

Product Information

Is the shade's motor loud?

Not at all. If you're standing 3 feet away from a moving Serena shade, you won't hear much of anything. At a sound level of less than 44 dBA (decibels) for honeycomb shades and 38 dBA for roller shades, this is roughly the same level of sound as you would find in a quiet room or library and is quieter than most refrigerators.

I have two (or more) identical shades next to each other. Will they move at the same speed?

Yes. Our digital control circuitry makes sure that your shades move at the same speed. In fact, this circuitry can even compensate for battery voltage. If you have one shade (with brand new batteries) right next to other shades (with old batteries), they will still move at the same speed.

How do Serena shades save energy?

Shades save energy by:

- Reducing heating and cooling costs. Lowering shades in the summer prevents the sun's harsh rays from heating up a room (and causing an air conditioner to work overtime), while raising them in the winter captures heat from those rays.
- Providing insulation. Serena insulating honeycomb shades have air pockets built into their fabric that provide insulation. These air pockets help keep your house cooler in the summer and warmer in the winter.

What is a back cover for honeycomb shades?

A back cover is a piece of material that installs behind the brackets of an insulating honeycomb shade.

Why is a back cover used or needed?

A back cover is a great option for a honeycomb shade mounted inside of a window frame. This piece covers the brackets and enhances the look of the shade from the outside of the home. In addition, the back cover blocks all daylight that may come through the top of the headrail.



Can I damage battery-operated shades if I manually close them?

No, you can't damage the shades. In fact, our intelligent drive tracks the shade's position, so if you pull a shade down, simply pressing a button on your remote control will operate the shade normally.

If I order a cable-guided honeycomb shade, will the hardware match the shade?

Upon ordering a honeycomb cable-guided shade, you will be prompted to select between Snow, Biscuit, and Sienna for the cable anchors. However, the hardware at the top of the shade will remain white unless ordered as a custom shade through Shadingquotes@lutron.com.

Serena® Remote-Controlled Shades

Fabrics

What are “dual-sided” fabrics?

All of our insulating honeycomb shade fabrics and select roller shade fabrics are “dual-sided,” meaning these materials have a white backing. With this, every room can have a signature look, while still maintaining a uniform appearance on the outside of your home. A uniform appearance will help meet certain building regulations, such as those put in place by some homeowners’ associations. The white backing also helps reflect the sun’s rays, reducing HVAC costs and saving energy.

What is the material and the durability of the fabric?

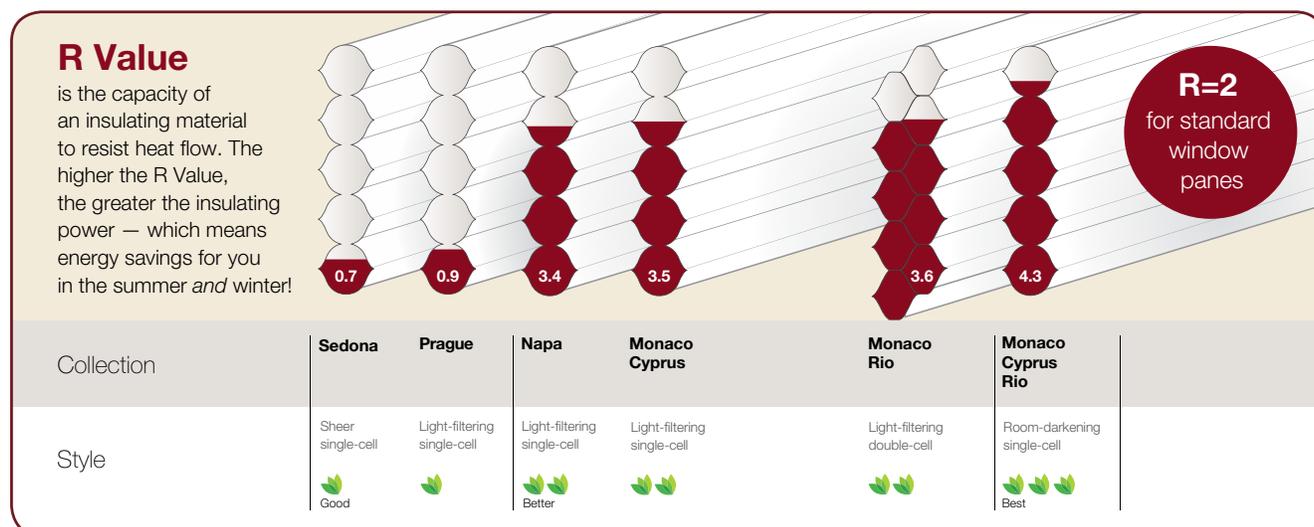
All battery-powered insulating honeycomb and roller shades are made of 100% polyester or polyester/vinyl material and have proved durable under various testing conditions, such as high heat and humidity levels.

