

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**](mailto: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

Blinds over 2.8m long have a central joint in the side rails (for ease of transport). It is imperative that this joint is smooth and the blind is straight. If the blind gets caught on the joint then the motor sets a new end limit as the motor thinks it has reached the end of the blind. To fix this you will need to:

A: Make sure the joint is smooth and straight

B: Reset the motor limits so the blind doesn't detect the joint and runs right to the end

A: Make sure the joint is smooth and straight

Ensure the side channels are properly aligned and parallel to each other. Any misalignment could cause issues with the internal carrier component as it moves along the track.

Check that the screws used to secure the side channels are not protruding or standing proud, as this could potentially catch on the internal carrier component as it passes the screw heads.

Verify that the screws are flush with the side channel surface or recessed slightly to provide a smooth, unobstructed path for the carrier.

If any screws are protruding, consider carefully adjusting or replacing them to create a seamless surface for the carrier to glide along.

B 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

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.

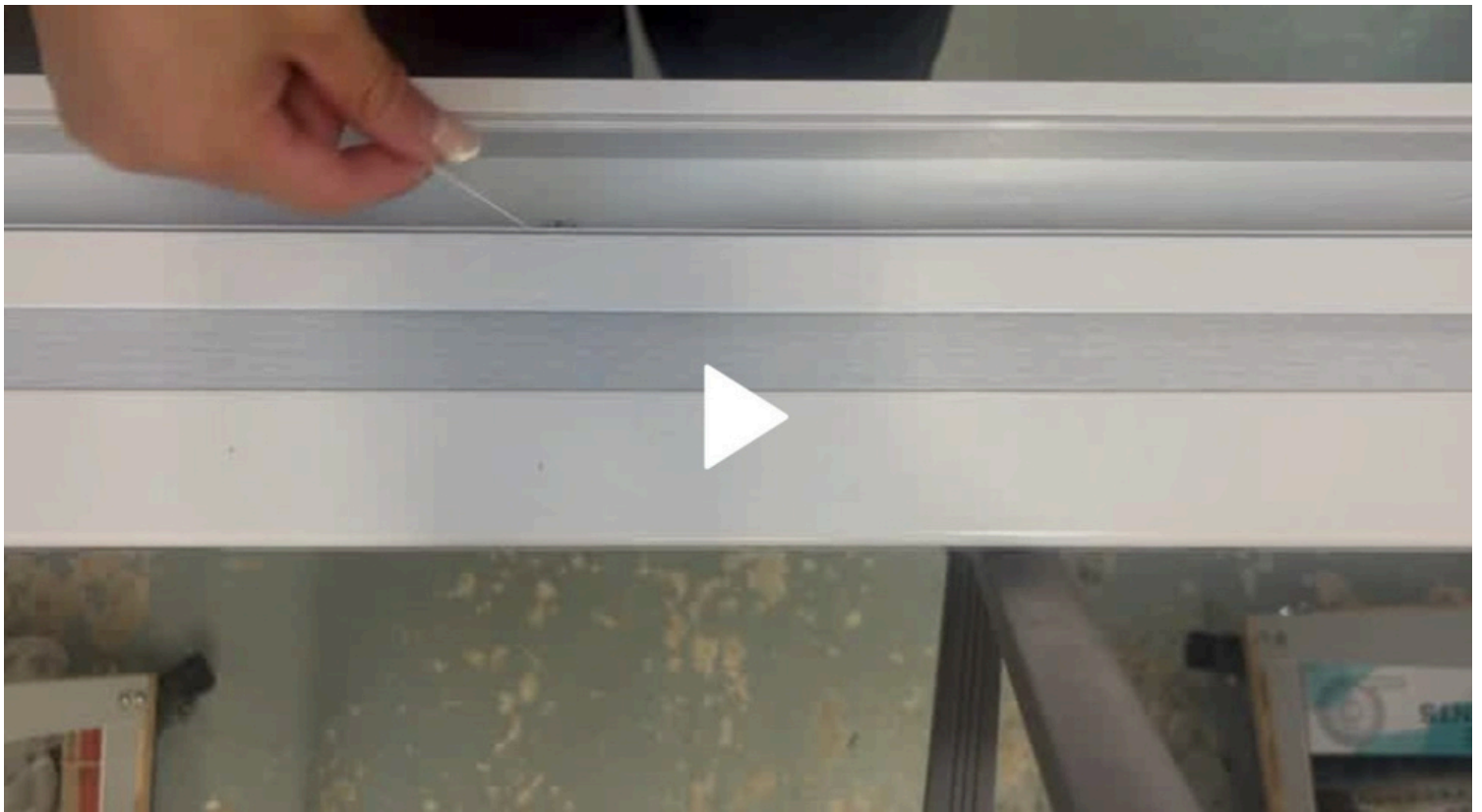
The blind is sagging

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



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

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)

