

# 7 | troubleshooting



## troubleshooting

### EDU will not move

- EDU is not powered – check EDU power
- Shade fabric is caught on something – Check that shade fabric is not caught on something or binding
- EDU not assigned to keypad, IR transmitter, or CCI

### EDU does not fully open or fully close

- Presets have been set incorrectly – try using raise and lower buttons
- Limits have been set incorrectly – refer to "Setting Limits"
- Shade fabric is caught on something – free shade

### Shade moves up when pressing lower button, and down when pressing raise button

- Open and close limits have been reversed – refer to "setting limits"

### Fabric not level

- Adjust using level adjustment screw
- Check that brackets are mounted level
- Check that fabric is tracking correctly on the shade tube

### Fabric not centered over window

- Center shade using center adjustment
- Check that brackets are centered
- Check that fabric is tracking correctly on the tube

### Shade does not move smoothly

- Check for binding of shade fabric on side channels, fascia, etc
- Check fabric tracking

### Keypad LEDs are off, keypad will not control any shade

- Check that keypad is powered

## troubleshooting

Keypad LEDs are lit, but keypad will not operate any shade

- All presets have been set to same height – try using raise/lower buttons at keypad
- Communications Link or IR not wired to EDU – check wiring
- EDU has been un-assigned from keypad – refer to assignment section

Keypads will not operate shade, IR works properly

- Check that keypad is powered
- Keypad not wired correctly – check wiring
- EDU has been un-assigned from keypad. Refer to assignment section
- Presets are all programmed to same location, try using raise/lower at keypad

Can not store presets

- Preset lock enabled
- Presets are being accidentally re-programmed –set presets, enable preset lock

Keypad does not operate all the shades it is assigned to

- EDU has been unassigned from keypad- refer to assignment section
- EDU has all presets set to same height, try raise/lower
- EDU is not wired correctly
- Keypad is not wired correctly

IR controls will not operate shade, keypads work properly

- IR transmitter does not have line of site to IR receiver
- Out of range – move to within 30 feet of IR receiver
- EDU has been unassigned to IR receiver - refer to assignment section
- IR receiver not properly installed on EDU

Shades in a room move on their own

- EDUs are assigned to control in another room- refer to assignment section