

Frequently Asked Questions and Help



Fine tuning your stopping positions (upper & lower limits) ...

Your blind will arrive with the upper & lower limits pre-programmed based on the sizes you provided us with at the point of order, however if you wish to fine tune these so the blind stops at a different height then follow these simple instructions:

Adjust the lower stopping position

- Press the Down button sending the blind to the lower stopping position.
- Once stopped at the bottom position, press & hold the Up & Down buttons until the blind jogs up & down.
- Press the Up or Down buttons to adjust the blind to the new stopping position.
- Once in the new position, press & hold the MY button until the blind jogs up & down.

Adjust the upper stopping position

- Press the Up button sending the blind to the upper stopping position.
- Once stopped at the upper position, press & hold the Up & Down buttons until the blind jogs up & down.
- Press the Up or Down buttons to adjust the blind to the new stopping position.
- Once in the new position, press & hold the MY button until the blind jogs up & down.

How to add a MY position...

To programme your blind to stop in an intermediate position (in-between the upper & lower stopping positions) you need to add a MY position.

Setting the MY position

- Use the control to adjust the blind to an intermediate position & once there press the MY button.
- With the blind stationary at the intermediate position, press & hold the MY button until the blind jogs up & down.
- Your MY position is now programmed.
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Using the MY position

- To activate the MY position, the blind must first be stationary but can be at any position.
- Press the MY button to activate the intermediate position.
- The blind will automatically move to the MY position & stop.
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Deleting the MY position

- Send the blind to the MY position by pressing the MY button.
- Once the blind has stopped at the intermediate position, press & hold the MY button until the blind jogs up & down.

- The MY position is now deleted.

How to control multiple blinds simultaneously...

There are many scenarios where you would like to control multiple blinds simultaneously such as 3 blinds side by side over one large window or two blinds at separate windows but on the same wall.

There are a number of ways to do this...

Scenario:

- You wish to control 2 or more blinds with a single channel remote.
- You wish to assign multiple blinds to one channel as you don't need to control them individually & want to use your remaining channels for your other blinds.

Assign multiple blinds to one channel

- Ensure all of the blinds apart from Blind 1 are unplugged from their power source.
- Select Channel 1 on the remote. This is shown by the red light at the bottom of the remote.
- There is a recessed button next to where the Ariel / power wire comes out of the motor. Press this until the blind jogs.
- Next press the recessed button on the back of the remote until the blind jogs.
- This blind is now assigned to Channel 1 of your remote.
- You can now unplug Blind 1 from its power source & plug in Blind 2 to its power source.
- Repeat the above process to assign Blind 2 to Channel 1 also.
- When you now plug Blind 1 back in to its power source & press down on the remote control, both Blinds 1 & 2 will move simultaneously.

Scenario:

- You have a number of blinds which are already assigned to different channels to control individually but you would also like the option to control them together.

Create a group

- On your remote, select the first channel that will form part of your group.
- Press the recessed button in the back of remote until the blind jogs.
- Select the channel that you would like to group the blinds into.
- Press the recessed button in the back of remote until the blind jogs.
- Repeat for the other channels that you would like to add to the group.

How to reverse the rotation direction of the motor...

If you find that the pressing the Up button on your remote is sending the blind downwards & pressing the Down button is sending the blind upwards, then you need to reverse the rotation direction of the motor.

- Stop the blind between the upper & lower limits.
- Press the Up & Down buttons simultaneously until the blind jogs.
- Press & hold the MY button until the blind jogs to reverse the direction.
- Press the Up button to check the new direction. If the blind moves up, then the direction has been amended.

How to add a new blind to your remote...

- Ensure all of the blinds apart from the new blind are unplugged from their power source.
- Select the desired channel on the remote that you want to add your new blind to. This is shown by the red light at the bottom of the remote.
- There is a recessed button next to where the Ariel / power wire comes out of the motor. Press this until the blind jogs.
- Next press the recessed button on the back of the remote until the blind jogs.
- This blind is now assigned to your desired channel.

How to add a new or additional handset to your set up...

Ensure that all of your blinds are attached to their power supplies. Starting from left to right programme your blinds using the following sequence to add your blind onto the new or additional remote.

- Select Channel 1 on the remote (this is shown by the red light at the bottom of the remote).
- There is a recessed button next to where the Ariel / power wire comes out of the motor. Press this button until the blind jogs.
- Next press the recessed button on the back of the remote until the blind jogs.
- The blind is now attached to the remote.
- To add more blinds to the new remote, repeat this process but select a different channel to add your next blind to i.e. to program Blind 2 you would select Channel 2 (or another channel of your choice) on the remote.

How to change your single use batteries or charge re-chargeable batteries...

To change your single use batteries...

- Disconnect the battery tube from the blind & remove from the mounting clips.
- Unscrew the end cap on the battery tube & remove the old batteries.
- Insert your new batteries into the battery tube ensuring that you insert with the + - the correct way around.
- Screw the end cap back on & return your battery tube to its mounting clips.
- Reconnect the battery pack to your blind.

To charge your NiMH rechargeable batteries...

- Disconnect the battery tube from the blind & remove from the mounting clips.
- Plug your Wall Charger into your wall mains outlet.
- Connect the battery pack to the Wall Charger.
- Once the battery is connected to the battery tube a red LED will appear. This indicates that the battery pack is in Charging Mode & will remain in this mode for up to 5 hours.
- Once the charge cycle is complete the LED light will turn green. You can now unplug the battery pack from the Wall Charger.
- Return your battery tube to its mounting clips.
- Reconnect the battery pack to your blind.

How to swap the motor into a replacement or new blind...

Swapping your Somfy motor from one blind to another is a simple process providing that the new blind is compatible with your motor e.g. must be on a 40mm compatible tube. Prior to ordering a new blind please contact us to check its suitability.

- Remove your old blind from its brackets & rest it securely on a flat surface.
- Remove the motor by sliding it out of the tube.
- If your new blind has a chain operated sidewinder mechanism, then pull this out of the tube & discard.
- Insert your motor into the vacant end of the tube making sure you align the cut outs on the motor end with the protruding ridges inside the tube.
- Once the motor is inserted, fix your new blind in place (with new brackets if necessary) & fine tune your upper & lower limits.