

trouble **SHOOTING**



Honeycomb Openview
(Electric blind
assembly guide)

TROUBLE SHOOTING

Problem: The blind isn't working with the remote

use the remote to scroll to channel 6, and then go one channel past channel 6. This is the group channel and all the lights on the remote should light up when you are on this channel.

Does the blind now work?

If not please check the power to the blind. If it is a battery powered blind please make sure that the power is properly attached to the blind. If it is a mains powered blind please make sure the powered is connected properly to the blind

If this does not work please email us with a description of the problem to **team@skylight-blinds-direct.co.uk**

Blind is pulling over wonky- did you fit the L brackets?

Did you fit the L brackets down the side channels? (you will find these in the packaging if your blind has a join down the side channels). The L brackets are already installed if your side rails are not in 2 x parts.

Rewatch this video



Scan the code or click here to watch the video

Blind is pulling over wonky- adjust rods



Scan the code or click here to watch the video

Problem: Blind doesn't shut properly

If the blind does not completely close or stops short of the closing position, then the motor limits should be reset.

Sometimes it is possible that the motor limits are no longer in sync if you have built the blind and then disassembled it.

RESET THE MOTOR LIMITS

1. Open the blind fully*
2. Physically hold the float rail securely so as to stop it from moving (you are about to hit the close button!).
3. Press the button on the transmitter that would normally close the blind.
4. You will feel a slight 'jog' on the float rail. The motor limits have been erased.
5. Now press the close button again and let the blind run to the end. When the motor detects an obstruction, it will stop and set that position as the final limit
6. See this video <https://www.youtube.com/shorts/KxyMZr5LGdY>

*If your blind is stuck halfway and you need to motor reset, please do the following:-

- Get the blind to the almost CLOSED POSITION (leaving enough room for your hand to get in)
- Very gently start pushing manually the blind back with your hands so the blind is totally open
- Then follow the motor reset video

Problem: Battery powered blind not working

Charge: Charge the battery over night

Connections: check all the connections on the battery clips are secure

Operate with the charger in: Try to operate the blind with the charger installed (does it work? If so there is a problem with the battery itself)- email team@skylight-blinds-direct.co.uk and let us know and we will be able to order you a new battery

