

February 16, 2018

Common Problems and Remedies for PerfectTilt® RF

Please follow the steps below to identify the problem area of your PerfectTilt® RF shutter. There are four main possible problem areas:

- Batteries
- Remote Control
- Motor
- Panel (adjustment modules)

First, test the remote control and the batteries of the remote control. Replace the batteries with new ones. Make sure the batteries are:

- Fresh
- Identical (same brand)
- Non-rechargeable
- Alkaline

Next identify whether you have the older or newer version of the remote. The main difference is that the newer version has a dedicated on button (toward the center right on the face of the remote), whereas the older version does not have this button and is motion-activated.

To test the older version which is motion-activated, make sure that the batteries are fresh and properly installed. Then gently shake the remote for 1 or 2 seconds. If it does not light, the remote control is broken. Please RGA the remote only.

To test the newer version, make sure the batteries are fresh and properly installed. Then press the dedicated on button. If the remote does not light, it is broken. Please RGA the remote only.

Now test the panels. Remove the batteries from the panel module and replace it with fresh batteries. Make sure the batteries conform to the points made above. Also, double check that the batteries have been properly installed with respects to the corresponding (+) and (-) ends of the battery and module.

Since you have removed the batteries from the panel module, you must now reprogram it. Please see the instruction manual for detailed information on programming.

****COMMON MISTAKE TO AVOID:** During the programming phase, some customers experience problems when they do not start off with fully charged batteries in the panel module. In particular, for PerfectTilt® RF Solar, it is important to recharge all rechargeable batteries even if they are brand new before setting up the system. Many customers have attempted to use new but PARTIALLY charged rechargeable batteries for PerfectTilt® Solar. We have found that using partially charged batteries during set-up has been the cause of several problems. Doing so can affect the long-term performance of the battery, and its subsequent recharges, causing more problems. Now that you have fresh batteries installed in the remote, check if the panel has been switched to “R”. The shutter panel must be switched to “R” for the “Remote” function to work.

****MORE COMMON MISTAKES TO AVOID:**

- The PerfectTilt® RF system does not come pre-programmed out of the box. Please make sure you program the panels before using them.
- Without programming, the function to adjust all shutters at once by pressing an ANGLE key and then the “ALL” key will not work. Please program the shutter first. Once programmed, you can then use the “ALL” function
- While programming, do not press the “ALL” key. This has been the cause of many problems for customers. In a nutshell, programming involves the installing of the battery into the panel modules you wish to program, pressing an ANGLE key, then pressing one of the NUMBERED group keys.
- If you have pressed “ALL” while programming, remove the batteries from the panel module, and reinstall them to restart the programming process.

By now, we should have confirmed a few things:

- That all batteries are good in both the remote control and panel module
- The remote is properly functioning
- The panel has been switched to “R”
- The panel has been programmed properly

If you have followed these steps, but The **LOUVERS ARE NOT MOVING** at all, please check the following:

- Remove the motor from the stile according to the instructions. Is the motor cracked? If yes, file RGA on the motor
- If there is no crack, try to operate the panel and see if there is a slight clicking noise. If yes, it is likely a calibration issue. Please follow the next steps

Calibration: If you have followed the steps above, and the **LOUVERS CAN MOVE** but movement is compromised, or the panel is clicking, it is likely a calibration issue. Please calibrate your shutters per the instruction to get optimal use.

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****COMMON SIGNS INDICATING A CALIBRATION ISSUE**

- There is clicking noise when trying to adjust the louvers with the remote
- The louvers do not adjust to certain angles either in “M” or “R” • The louvers do not move when trying to adjust in “R”
- The louvers do not end at the same position in “M” or “R” • The louvers deviate from the angle commanded by the remote

****OTHER ISSUES OBSERVED**

- One of the louvers is out of position: To remedy, first ensure that the panel has been switched to “M” mode. Hold the louver immediately above and immediately below the affected louver. While holding the two louvers, gently adjust the affected louver back into position
- Louver angles and/or louver speed on specialty shutters is different from that of the accompanying regular shutters. This is normal and should not be considered a defect