The videos below walk you through setting the XQ5 limit stops. You can set just the lower or the upper, or you can set both at the same time. It's important that just one motor has power at a time when you are setting the limits, and that you press the channel button on the remote control for the shade you're programming.

Setting Upper Limit
Setting Lower Limit
Setting Both Upper and Lower Limits

If you are still having difficulty, please call tech support at (520) 792-0030. You will need your order number for their reference (for example: Smith43210 / Job#).