

Procedure for Correcting Spring Pre-Tension

in Serena® and Triathlon® Roller Shades

Page 1

Symptoms:

- A. Shade speed is inconsistent, changing, or surging during downward movement; occurs during all or part of the downward travel.
- B. Shade slips downward when not being moved by user/control input.

Remedy:

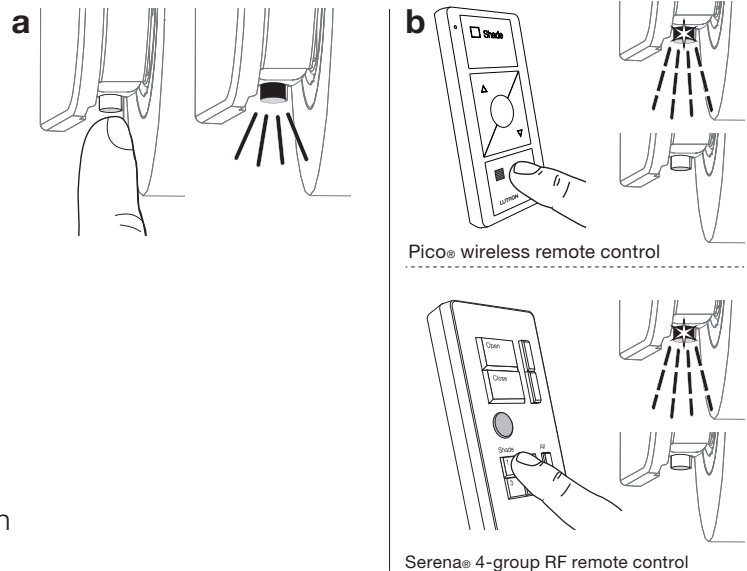
The following steps refer to a battery powered roller shade. While some parts of shades with wired power differ in appearance, the procedure is the same.

1. **ASSIGN REMOTE CONTROL** — If you have already successfully assigned a remote control according to the installation instructions included with the shade, proceed directly to Step 2.

- a. Tap the Shade Button. The Shade Button illuminates.

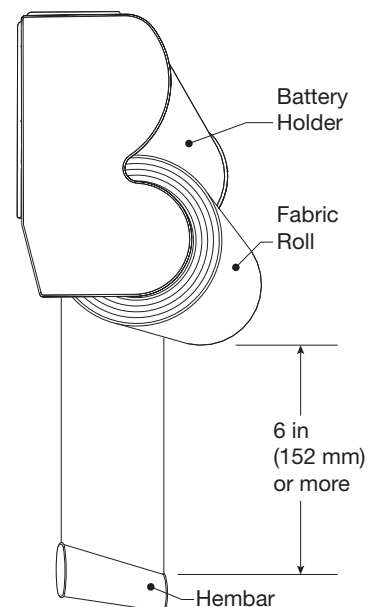
- b. Assign the control:

- i. On a Pico® wireless remote control, press and hold the Close button until the Shade Button LED flashes, then turns off, indicating assignment is complete.
- ii. On a Serena® 4-Group RF remote control, choose a shade group button, then press and hold it until the Shade Button LED flashes, then turns off, indicating assignment is complete.



2. **POSITION THE SHADE** — Starting in the fully raised position, lower the shade until the hembar is at least 6" (152 mm) below the fabric roll.

NOTE: In Step 4, the shade's hembar must pass between the battery holder and the fabric roll. With taller shades, which have a larger fabric roll, it may be necessary to lower the shade more than 6" (152 mm) to provide sufficient clearance for the hembar to pass through.

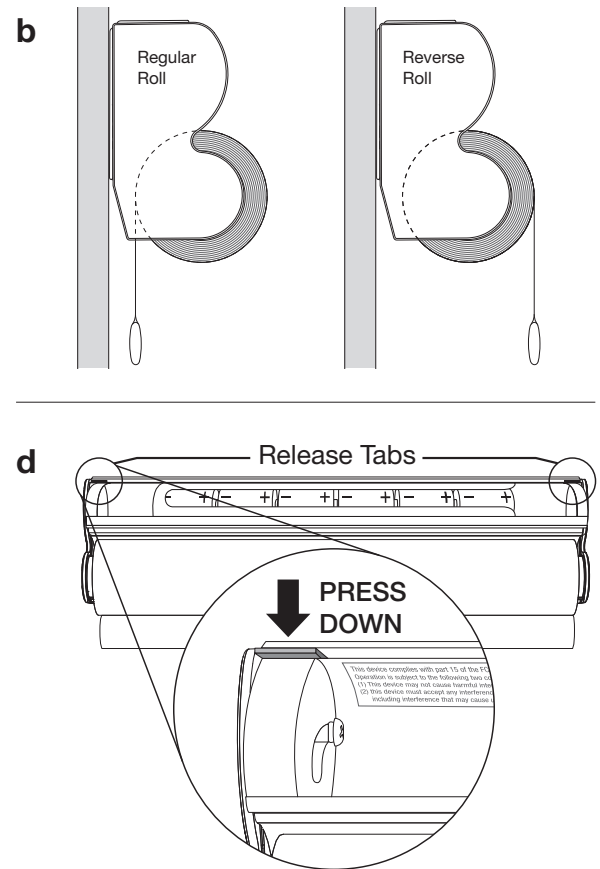


Continued on Page 2...

