



Trouble Shooting Guide

Warning: Do not use any type of oil based lubricant on the screen. If you do you must clean the screen and tracks with substantial amounts of electrical contact cleaner to degrease. Oil based lubricants attract dirt and dust will cause screens to stick.

Problem: Screen rolls up unevenly - Screen is out of level.

Resolution: Adjust level at idler or hood if necessary, **Repeat Step 3.**

Step 3. Install hood back at opening at the ordered height on one side by securing through the first bracket flange (dimensions are from top of hood or bracket). Hold the opposite side up with a helper. Measure from the laser cut notch of the first bracket to the laser reference line on the first column, note this dimension and now working with the unfastened second bracket secure it to the same dimension as the first by using the laser reference line on the second column. Your brackets are now level. Do not use a bubble level. Secure brackets to structure through the flanges on the bracket. Determine electric routing for motor end position as ordered.

Problem: Screen still rolls up unevenly.

Resolution: Place a shim between the screen and reel on the low side.

Problem: Screen still rolls up unevenly. Reel is not centered between brackets.

Resolution: Repeat Step 8.

Step 8. Operate screen with motor, screen drops into top of installed track in later steps. Use remote to adjust motor direction and lower screen to floor set lower limit about 1" from the floor, then set upper limit.

NOTE:

If the weight bar touches the floor during programming the ABS clutch will think it has hit an obstacle and will stop the motor- this is not a lower limit setting. You must press the up key before the motor will go down, then set the lower limit 1" above the floor. You will adjust the limits once the side tracks are installed.

Problem: Weight bar is shifted to one side.

Resolution: Slide weight bar to center, it is not attached to anything.

Problem: Motor does not work and it makes a clicking sound.

Resolution: Your ABS clutch is backwards. **See Note in Step 3.**



STEP 3 NOTE:

Your screen was ordered for a left or right motor. Attached to the drive or your motor is a clutch that detects obstacles and stops motor rotation. If your motor was ordered incorrectly for the opening or field conditions require you to change the motor position you MUST take out the motor and reverse the direction of the clutch. Watch YouTube video: "Somfy ABS Clutch Direction Change".

Problem: Motor does not respond to remote. Your motor was not reset by us correctly and is programmed to a different remote or the motor has gone bad.

Resolution: Call Somfy tech support (800) 227-6639. Explain the issue and they can take you through the steps to confirm if this is a motor issue or programming/remote issue.

Problem: The location is windy and screens stick going down.

Resolution: Weight can be added to weight bar cavity. However, screen may need human assistance to lower in very windy locations. Screens with ABS clutches will stop the motor when this occurs. To restart a stopped screen, push up button then down button on remote.