Frequently Asked Questions

AUTOMATE

CONTENTS

ROLLEASE ACMEDA
PRECISION IN MOTION

1. General

1.1 Which motors are compatible with which remotes? Can a common remote be used to suit different motors?

REMOTES	MOTORS		
	ARC	Legacy Hard-Wired	Legacy Wirefree
Paradigm	✓	✓	x
RF500 / RF500s Series	x	✓	x
RF400 / RF400s Series	x	✓	x
RF200	x	x	✓

The ARC remote can be set to work with EITHER ARC motors OR Legacy motors, not both at the same time. The Legacy remote only works with hardwired Legacy motors. The Legacy Wirefree remotes only work with the Legacy Wirefree motor. Refer to our Automate Eco System and Automate Range Overview.

1.2 .Why is the motor not responding?

- 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 aerial on the motor is kept straight and away from metal.
- The motor may be wired incorrectly. Check if the wiring is connected correctly (refer to the motor installation instructions).

1.3 Why can i not pair remotes to the motor?

- The wrong remote is used with the motor. Refer to section 1.1 above
- The battery is not inserted properly into the remote
- The motor may need to be reset

RESETTING THE MOTOR

- Legacy Motor: On the remote press P2, STOP, P2 (See motor manual, page 11)
- ARC Motor: Press the P1 button on the motor for 14 seconds (See motor manual, page 5)

1.4 How do I calculate what a motor can lift?

(Nm x 200) /diameter = load. Example: a 34mm tube and 1.1nM motor lifts 6.47kg (1.1x200/34)

1.5 Cannot set limits on a single motor [multiple motors respond]

Reason: Multiple motors are paired to the same channel

- Always reserve an individual channel for programming functions
- SYSTEM BEST PRACTISE - Provide an extra 15 channel remote in your multi motor projects for the installer. That provides individual control for each motor for programming purposes\
- Place all other motors into sleep mode [ref to P1]

1.6 How many motors can be controlled by one remote control?

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

1.7 How many remotes can be programmed to one motor?

30.

1.8 Why does a motor "LOSE" its limits?

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

1.9 The blind runs in the wrong direction.

Refer to your motor manual to reverse the blind direction

1.10 Which tube is best suited to each motor.

See Automate Range Overview for system and motor compatibility.

1.11 What is the difference between the E6 and the QE6 motor?

The Q motor is quieter. However, the Q motor will be phased out and the next motor will be similar in sound to the current Q version.

1.12 Where are the Automate products made?

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

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

- 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 & bracket
- Ensure the idler pin is not pushing against the bracket, causing friction

1.14 Why is there a 3 core and a 4 core inline connector?

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

1.15 What is the warranty?

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

ARC - AUTOMATE RADIO COMMUNICATION

2. Breakdown & Features

2.1 What is ARC?

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

2.2 What are the advantages of ARC?

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

LI-ION BATTERY MOTORS

3. Batteries & Charging

3.1 Is the customer required to remove the motor from the blind to charge it?

No, the motor is charged while installed

3.2 How long does the motor take to charge?

- First charge: 6 hours. Further charges up to 3 hours
- Stop charging when the LED changes from RED to GREEN.

3.3 How long will the battery last before it needs to be re-charged?

- Li-Ion 1.1: a minimum of 240 cycles at full load
- Li-Ion 3.0: a minimum of 440 cycles at full load

A cycle is a full rotation of the blind once up and down.

3.4 Why does my motor beep 10 times when in use?

The battery in the motor is not holding charge

- Recharge with the AC adaptor that came with the blind.
- Check the connection and positioning of the solar panel

3.5 Does the motor battery ever need replacing?

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

REMOTES

4. Channels

4.1 Can you hide channels that are not in use?

Yes, on a multi-channel remote, they can be adjusted to show the amount of channels in use; e.g. if there are 8 motors on the job you can select it to be an 8 channel remote.

4.2 What is channel 0 for?

All motors that are programmed to the same remote, automatically respond to channel 0. For example, on channel 0, pressing the up button will move all blinds that are programmed to that remote up.

ACCESSORIES

5. Wind & Light Sensor

5.1 Can the wind sensor be adjusted to suit different locations/exposure?

Yes, 3 wind speed settings are available.

5.2 What level should I set the Wind / Light sensor

Start with the factory setting and adjust as needed. The factory setting for each sensor is zero for light and zero for wind.

6. Solar Panel

6.1 Will the solar panel keep the battery fully charged?

The solar panel will harvest enough energy to regenerate for 2 cycles per day, where a cycle is a full rotation of the blind; once up and down. 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.

6.2 Is the customer required to remove the motor from the blind to charge it?

No, the motor is charged while installed.

6.3 My motor is attached to the solar panel, but the battery goes flat.

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.

7. Interior Sun Sensor

7.1 How many motors can the interior sun sensor handle?

As long as the motors have not exceeded the amount of control devices they can memorise (typically 30) and all motors are within range of the sensor (typically 30m) or up to 200m open space.
The interior sun sensor can handle unlimited motors.

7.2 Can the interior sun sensor do both internal and external motors?

Yes.

8. Programming Instructions

Please refer to our website at http://www.rolleaseacmeda.com Make sure that you are logged-in when following this link.

9. Further Support

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

If you are a dealer or distributor, please contact us for further assistance. Contact information is located at the bottom of our website http://www.rolleaseacmeda.com

Automate eco-system

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