Are shade fabrics currently fire rated?

Both roller and insulating honeycomb shade styles offer fire rated fabric options. For honeycomb shades, all single-cell fabrics are available with fire rating at an additional cost of \$6 per square foot. For roller shades, all fabrics found in the Bistre and SheerLite families are fire rated.

What is “R Value” as it relates to insulating honeycomb shades?

“R value” is a measurement of thermal resistance – basically, how well something provides insulation. Larger R values mean better insulation, which translates to lower heating and cooling costs. Serena honeycomb shades have a fantastic R value – as high as 4.3. A typical double-pane window has an R value of 2.0, so adding a Serena shade can significantly increase the insulation of a window.



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Do these shades completely block sunlight from entering a room?

Our room-darkening and blackout fabrics prevent light from passing through the shade material. Depending upon the style and installation of the shade, light gaps (sunlight that can enter a room through the space between the edge of the shade and the window frame) may allow some sunlight in around the edges of the window. Please refer to the chart below for further details:

Shade style	Light gap on either side of fabric when mounted inside of a window frame
Insulating honeycomb	1/8"
Roller with fascia	3/4"
Roller without fascia	3/8"

How do I clean the fabric?

Regular Cleaning

- Dust with a feather duster
- Lightly vacuum fabric with a brush type vacuum attachment

Soil Removal

- Sponge with a mild detergent and warm water solution and blot dry
- Blot with a solution of 1 part mild detergent and 3 parts warm water, then blot dry

Important Notes

- Use extra care when cleaning honeycomb room-darkening fabrics, as the fabric could become permanently creased
- Do not use strong detergents or spot removers
- We don't recommend dry cleaning due to the differences in ultrasonic cleaning operators

Batteries

Do batteries ship with the shades?

No – due to shipping costs, it's less expensive to buy batteries locally than to pay for Lutron to ship them to you.

What type of batteries do the shades use?

All roller shades use D batteries, and honeycombs use mostly D batteries, except in small width sizes, which use AA batteries. When ordering a shade, we will specify the quantity and type of batteries needed to power the shade.

Do the batteries really last 3-5 years?

Yes, the batteries will last 3-5 years on a 3'x5' light-filtering shade, assuming the shade moves up and down twice a day, 365 days a year. That means the shade has the potential to move thousands of times on a single set of batteries. Note: For maximum battery life we recommend Alkaline D and Lithium AA batteries.

Serena® Remote-Controlled Shades

Why do the batteries last so long?

- Shades utilize standard (Alkaline) D-cell batteries, which are known for having a very long shelf-life (up to 7 years)
- Shades have an efficient hybrid-drive design (like a hybrid car, we augment our motor with an energy storage system, allowing us to more efficiently raise and lower the shade)
- The design uses ultra-low standby power (standby power is the electricity that’s still drawn from electronics even when you turn them off). Old electronics, like TVs, may draw 10 watts of electricity or more when the device is in standby. Modern “green” devices draw up to 1 watt of power when in standby. Our shades draw 1/1,000th of a watt in standby!

