SHADES BY MATISS

# OPERATIONS & MAINTENANCE GUIDE

Manual & Motorized Shading Systems

This guide covers routine care, operation, and maintenance for Shades by Matiss manual and motorized shading systems, including fabric cleaning, control chain service, installation, motor operation, programming, and troubleshooting. For assistance beyond the scope of this guide, end users should contact their installer or dealer; dealers and distributors should contact Shades by Matiss directly.

## 1. CARING FOR YOUR FABRIC

| Fabric | Cleaning & Care |
|---|---|
| **Alkenz SunShadow** | Remove dust with a vacuum cleaner or compressed air. Clean with a sponge and warm soapy water using a mild detergent, then rinse with clean water. Do not scrub. Do not use solvents or abrasives that could harm the coating of the fabric. Leave the shade down until completely dry. Small stains may be removed by very gently rubbing the fabric with a clean white pencil eraser. |
| **Almedahls Designer Fabrics** | Do not soak. Clean by gently wiping with a sponge and warm soapy water. Remove dust with a vacuum cleaner or compressed air. Do not scrub. Do not use solvents or abrasives. Leave the shade down until completely dry. |
| **SierraSol Blackout Fabrics** | Vacuum clean and/or gently wipe with a damp sponge and gentle detergent. Do not soak, do not use any solvents, and do not rub. Leave the shade down until completely dry. |
| **Verosol Metalized Fabrics** | Remove dust with a soft feather duster or cloth, or by vacuum with a soft brush at the lowest setting. When deeper cleaning is needed, the colored side can be cleaned with a damp cloth. Avoid harsh cleansers and abrasives. |

> **NOTE** Steady the fabric with one hand during cleaning and avoid jerking or placing weight on the fabric. Excess weight on the fabric can pull mounting hardware loose.

## 2. CHAIN-DRIVEN MANUAL SHADES

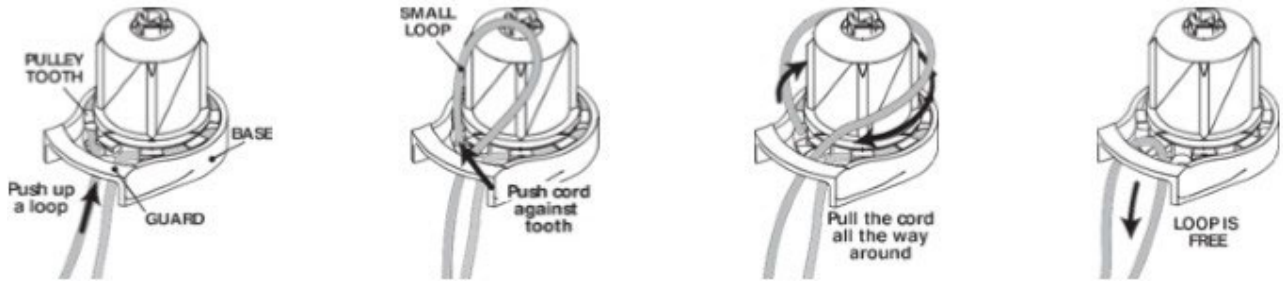
### Brackets & Chain Maintenance

Shades by Matiss brackets require no maintenance other than the rare repair of a broken chain. If the chain breaks, it can be repaired by splicing with a chain connector, or invisibly spliced using a pair of bead-chain pliers. If a new chain is required, the length needed is twice the height of the unit, less 2 inches. Manual clutch drives are permanently lubricated and do not require maintenance.

> **IMPORTANT** Do not disassemble the clutch.

