Simplicity Troubleshooting Guide

Problem: The shade will not move up and down

Does the shade begin to "jog" as soon as it's plugged in?
If No: move on.
If Yes: the RED reset button in the motor is stuck. Use a paperclip or other small edge to pull the button back out.

Is the battery wand plugged in correctly?
If Yes: Move on
If NO: Plug in the battery wand

Are the batteries fresh?
If YES: Move on
If NO: Replace the batteries. Standard AA or Lithium batteries may be used

Are the batteries inserted into the wand correctly?
If YES: Your shade is most likely not linked. Perform REBOOT and RELINK (remember: When it doubt, Clear it out).
If No: Replace batteries in their correct orientation

Problem: Shade moves, but will not raise fully. It stops moving and starts "jogging"

Are the batteries fresh?
If YES: Perform REBOOT and RELINK (When it Doubt, Clear it out.)
If No: Replace the batteries.

Problem: My shade will not respond to the remote control commands.

Did the remote work before?
If YES: Replace the batteries
If NO: Perform REBOOT and RELINK (remember: When it doubt, Clear it out.)

Problem: My shade goes up and down on its own, randomly.

Return the shade

Problem: My shade goes up when I press down or down when I press up.

Your shade is rotating in the wrong direction and you need to reset the shade rotation direction via remote. See "Changing the direction of the Motor" below.

Programming Your Simplicity Motorized Shade

Note: Sometimes it's difficult to hear or see the shade "jog". You may need to touch the end of the motor to feel it jog.

Remember: If setting limits on multiple shades on the same channel, unplug the previously set shades so they are not reset.

Setting or Resetting Shade Limits:

Start with the Lower Limit
Step 1: Press and Hold "Limit" button for at least 6 seconds. The motor begins to "jog". Continue holding the limit button.

Step 2: Release "limit" button when the jogging stops. The motor is now ready for limit setting

Step 3: Press and release "Down" button on remote and the shade will go down continuously

Step 4: When the shade is near your desired lower limit, press the "stop" button on the remote. The shade will stop.

Step 5: Adjust your final shade positioning by pressing the "up" or "down" buttons on the remote. The motor will run in steps until you accurately adjust your lower limit.

Step 6: Confirm your lower limit setting by pressing the "Confirm" button on your remote. The motor will jog, indicating that the lower limit setting is now complete.

Now set the Upper Limit
Step 1: Press the "Up" button on the remote control. The shade will go up continuously.

Step 2: When the shade is near your desired placement for the upper limit, press the "stop" button on the remote and the shade will stop operating.

Step 3: Adjust your final shade positioning by pressing the "up" or "down" buttons on the remote. The motor will run in steps until you accurately adjust your upper limit.

Step 4: Confirm your upper limit by pressing the "confirm" button on the remote. The motor will job, indicating your upper limit setting is now complete.

NOTE: When setting limits, you must ALWAYS set both the lower and upper limit.

Changing the direction of the motor

Step 1: Press and hold the "Limit" and the "Stop" buttons on the remote at the same time. The motor will jog.

Step 2: When the motor jogs, let go of both buttons at the same time. The direction of the motor has now been reversed.

REBOOT and RELINK (also known as When it Doubt, Clear it Out)
If all else fails, or you become confused, simply REBOOT and RELINK to begin the entire programming process over. We call this, "When in Doubt, Clear it Out"

Step 1. Hold the red "Reset" button down for 8 seconds. The motor will jog during this time and sound like "jog, jog/jog", "jog, jog/jog", "jog, jog/jog", "jog, jog/jog". After the 4th set of jogs, release the red button.

Step 2. Hold the red "Reset" button down again. However, this time hold it ONLY long enough so that the shade jogs ONCE. Release the button as soon as it jogs.

Step 3: Select the desired channel on the remote

Step 4: Remove battery cover on the remote (lower side, on the face)

Step 5: Press and hold the "confirm" button (left side button) until the shade jogs. Note: If the shade does not respond, repeat Step 2 above to link shade to remote.

Step 6: Press and hold the "limit" button (right side button) for at least 6 seconds until the shade jogs.

Step 7: Push and release the "Up" or "Down" button to move the shade to the desired upper or lower limits.

Step 8: When the shade nears your desired upper or lower limits, press the "Stop" button.

Step 9: Press the "Up" or "Down" buttons to adjust your shade to the precisely desired upper or lower limit. The shade will jog one step each time you press Up or Down.

Step 10: When the shade has reached the desired location, press and hold the "Confirm" button until the shade jogs. Your limit is now set.

Step 11: Repeat steps 7 – 10 to set your opposite (either upper or lower) limit.

Step 12: Run the shade up and down to be sure the limits are set correctly.

Adding a shade to another channel
Step 1: Push the Red "Setting" Button until the shade jogs **ONCE!**

Step 2: Select the desired channel on the remote

Step 3: Press and hold the "confirm" button until the shade jogs.
Your shade has now been added to that channel.