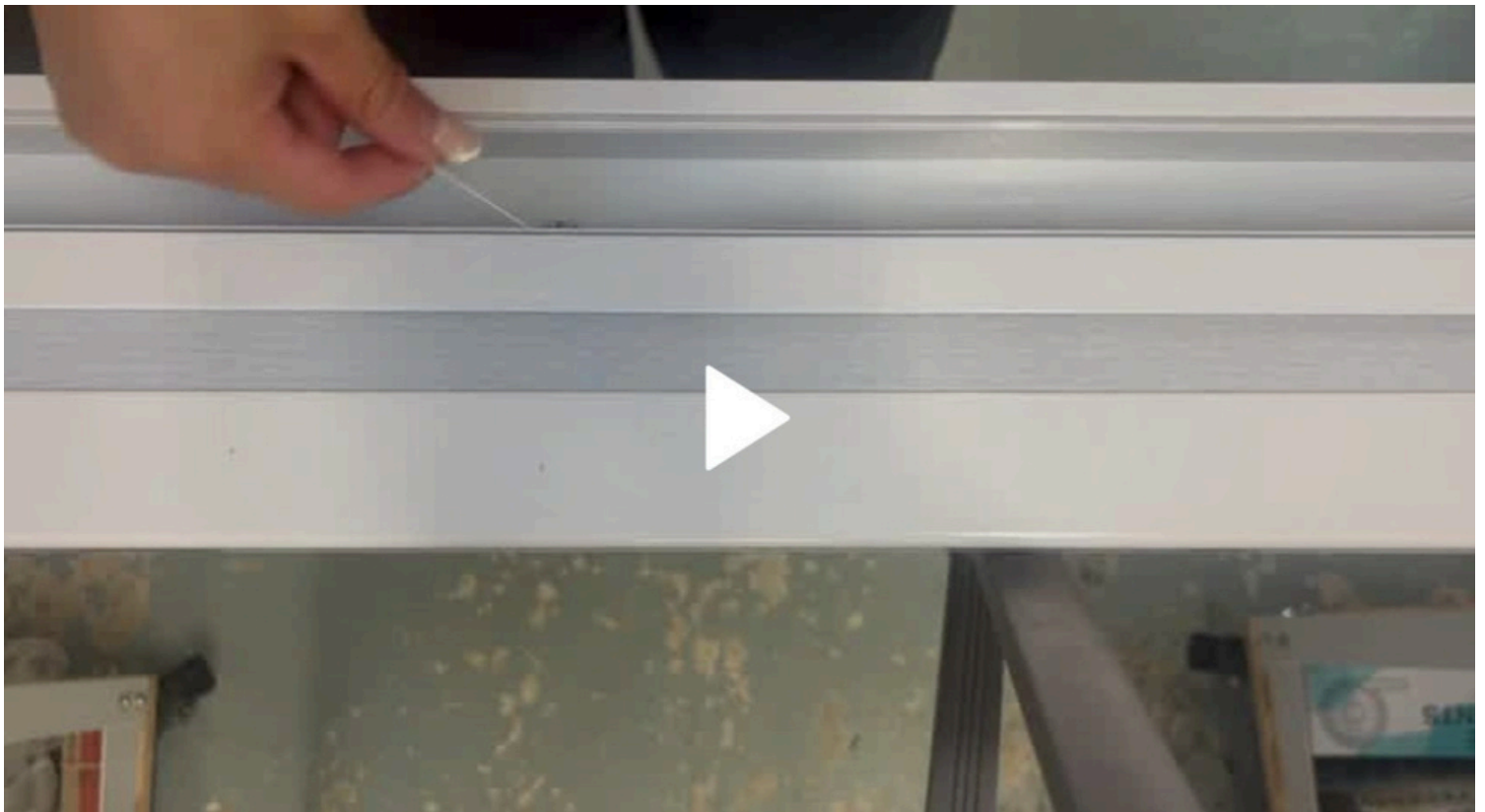
The blind is sagging

Add Tension to the Support Cords

During production, the blind is tested before it's packed and sent out.

We are unable to leave the full tension on the support cords since it would make it impossible for you to install. Therefore, it's necessary for you to add tension to the blind during the installation. sometimes even if you do this you may need to add a little bit more tension (especially for extra long blinds)

It's recommended that you add **tension to the blind when it is in the open position.**



Click photo or this link to play this video

Or scan the QR code



Remote control & Switch

The standard remote has 5 x channels and a universal channel which can be found on the 7th press of the button. This fires the same signal to all channels simultaneously



UP – Open the blind

STOP – Stop the blind

DOWN – Close the blind

< > – Cycle through the channels



Opening the battery compartment will reveal two programming buttons.

P1 – Left hand button

P2 – Right hand button

They do not have specific functions, but are used to programme various options.



SINGLE/DOUBLE CHANNEL WALL SWITCH

(NOVO)

Note that wall mounted switches do not have a P1 or P2 button. Instead the same functionality can be achieved by using the following key combinations:

P1 —> Press STOP

P2 —> Press UP and DOWN together

Some programming scenarios require all three buttons to be held down. This is noted in the guides.

TERMS USED

‘Jog’ – this term is used to indicate the short two-way movement of the motor when the motor is in programme mode.

‘Setting Key’ – This is the programming button describes at the top of the page.

‘Press and Hold’ – This indicates that you should press and hold the button down until the next event (such as a jog)

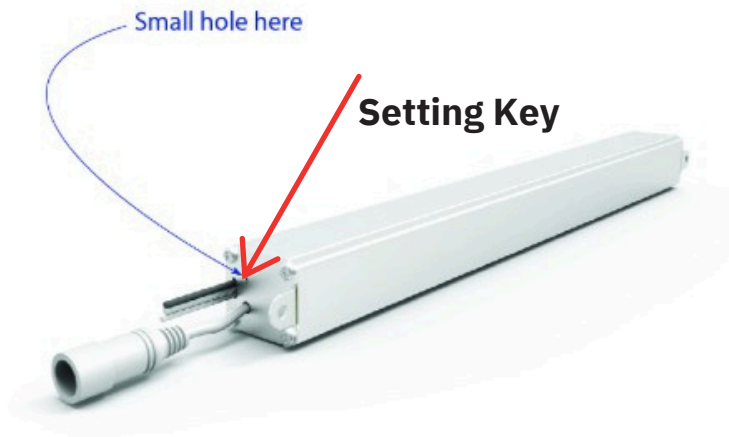
‘Press’ – This indicates that you should just press a button one time only and release.

Pairing the remote for battery operated blinds

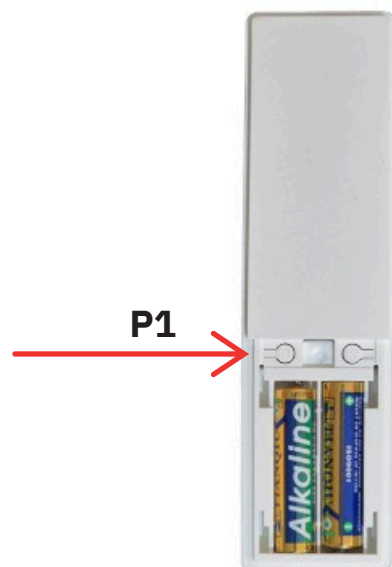
1. Select the channel you want to pair



2. Press and hold the setting key on the battery (battery beeps)



3. Press P1 on the back of the remote within 10 seconds of the beep
Operation is now complete

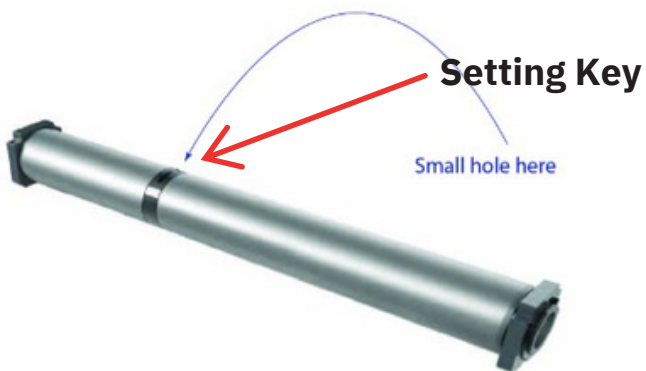


Pairing the remote for mains powered blinds

1. Select the channel you want to pair



2. Press and hold the setting key on the motor (motor jogs)



3. Press P1 on the back of the remote within 10 seconds of the beep Operation is now complete