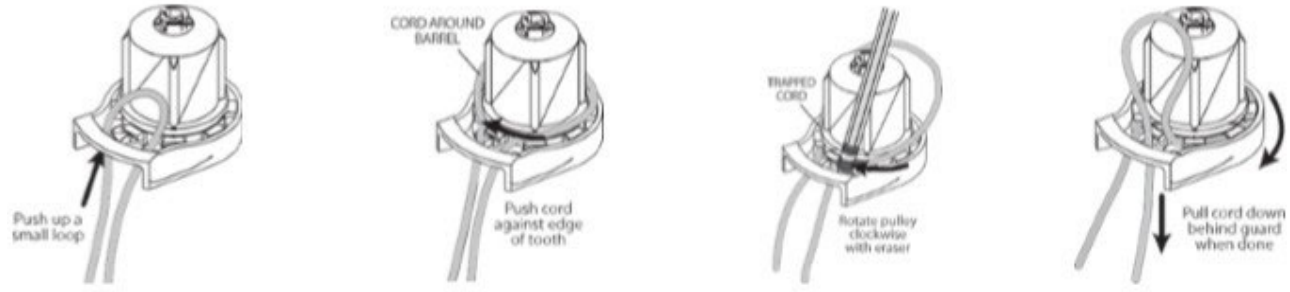
## Replacing the Control Chain

**STEP 1** Remove the old control chain. Hold the clutch by its base. With your other hand, push a small loop of cord up to the front from behind the guard. With the hand that is not holding the base, bend the cord sharply against the first pulley tooth. Push or pull the cord hard enough to move the pulley, then use the cord as a handle to pull the pulley all the way around until the cord is completely out of the pulley.




**STEP 2** Select an appropriate chain length for the shade.

**STEP 3** Insert the new control chain. Hold the clutch by its base, push a small loop of the new chain up through the chain guard, and spin the gear to allow the chain to thread through.




**STEP 4** When installing a chain with a stop, align the tube and the housing with the chain stop at the top position.

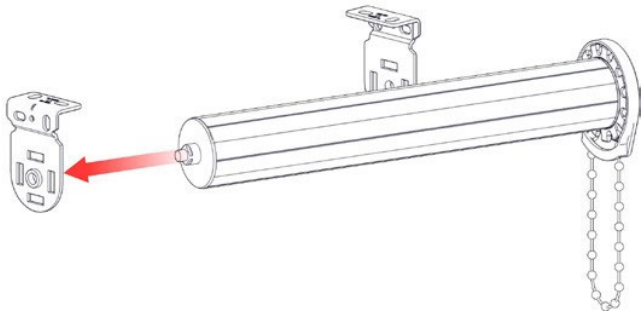
**STEP 5** Position the catch. Pull extra slack on the side of the clutch that you want the catch on the clutch housing to move toward — extra slack on the left rotates the catch counterclockwise; extra slack on the right moves it clockwise. Position the catch so that it matches the tube when the shade is fully raised, with the stop at the bottom of the clutch on the side of the chain entering the clutch as you raise the shade.

# 3. INSTALLATION

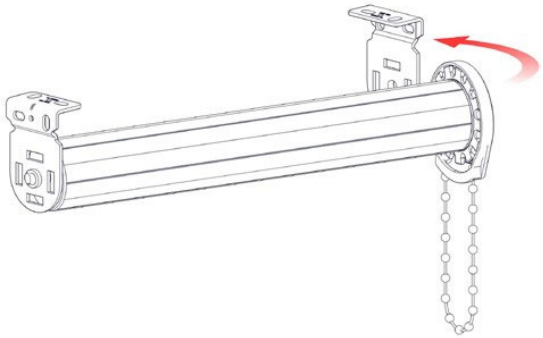
### Installing a Clutch-Operated Shade (SL15)

**STEP 1** Insert the pin end into the bracket.

**STEP 2** Compress the pin end and swing the clutch end into position.



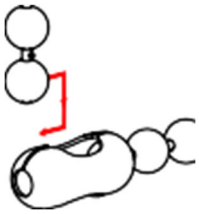
**STEP 3** Align the clutch hooks onto the bracket and ensure they are securely dropped into position. Once the hooks are aligned, the control end will drop into position.



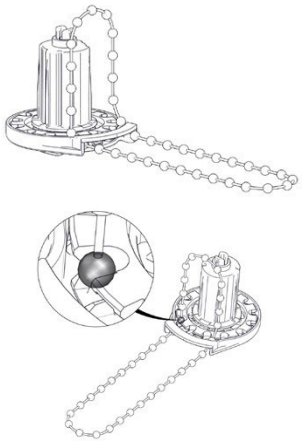
### Installing Bead Chain onto the Clutch

**STEP 1**
Cut and form a loop using the bead chain provided.

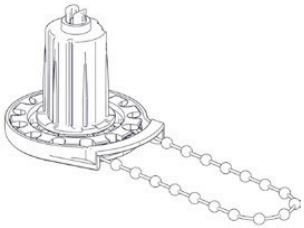
**STEP 2**
Insert the new chain through the opening of the chain guard.