Procedure for Correcting Spring Pre-Tension in Serena® and Triathlon® Roller Shades

3. TAKE DOWN THE SHADE

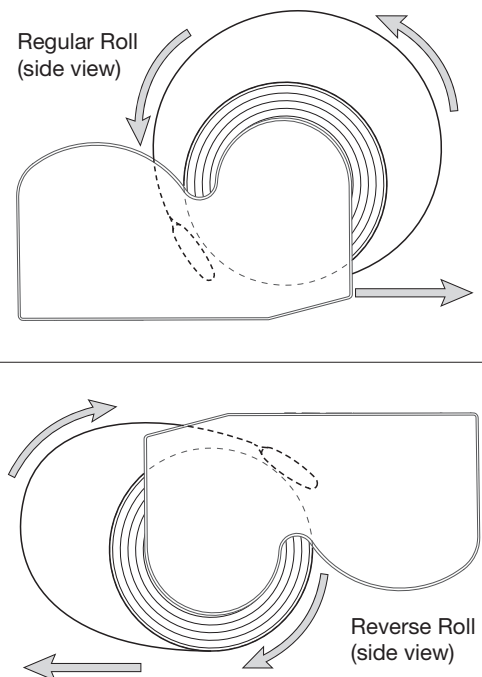
- a. Prepare a work surface such as a nearby table, countertop, or floor with enough space to lay the shade. Ensure the surface is clean, stable, and free of objects or substances that could damage or soil the shade fabric.
 - b. Determine the roll direction of the shade: A "regular roll" shade drops the fabric behind the roll, close to the window; a "reverse roll" shade drops the fabric over the front of the roll, away from the window. Refer to the diagram on the right.
 - c. Open the shade's battery holder. If batteries are installed, remove them. If the shade has wired power, disconnect the power wire.
 - d. Locate the release tab at the top of each shade end-bracket. With the shade securely supported,* press down on each release tab to release the shade end-brackets from the mounted top back cover.
- *NOTE:** When handling shades wider than 48" (1219 mm), it is recommended that a 2nd person assists to minimize risk of dropping or damaging the shade.
- e. Lay the shade on the work surface prepared in Step 3a. Lay a regular-roll shade on its back (window side), or a reverse-roll shade on its front (room side).



- 4. **WRAP THE FABRIC** — Lift the hembar and loop the fabric up and over the fabric roll, gently feeding the hembar between the battery holder and fabric roll. For shades with reverse roll, feed the hembar through from the rear, then up and over the fabric roll.

NOTE: When correcting shades wider than 48" (1219 mm), it is recommended that a 2nd person assists with the hembar to minimize risk of creasing or damaging the shade fabric.

For shades with an optional fabric-wrapped fascia, it is recommended that an additional person holds the fascia out of the way while wrapping is performed.

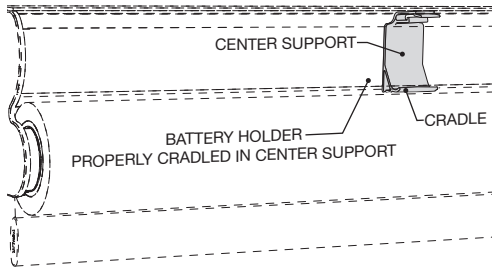


Procedure for Correcting Spring Pre-Tension in Serena® and Triathlon® Roller Shades

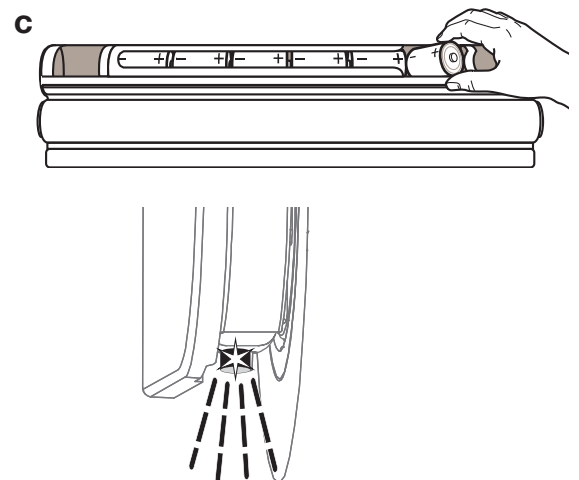
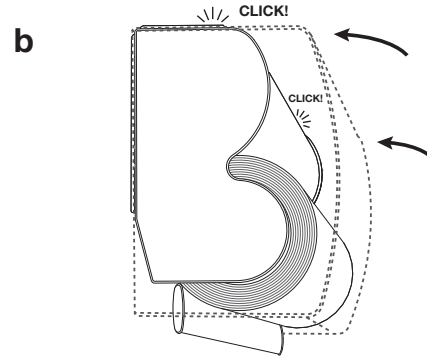
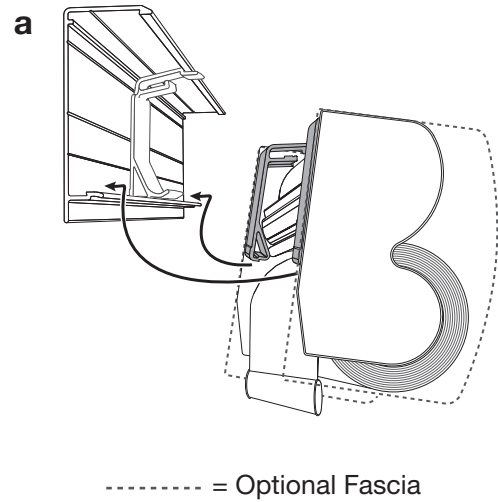
5. RE-HANG THE SHADE

