programming mode will time out after 30 seconds of inactivity.

- B. Press and hold the Close button on the Pico® Wireless Control until the shade button LED blinks and turns off—exiting programming mode.

## 2 Set Shade Limits

### Set the upper limit:

- A. Tap the shade button. The shade button LED illuminates green while in programming mode.

**NOTE:** Programming mode will time out after 30 seconds of inactivity.

- B. Press and hold the Open and Raise buttons on the remote control simultaneously until the shade button LED blinks, then stays on.  
C. Use the Raise and Lower buttons on the remote control to adjust shade position to the upper limit you prefer.

**NOTE:** When raising the shade, do not compress the fabric too much. Cells should just be gently closed.

- D. Press and hold the Open button on the remote control until the shade button LED blinks and turns off, indicating the upper limit is set.

**NOTE:** For a Pico® wireless control with an LED, press and hold Open and Raise simultaneously until the LED on the Pico turns off—exiting programming mode.

### Set the lower limit:

- A. Tap the shade button. The shade button LED illuminates green while in programming mode.

**NOTE:** Programming mode will time out after 30 seconds of inactivity.

- B. Press and hold the Open and Raise buttons on the remote control simultaneously until the shade button LED blinks, then stays on.  
C. Use the Raise and Lower buttons on the remote control to adjust shade position to the lower limit you prefer.

- D. Press and hold the Close button on the remote control until the shade button LED blinks and turns off, indicating the lower limit is set.

**NOTE:** For a Pico® wireless control with an LED, press and hold Open and Raise simultaneously until the LED on the Pico turns off—exiting programming mode.

## 3 Shade Button LED Blink Codes

- **RED-GREEN-RED-GREEN-RED-GREEN** Over a 3-second span indicates normal power-up when batteries are inserted or power connected.
- One **RED** blink every 5 seconds = low batteries. Install new batteries.
- Solid **RED** during shade movement = low batteries. Install new batteries.
- Eight fast **RED** blinks per second for 15 seconds = shade has been stopped abruptly during movement by an obstruction
- Two fast **RED** blinks per second for 1 minute = upper and lower limits need to be set or reset

## 4 Battery Life Facts

- Mixing brands of batteries in a single shade is not recommended for optimal battery performance.
- Mixing old and new batteries in a single shade is not recommended for optimal battery performance. Specifically, this can cause battery leakage as the new batteries will continue to drive power through the old batteries.
- We do not recommend rechargeable batteries as they have a high self-discharge rate. (i.e. if you are not using them at all, the batteries' power drains at a much quicker rate than Alkaline or Lithium).
- D Cell – Alkaline Recommended (**DO NOT** install Lithium D-cells, they are typically 3.7 V and will damage shade)
- AA Cell – Lithium Recommended
- **DO NOT** install carbon zinc batteries
- Before returning a shade due to battery life issues, contact Technical Support to obtain a copy of the Dead Battery Customer Questionnaire.

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