**STEP 3**
Place one ball into a tooth and pull the chain clockwise.



**STEP 4**
Feed the remaining loose chain back through the chain guard to complete.



# 4. CRANK-DRIVEN MANUAL SHADES

### Brackets & Crank Unit Maintenance

Shades by Matiss brackets require no maintenance whatsoever, as the painted and coated steel is not affected by any standard internal building conditions.

The crank drive unit assembly is a self-enclosed system in which the integral moving parts are self-lubricated and fully contained; there is no way of opening the drive to maintain it, and none is required.

# 5. MOTORIZED SHADES — OPERATION & MAINTENANCE

**Q I am having issues installing the shade unit into its brackets. What should I check?**

- Check for excessive friction in the assembly.
- Ensure that the tube deductions are correct.
- Ensure there is suitable clearance between the motor head and bracket.
- Ensure the idler pin is not pushing against the bracket, causing friction.

## ARC — Automate Radio Communication

**Q How many motors can be controlled by one remote control?**

Unlimited. Any number of motors can be set to the same channel as a single-channel remote.

**Q How does the Pulse hub communicate?**

The hub has built-in Wi-Fi to communicate with mobile devices and internet routers. It also utilizes ARC communication to send and receive messages from the motors.

## Accessories

**Q Will the solar panel keep the battery fully charged?**

The solar panel will harvest enough energy to regenerate for two cycles per day, where a cycle is a full rotation of the shade — once up and down. This has been tested in worst-case conditions with the panel south-facing, in indirect light, and behind glass. When the panel is north-facing in direct sunlight, results will be even better.

**Q My motor is attached to the solar panel, but the battery goes flat.**

There is insufficient charging from the solar panel. Ensure that the solar panel is receiving adequate sunlight — check the connection and orientation of the panel.

**Q How many motors can the interior sun sensor handle?**

The interior sun sensor can handle unlimited motors, as long as the motors have not exceeded the number of control devices they can memorize (typically 30) and all motors are within range of the sensor — typically 30 m, or up to 200 m in open space.

**Q Can the interior sun sensor control both internal and external motors?**

Yes.

## Li-Ion Battery Motors

**Q Is the customer required to remove the motor from the shade to charge it?**

No — the motor can be charged while installed. Simply plug the charger into the connector at the motor head.

**Q How long does the motor take to charge?**

First charge: 6 hours. Subsequent charges should also last 6 hours.

**Q What do the red/green lights on the charger mean?**

A red light signifies fast charging of the battery. After the fast charge is done, the light turns green and the remaining 3-hour charge becomes a trickle charge, optimizing battery performance.

**Q Can I overcharge the battery by leaving the charger on too long?**

No. The motor and battery both have integrated overcharge-protection circuits, so the battery will limit the charge it accepts if plugged in longer than necessary.

**Q Can I leave the charger on the motor indefinitely?**

Yes. The charger can be left plugged into the motor longer than a charging cycle requires. This effectively makes the motor a hard-wired solution with a battery backup.

**Q How long will the battery last before it needs to be recharged?**

It depends on the motor model and the size and weight of the shade. Generally, the target is 500 up/down cycles. The Automate Pulse app will indicate when the motor battery is low and in need of recharge.

**Q Why does my motor beep 10 times when in use?**

The battery in the motor needs recharging. Recharge with the AC adaptor that came with the shade, or check the connection and positioning of the solar panel.

**Q Does the motor battery ever need replacing?**

No — the battery is designed for the full life of the motor.

## 6. PROGRAMMING

**Q Why am I unable to pair the remote to the motor?**

Pairing is a sequence with a time limit. Press and hold the P1 button until the motor jogs one time; you must then press and hold the STOP button on the desired transmitter/channel within 4 seconds. The motor will jog twice and beep to confirm that it is paired.

**Q How do I set limits?**

When programming a motor for the first time, after it is paired to a channel, first check direction. To change direction, press UP and DOWN simultaneously. Then set limits: adjust your top limit position, then press and hold UP and STOP until the motor jogs and beeps. Move the shade to the bottom position and adjust it to where you want it, then press DOWN and STOP — the motor will jog and beep to confirm the limit. The motor is then programmed and will run as normal.

**Q My limit position needs to be adjusted. How do I do that?**

Move the shade near where you want the limit to be. For the top limit, press and hold UP and STOP until the motor jogs, then release. The motor is now in step mode and you can fine-tune the position. Then press and hold UP and STOP — the motor will jog and beep to signal that it has recorded the limit. Follow the same procedure for the bottom limit using DOWN and STOP. Note that it takes longer to open a limit than to close it; this is intentional.

