



Motorization FAQs

WHAT'S NEW IN THE R-TEC AUTOMATION® LINE?

- **3 Li-ion Battery Shade Motors** – Designed in-house for long-term performance.
- **New Battery Motor Accessories** – Including an extended charging cable for added convenience.
- **5 Remote Controls** – Featuring LED wall-mount and handheld remotes with a scroll wheel for precise shade adjustments.
- **Bond Bridge Pro & Bond Home App** – Enhancing Smart Home automation and installation options.
- **R-TEC Automation® Roller / Roman Shade Starter Kit** – Pre-packaged; includes components needed to assemble one 4' R-TEC Motor Roller / Roman Shade.
- **Custom Solutions R-TEC Automation® Li-ion Battery Soft Shade System** – Let our in-house experts assemble your system for you.

WHAT ARE THE AVAILABLE OPTIONS UNDER THE R-TEC AUTOMATION® AND ROLLEASE AUTOMATE® BRANDS?

Please refer to our **R-TEC Automation® vs. Rollease Automate® comparison chart** for a detailed breakdown of available options under each brand.

HOW DO I PLACE AN ORDER FOR ROWLEY R-TEC AUTOMATION® AND ROLLEASE AUTOMATE® PRODUCTS?

All item numbers have been updated in our **2025 catalog**, and you can continue to place orders through our website or customer service team using the same process as before.

DOES THE REBRAND AFFECT COMPATIBILITY WITH MY EXISTING R-TEC AUTOMATION® HUB AND MOTORS?

No, your existing hub and motors remain fully compatible. The motors in use are Rollease motors, remotes, and an app branded under Automate®—with no changes to service levels or warranty.

MY EXISTING HUB STILL SHOWS THE R-TEC AUTOMATION® BRAND. WILL IT STILL WORK?

Yes! The hub's functionality remains the same. While the app is now branded as Rollease Automate®, it continues to work seamlessly with your existing motors and remotes.

- Same hub, new item number: **MT02-0401-067001**

WHAT IF I NEED TO ORDER ADDITIONAL MOTORS OR ACCESSORIES FOR A HOME USING THE PREVIOUS R-TEC AUTOMATION® BRANDED PRODUCTS?

If your customer's existing remotes, motors, and app are branded under Rollease Automate®, you should now order compatible motors and accessories using the Rollease Automate® item numbers found in the **2025 catalog**.

CAN I MIX AND MATCH MOTORS AND ACCESSORIES BETWEEN R-TEC AUTOMATION® AND ROLLEASE AUTOMATE®?

Please refer to our **control and integration compatibility chart** for details.

We appreciate your support and look forward to continuing to provide you with advanced motorization solutions!



Become an Expert: Visit our **Motorization Education Library** to stay in-the-know with FREE resources & support »

