

## TROUBLESHOOTING

### 1. Remote Control Battery

Please check that a light on your remote lights up when pressed, or that there is no low battery indicator. Replace the battery if required with a reputable brand battery. We do not recommend batteries purchased at discount stores.

### 2. Remote Control Channel

Most remote controls have many available channels. This is indicated by a number (1-15) or a letter A-E. Please check ALL channels to see that you haven't accidentally selected the wrong channel.

### 3. Hardwired (AC) Motors

#### a. Check Power Source:

Ensure that the motor is properly connected power source. Verify that the power source is functional and providing the correct voltage.

Power spikes may affect the motor circuitry. *Cycle the power by disconnecting for 10 seconds and then reconnecting.* The motor should beep and jog. Do not press any remote button for a further 10 seconds after reconnecting power.

#### b. Check Wind Sensor (if fitted)

A sensor paired to an Automate external motor will check in with the motor every 30mins. If the motor does not receive the signal at the checkpoint, the motor will retract the awning as a protective measure. This is a sign that there is a fault in the sensor, or that the batteries have gone flat. If this happens, you will need to *recharge the sensor (solar sensor) or replace the 2 X AAA alkaline batteries (motion sensor).*

The awning will move in a stepping mode and can be operated by holding the remote button in the required direction.

[How to fix jogging/stepping Awning](#)

### 4. Rechargeable (DC) Motors

If your motors are rechargeable, please confirm that it is fully charged.

[Battery Motor is Beeping or Stopped Working](#)

[How to charge Automate Li-Ion motors](#)

### 5. Side Retained Blinds (Ziptrak/Zipscreen/Widescreen etc)

When side-retained blinds are lowered in windy conditions, the fabric may billow and stop sliding down the channels. In some cases, the motor will not sense this, resulting in a fabric over-roll. This can lead to the blind operating incorrectly, with possible jamming, misalignment issues, or stopping part way down as if a limit is reached. This issue is not covered by warranty but can be easily fixed in a call out by temporarily overriding the bottom limit to allow the fabric to unroll. Please call our technical department for instructions on how to do this if you would like to attempt it yourself.

It is always recommended to avoid lowering these blinds unsupervised to maintain their proper function and longevity.

## **6. Overheating**

Motors can overheat if they are overworked. They are protected by a thermal cut-out that will reset after 45 minutes. Allow the motor to cool down before attempting to use it again. If overheating is a recurrent issue, it may be necessary to reduce the workload or upgrade to a higher-capacity motor.

## **7. Check for Obstructions**

Inspect the motor for any physical obstructions. Foreign objects or debris can impede the motor's rotation. Clear any obstructions and try again.

If none of these solutions resolve your issue, please contact us on 07 3712 0200 to arrange for a technician to inspect.