**Q The motor will jog and pair, but I can't set the limits. Why?**

Most likely you have a locking remote control. When it is locked, you cannot access multi-button functions. The locking remote prevents unintended changes to motor limits. Inside the battery compartment is a button painted black; pressing it while looking at the display shows the transmitter's current state — L for locked, U for unlocked. It is recommended that the remote be locked after all motors have been programmed and set.

**Q I cannot set limits on a single motor — multiple motors respond.**

Multiple motors are paired to the same channel. Always reserve an individual channel for programming functions. Best practice: provide an extra 15-channel remote on multi-motor projects so the installer has dedicated individual control of each motor for programming, and place all other motors into sleep mode (refer to P1).

**Q Why does a motor "lose" its limits?**

Either the battery is dead, or someone accidentally reset the motor to factory settings.

**Q My motor is programmed with its limits, but when I push UP, it goes down. How can I change direction?**

Before limits are set, motor direction can be changed by pressing and holding the UP and DOWN buttons simultaneously until the motor reacts. If limits have been set, the direction can be changed by pressing and holding the P1 button until the motor jogs 3 times.

**Q Can you hide channels that are not in use?**

Yes. On a multi-channel remote, the display can be adjusted to show only the number of channels in use — for example, with 8 motors on the job you can set it to be an 8-channel remote.

**Q What is channel 0 for?**

All motors programmed to the same remote automatically respond to channel 0. For example, on channel 0, pressing UP will move all shades programmed to that remote up.

**Q I was able to pair the motor to the first transmitter, but I can't pair it to the next channel. Why?**

Before a motor can accept programming from another channel or transmitter, the limits must be set so that the motor is in normal operational mode.

## 7. TROUBLESHOOTING

| Problem | Cause | Remedy |
|---|---|---|
| **Motor is not responding** | Battery in motor is depleted | Recharge with a compatible AC adaptor and check the connection and positioning of the PV (solar) panel. |
| | Insufficient charging from solar (PV) panel | Check the connection and orientation of the PV panel. |
| | Transmitter battery is discharged | Replace the battery. |
| | Battery is inserted incorrectly into the transmitter | Check battery polarity. |
| | Radio interference / shielding | Ensure the transmitter is positioned away from metal objects and the aerial on the motor or receiver is kept straight and away from metal. |
| | Receiver distance is too far from transmitter | Move the transmitter to a closer position. |
| | Power failure | Check that the power supply to the motor is connected and active. |

| Problem | Cause | Remedy |
|---|---|---|
| | Incorrect wiring | Check that wiring is connected correctly (refer to the motor installation instructions). |
| **Motor beeps 10 times when in use** | Battery voltage is low / PV (solar) panel issue | Recharge with the AC adaptor, or check the connection and positioning of the PV panel. |
| **Cannot program a single motor (multiple motors respond)** | Multiple motors are paired to the same channel | Always reserve an individual channel for programming functions. |
| | | Best practice — provide an extra 15-channel remote on multi-motor projects so the installer has individual control of each motor for programming. |
| | | Place all other motors into sleep mode (refer to the P1 function overview). |

# 8. WARRANTY & SUPPORT

## Limited Warranty Summary

Shades by Matiss warrants its products to be free of manufacturing defects in materials and workmanship for the following periods from the date of receipt:

| Component | Warranty Period |
|---|---|
| Standard interior solar fabrics | **25 years** |
| Interior hardware | **25 years** |
| Electronics (motors, controls & accessories) | **7 years** |
| Exterior and specialty / decorative fabrics | **5 years** |
| Exterior hardware | **5 years** |

## Warranty Claims

All warranty claims must be reported within 30 days of receipt. Claims fall into two categories: (1) send-back for repair, and (2) remake requests. Within 30 days of receipt, remakes are provided at no charge when sufficient evidence of a manufacturing defect is provided (no Return Authorization required); where documentation is insufficient, a remake may be processed as a charged order with credit issued upon return and inspection of the original product. Claims submitted after 30 days are denied.

No returns are accepted without a Return Authorization (RA) number issued by Shades by Matiss. Unauthorized returns will be refused.

## Further Support

If you are an end user, please contact your installer or dealer.

If you are a dealer or distributor, please contact Shades by Matiss for further assistance at (800) 493-2040 or info@shadesbymatiss.com. Additional product resources are available at www.shadesbymatiss.com.