- a. Rest the inner part of each end bracket (shaded), on the lower tab of the mounted Back Cover.

WIDE SHADES WITH CENTER SUPPORT: The Center Support is positioned to cradle the shade’s battery holder. On wide shades, the center of the battery holder may sag during installation step 5a, requiring you to lift it up and into the cradle as you proceed to step 5b.



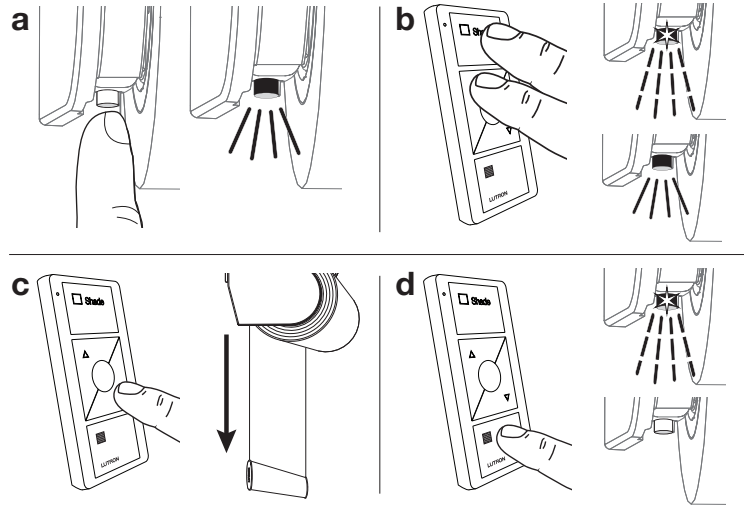
- b. Push the top of the shade into the Back Cover, locking the brackets with an audible “click” at each end.
- c. Reinstall the batteries or reconnect the power wire. The shade button LED will flash red/green as the shade powers up. Close the battery holder.



Procedure for Correcting Spring Pre-Tension in Serena® and Triathlon® Roller Shades

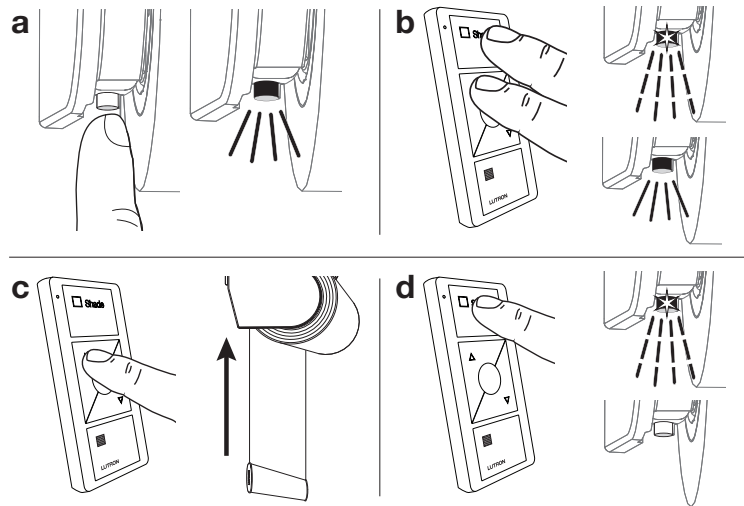
6. RESET THE LOWER LIMIT

- a. Tap the Shade Button. The Shade Button illuminates.
- b. Press and hold the Open and Raise buttons. The Shade Button LED will flash, then stay on.
- c. Use the Lower button on the remote control to move the shade to the preferred Lower Limit position.
- d. Press and hold the Close button until the Shade button LED flashes, then turns off, indicating the Lower Limit is set.



7. RESET THE UPPER LIMIT

- a. Tap the Shade Button. The Shade Button illuminates.
- b. Press and hold the Open and Raise buttons. The Shade Button LED will flash, then stay on.
- c. Use the Raise button on the remote control to move the shade to the preferred Upper Limit position.
- d. Press and hold the Open button until the Shade Button LED flashes, then turns off, indicating the Upper Limit is set.



- 8. TEST SHADE MOVEMENT** — Run the shade up and down to its limits several times, observing its movement and checking for signs of the original symptoms.