How do you know when the batteries are dying?

When your shade’s batteries are getting low, your shades will begin moving at half speed. This will provide you with a visual indication that you need to change the batteries.

How many batteries does a Serena shade require?

Use the following chart to determine how many batteries are required:

Honeycomb Shade Width by Fabric Collection		
Cyprus · Monaco · Sedona	Rio · Napa · Prague	Batteries Required
14 ½ in - 21 ½ in (368 mm - 546 mm)	14 ½ in - 21 ⅞ in (368 mm - 556 mm)	(8) AA-Cell Lithium
21 ⅞ in - 24 ¾ in (556 mm - 629 mm)	22 in - 26 ⅞ in (559 mm - 664 mm)	(8) AA-Cell Lithium
24 ⅞ in - 29 ½ in (632 mm - 749 mm)	26 ¼ in - 31 ⅞ in (667 mm - 791 mm)	(4) D-Cell Alkaline
29 ⅝ in - 41 ⅞ in (752 mm - 1,045 mm)	31 ¼ in - 42 ¾ in (794 mm - 1,086 mm)	(6) D-Cell Alkaline
41 ¼ in - 96 in† (1,048 mm - 2,438 mm)	42 ⅞ in - 96 in†† (1,089 mm - 2,438 mm)	(8) D-Cell Alkaline

† Exception: If the shade height is 72 in (1,829 mm) or less, it will require 6 D-Cell batteries.

†† Exception: If the shade height is 82 in (2,083 mm) or less, it will require 6 D-Cell batteries.

Roller Shade	Fabric Collection	Batteries Required
Up to 24 in wide (610 mm)	All	(6) D-Cell Alkaline
Beyond 24 in wide (611 mm+)	All	(8) D-Cell Alkaline

Can I use Lithium D batteries?

We haven’t seen any 1.5 volt Lithium D cells. If you find some, please let us know.

Can I use rechargeable batteries?

You can, but we don’t recommend them. Rechargeable batteries tend to have a very high “self discharge current” and don’t hold onto a charge for very long. In other words, most rechargeable batteries will be drained after only a few months.

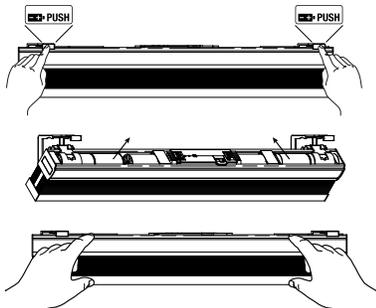
Technical FAQ

Serena® Remote-Controlled Shades

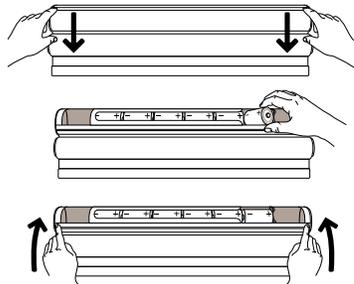
Where are the batteries installed?

In almost all applications*, the batteries for Serena shades are conveniently housed within the headrail, providing a clean look without the need for an external battery pack. This makes changing batteries simple—you don't need to take down the shade.

Honeycomb Shades



Roller Shades



* Insulating honeycomb shades between 14.5" (368mm) wide and 22" (559mm) wide have an external battery pack.

Remote Control

What types of controls are available for my shades?

- Roller shades can be controlled manually or with an RF (radio frequency) remote
- Honeycombs are manually, RF, or IR (infrared) controlled

Why would I want IR versus RF?

- IR remotes (like TV remotes) are a low-cost way to provide remote control. Additionally, IR "codes" can be learned into some universal remotes—giving you the ability to control Serena IR shades from the same remote you use for your TV.
- RF remotes have two benefits over IR. First, the flexibility of the Pico® remote means you don't need to point the remote at the shade (which you need to do with an IR remote). You can hold it in your hand, keep it docked on your table in a pedestal, or mount it to a wall. Second, RF signals can go through anything that isn't metal. If you're planning on putting a curtain or any other type of window treatment in front of Serena, RF is recommended.