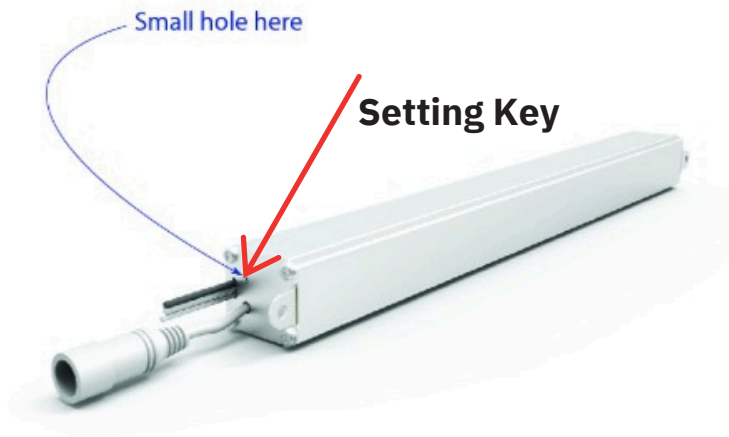
‘Press’ – This indicates that you should just press a button one time only and release.

Pairing the remote for battery operated blinds

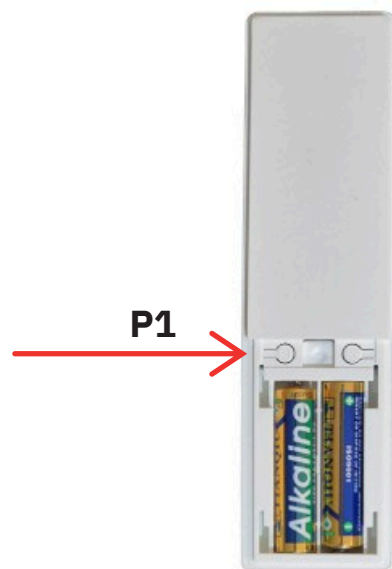
1. Select the channel you want to pair



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

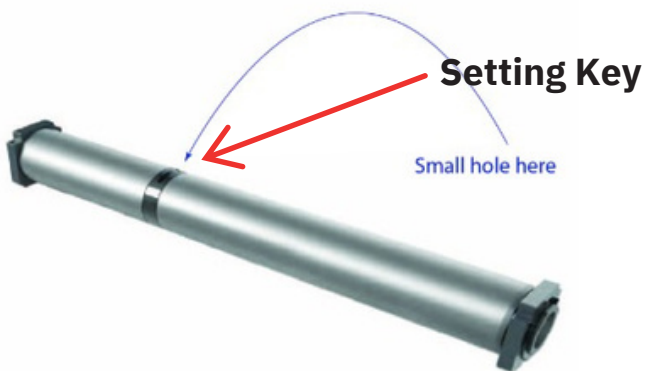


Pairing the remote for mains powered blinds

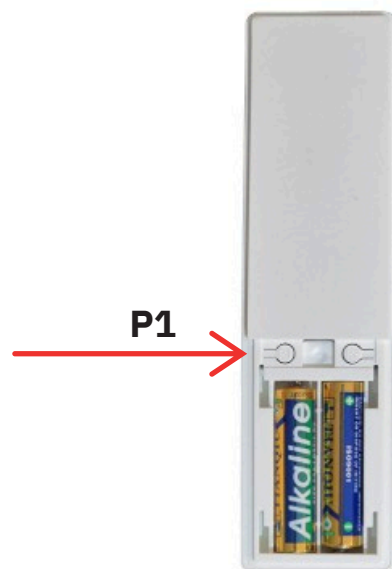
1. Select the channel you want to pair



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



Adding an additional blind to the remote control

See previous 2 x pages and make a note of which system you have ie is it mains powered or battery solar powered. Then do the following

- Go to the first blind you want to programme
- Use the remote for that blind
- select channel 2 on the remote
- go to the other blind (that you want to add to this remote)
- Press and hold the setting key on the motor (if you have a mains powered blind) or the “setting key” on the battery if you have a battery powered blind.
- the motor will "jog" or the battery will “beep” depending on the system you have
- take the back of the remote control off (see attached)
- press p1 on the back of the remote (within 10 seconds of the jog movement or beep)
- now the second blind is now added to remote 1
- Do the same for any other blinds you have