

Frequently Asked Questions

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MOTORS

GENERAL

Q: Which motors are compatible with which remotes?

A: Refer to the table below for paired remotes and motor options:

Remote	Shade Motors			Drapery Motor
	Wirefree Tubular	Wirefree Tubular with Attached Wand Control	DC Tubular	Slim
1 Channel	•		•	•
5 Channel	•		•	•
15 Channel	•		•	•

Refer to our [R-TEC Automation® Compatibility Chart](#) for more information.



Q: Why is the motor not responding?

A: See various reasons below:

- The remote/sensor battery may be flat. Please replace the battery.
- The battery is inserted incorrectly into the remote/sensor. Please refer to your remote's manual.
- The remote is too far from the motor.
- No power is present at the motor. For hard wired motors, check that the power supply to the motor is connected and active. For battery motors, make sure that the battery is charged.
- There may be radio interference or shielding. Ensure your remote is positioned away from metal objects and that the antenna on the motor is kept straight and away from metal.
- The motor may be wired incorrectly. Check if the wiring is connected correctly by referring to the motor manual.

Q: Why can I not pair remotes to the motor?

A: See various reasons below:

- The wrong remote is used with the motor. Refer to the table above.
- The battery is not inserted properly into the remote.
- The motor may need to be reset. Press the P1 button on the motor for 14 seconds.

Q: How can I calculate what a motor can lift?

A: $(Nm \times 200) / \text{diameter} = \text{load}$.

Example: a 34 mm tube and a 1.1 Nm motor lifts 6.47 kg $(1.1 \times 200 / 34)$.

Q: I cannot set limits on a single motor (multiple motors respond)?

A: Reason: multiple motors are paired to the same channel.

- Always reserve an individual channel for programming functions.
- System best practice: provide an extra 15 channel remote on your multi motor projects for the installer. That provides individual control for each motor for programming purposes.
- Place all other motors into sleep mode (refer to P1 on motor instructions).

Q: How many motors can be controlled by one remote?

A: Unlimited. An unlimited amount of motors can be set to the same channel as one single channel remote.

Q: How many remotes can be programmed to one motor?

A: 30.

Q: Why does a motor "Lose" its limits?

A: See various reasons below:

- The battery is flat.
- Someone accidentally reset the motor to factory settings.
- There is interference (unusual).

Q: Why is the window treatment running the wrong direction?

A: Refer to your motor manual to reverse the direction.

Q: Which tube is best suited to each motor?

A: Refer to the [R-TEC Automation® Compatibility Chart](#) for system and motor compatibility.

Q: What is the difference in the "Q" motors?

A: The Q motors are quieter.

Q: Where are the R-TEC Automation® products made?

A: We have a longstanding OEM manufacturing partner, who has been producing motors for over 30 years.

Q: I am having issues installing the unit. What should I check?

A: See various options below:

- Check for excessive friction in the assembly.
- Ensure that the tube deductions are correct.
- Ensure that there is a suitable clearance between the motor head and bracket.
- Ensure the idler pin is not pushing back against the bracket, causing friction.

Q: Why is there a 3 core and a 4 core inline connector?

A: Please see our Universal Lead Wiring Guide:

- 3 core wiring is used for motors with electronic limit setting.
- 4 core wiring is used for motors with mechanical limit setting.

Q: What is the warranty?

A: Hard wired motors and remotes: 7 years. Battery motors: 5 years.

ARC - AUTOMATE RADIO COMMUNICATION

BREAKDOWN & FEATURES



Q: What is ARC?

A: ARC stands for Automate Radio Communication. It is the latest motor control technology. It runs on a frequency of 433 Mhz and is bi-directional, which means that control information can flow from a controller to the motor and from the motor back to the controller.

Q: What are the advantages of ARC?

A: It runs on a proven frequency, utilizing FSK modulation, which improves resistance of interference against other devices. Programming has been improved for ease of use and installation.

LI-ION BATTERY MOTORS

BATTERIES & CHARGING

Q: Is the customer required to remove the motor from the window treatment to charge it?

A: No, the motor is charged while installed.

Q: How long does the motor take to charge?

A: First charge: 6 hours. Further charges up to 3 hours. Stop charging when the LED changes from red to green.

Q: How long will the battery last before it needs to be recharged?

A: Minimum of 240 cycles at full load. Maximum of 500 cycles (based on recommended treatment size).
A cycle is a full rotation of the window treatment (up and down for shade).

Q: Why does my motor beep 10 times when in use?

A: The battery in the motor is not holding charge. Do one of the below recommendations:

- Recharge with the AC Adaptor that came with the motor.
- Check the connection and positioning of the Solar Panel.

Q: Does the motor battery ever need replacing?

A: No, the battery is designed for the full life of the motor.

REMOTES

CHANNELS

Q: Can you hide channels that are not in use?

A: Yes, on a multi channel remote, they can be adjusted to show the amount of channels in use.

Example: If there are 8 motors on the job, you can select it to be an 8 channel remote.

Q: What is channel "0" for?

A: All motors that are programmed to the same remote automatically respond to channel "0".

Example: On channel "0", pressing the up button will move all window treatments that are programmed to that remote up.

ACCESSORIES

SOLAR PANEL

Q: Will the Solar Panel keep the battery fully charged?

A: The Solar Panel will harvest enough energy to regenerate for 2 cycles per day, where a cycle is a full rotation (once up and down for a shade). This has been tested in the worst case conditions with the panel being south facing, in indirect light and behind glass. When the panel is north facing in direct sunlight, the results will be even better.

Q: Is the customer required to remove the motor from the window treatment to recharge it?

A: No, the motor is charged while installed.

Q: My motor is attached to the Solar Panel, but the battery goes flat?

A: There is insufficient charging from the Solar Panel. Ensure that the Solar Panel is receiving adequate sunlight. Check connection and orientation of the Solar Panel.

INTERIOR SUN SENSOR

Q: How many motors can the Interior Sun Sensor handle?

A: As long as the motors have not exceeded the amount of control devices they can memorize (typically 30) and all motors are within range of the sensor - 65'.

Q: Can the Interior Sun Sensor do both internal and external motors?

A: Yes.

SUPPORT RESOURCES

PROGRAMMING INSTRUCTIONS

Q: Where can I find programming instructions?

A: Please refer to our [R-TEC Automation® Educational Library](#).

FURTHER SUPPORT

If you are an end user, please contact your installer or dealer.

Contact our R-TEC Automation® in-house experts at 866.985.3423. Email us at RTECAutomation@RowleyCompany.com.