Will other wireless RF devices such as Wi-Fi interfere with the operation of my RF shades?

No. Serena shades use our Clear Connect® RF technology, which operates in the 434 MHz band—far away from the 900 MHz and 2.4 GHz frequencies that are often used by cordless phones, security systems, baby monitors, and microwaves.



Technical FAQ

Serena® Remote-Controlled Shades

How far away will the remote work?

Both IR and RF remote controls will work at least 30 feet away from the shade.

How many shades can I control via a remote?

There is no limit to how many shades a remote can control in a single room.

Can I control multiple groups of shades with one remote?

You can use a 4-channel remote control (available in IR or RF options) to operate individual shades or a group of shades with the touch of a button. You can program each button on this remote to a single shade or to a select group of shades that you want to control at the same time.

Can I control Serena shades with an iPad®, iPhone®, iPod touch® or Android™††?

Although we don't offer an iPad or iPhone app specifically for Serena, you can control these shades from a smart device via the L5 Remote for the iPhone, iPad, and iPod touch. This external adapter works with Serena IR shades. We also offer apps that control the system version of Serena (called Sivoia® QS Triathlon®), which doesn't require an external adapter. Sivoia® QS Triathlon® programming does require additional training, however. For more information, visit www.lutron.com.

Installation

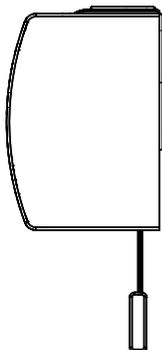
How deep does my window need to be to fully recess my Serena shades?

Roller shade

With Fascia

Fully Recessed

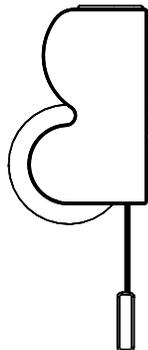
3³/₈"
(86 mm)



Without Fascia

Fully Recessed

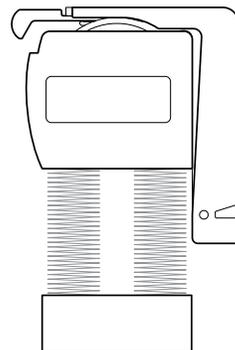
3¹/₈"
(80 mm)



Honeycomb shade

Fully Recessed

2¹/₂"
(64 mm)



Please note: For partial recess, the location of the mounting screw is 0.5" (13 mm) in from the back of the bracket for roller shades and 0.75" (19 mm) for honeycomb shades.

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How much of the window will be blocked when the shade is open?

When honeycomb shades are all the way up, the distance from the top of the headrail to the bottom of the shade stack height will vary from 2½ inches (64 mm) to 5⅝ inches (143 mm) depending on the fabric and size of your shade. For a full explanation on stack height, please refer to the honeycomb **Stack Guide** available on www.lutron.com.

When roller shades are up all the way, 4.5 inches (114 mm) of fascia/headrail will cover the window.

Can I set upper and lower limits on a Serena shade?

You can set the limits from the control you are using to operate the shades. Please review the **installation guide**, available on www.lutron.com for detailed information.

Custom Requests

Can I switch a battery powered shade to a wired powered shade?

No. Upon ordering your Serena shade, you must specify your power source – either battery or wired. A battery-powered shade is a different model than a wired powered shade. It's important to understand the needs of the application prior to placing your Serena shade order.

What if I need a Serena shade larger than what's currently offered?

Please contact ShadingQuotes@lutron.com.

Product Support

What is the warranty coverage for this product?

Our shade warranty is an **8-year limited warranty**.

What should I do if I have a technical problem?

Lutron offers a technical support hotline that is available 24/7, 365 days a year. Product experts are available for a personal consultation at **800.523.9466**.

www.lutron.com/serena



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