

Introduction to Automate & Programming

Q&A | April 20, 2020

Question	Answer
I'm better at hands on then lectures any in class training?	Not in the current climate, but I am a big fan of hands on training myself and once the world opens back up a bit more, we hope to have in person/hands on training!
HOW CAN I ORDER THE POCKET PROG. GUIDE??	https://www.rolleaseacmeda.com/docs/default-source/us/automate-other/automate_us_pocket-pgrm-guide_digital.pdf?Status=Temp&sfvrsn=9c16ea3c_2
On the dc power module, can you mis wire by reversing wires?	If you reverse the wires, the motor simply will not operate, no negative repercussions. Simply swap the two wires and you are good to go!
Is that wood blind battery pack which conceals within the headrail compatible with the current system that is only available for the end of the tilt shaft?	Hi Matt- unfortunately not as it is an 8.4v motor versus the End Mount tilt motor is a 12v motor. We are working to develop a new external battery pack for the 12v line that is sleeker.
When will you know when batteries need recharging	If utilizing the app, you can tell within the app. If not, the battery will beep 10x while in use.
What are DB of smaller battery motors?	It ranges, but approximately 44dB. Any motor you see a 'Q' in front of is a quieter motor.
Lutron Also uses 433mhz any conflict with ARC	No conflict, we often have installation scenarios where both are utilized. We have different coding which allows for limited to no interference
You mention 500-700 cycles what size shade is this based on? Which motor?	Hi Brian, this is based on our max shade size recommendations per each motor. Each larger motor has a larger battery pack keeping the cycle usage consistent
168x168 with Lion motor?	Yep. The Q10nm allows for shades up 168x168. That is our max shade size recommendation.
What is the purpose of pass through motor? What is the advantage of putting motor in center of headrail?	The advantage is no difference in fabricator or cutting rod down extra.
What is the battery life of the Versa drapery motor	The battery life remains consistent with our line of Li-Ion batteries and will provide ~500 Cycles (open/close) on one charge!
What is the technology used in the V2 solar panel that allows it to use less light	As solar panels have developed, we were able to source a more efficient solar cell that requires less light/energy to activate the charging circuit

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What shade size is the cycle based on???	<p>The maximum recommended shade size for any motor. This can be found under their 'QRG' or 'Quick Reference Guide' on our website!</p> <p>https://www.rolleaseacmeda.com/us/products/motorization</p>
How long does it take to charge a motor	<p>It takes approximately 6 hours for a full charge. The motor will fast charge in the first 2 hours up to 80% and trickle charge over the remaining 4 hours until it is 100% charged.</p>
Will the push 5 be coming in a 15?	<p>Hi Bevin- we do not typically like to talk about product that we don't have released yet, but we do have a couple 15 channel remotes in development for the near future!</p>
Also will we get this presentation via email PDF?	<p>You will not receive a pdf version of the presentation, but that may be something we look into for the future! Thank you for the suggestion.</p>
Is there a way to make minor adjustments to height	<p>Hi Brian- Hope you are well! Thank you for attending today. What exactly do you mean? For adjusting limits? If you delete a limit, the motor will be in 'STEP' mode and you should be able to adjust in 1/8" increments.</p>
I forgot to ask before when we went over drapery motor but what company makes B-Tracks or S-Tracks? Will Rollease eventually come out with their own drapery track system?	<p>We do not intend at this time to make track, but companies who make track our motors are compatible with are: Rowley Company, BTX, and Somfy Glydea track</p>
Do you send a little screwdriver with each new remote because it has a little screw? Otherwise it's difficult to open to lock the remote.	<p>Hi Sharon! Yes! There is a small screwdriver sent with each Push 5 remote to easily remove the screw that holds the battery cover done!</p>
Can you go over locking remote and sleep again, lost sound partway through that slide?	<p>15 Channel Remote: Hold 'LOCK' symbol underneath battery cover until 'U' turns to 'L' On the one channel remote, the LED will be SOLID when locked and flashing when unlock. Surface Mount switch: hold 'STOP' for ~15 seconds until LEDs flash to toggle the locked state.</p>

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If the resistance for charging is in the motor, can you use one charger to charge multiple motors (if you use a y harness)?	O'D - still looking into this. Haven't tested it, the only concern is with our charger being a 1amp charger, will there be enough power to supply both motors? I will try and follow up when we get an opportunity to test.
Can you add hubs in large homes?	Yes! Often, you may need multiple hubs and/or repeaters to ensure the range is sufficient to control all necessary shades. The user will not be aware they are using multiple hubs.
What are the default rpms?	Default speed is the 'MIDDLE' speed. For the 1.1nm motor it ranges from 20. 30. 40 and for the larger motors it is 20, 24, 28
Are the Push 5 remotes available now?	Yes! Available now!
Is the solar panel designed to reduce or replace re-charging of DC motor?	The solar panel is designed to replace the need for re-charging so long it is installed in a proper scenario and has enough light to charge the battery.
How many cycles can you expect out of a motor that connected to a solar panel?	The solar panel will trickle charge the motor, so the cycles will stay continuous for the lifespan of the motor.
Did you cover creating group channels on the same remote control?	We did not cover this in the presentation, but the process is the same, you just change the channel on the remote to the channel you want to copy to.
Can you reset limits for shades on the same channel if the other shades are in sleep mode?	Yes! You can, that is one method if you are on a group channel. We just encourage individual control, so you don't have to go back to every motor to put them to sleep and wake them up just to change limits on one shade!
Should batteries be charged every once in a while, even when rarely used?	It would not hurt anything; however, Li-Ion batteries are known for holding a charge over a long period of time when not in use. You will see a slight drop off over time though.
Can you explain the wand for the through tilt motor	There is a hook on the switch mechanism that is installed and you can install a 'tilt wand' for a standard horizontal blind onto the hook and when you turn the wand left or right, it will activate the motor to control the tilting of the blind. It allows for local control if you can't find the remote or have a guest.

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Do we have a list of the proper protection for outdoor use?	As in a guide when utilizing our motors for outdoor applications? I do not believe so at this time, but we can investigate that as it would be useful information.
I SEE that drapery motor is compatible with glydia...does rollez make track as well	Rollease does not make track currently.
Daisy chaining power?	Not for the DC motors, but it is possible for the AC motors. The DC motors need to have consistent voltage and amperage to each motor otherwise it may not have enough power to turn the motor on
Is there a benefit to using an internal battery motor vs a DC motor w/ external battery pack?	The benefit of the internal battery motor is you don't have to worry about finding a place to mount the external battery pack. No harm in going either route! It is also ONE component to buy versus 2 parts.
Hi, will you post a pdf version of this presentation to download and share with others?	I do not believe we will post a pdf version at this time, but we will investigate the possibility of doing this in the future!
If you have your shade with all limits set, you go to the next shade, is it possible to go back to the first shade? I am having problems with the 1st shade recognizing the remote when going back to changing the limits	Hi Jacquelyn, are they on individual channels or the same channel? If they are on the SAME channel, but the second shade to sleep, then adjust limits on the first shade. Feel free to reach out to Justin Gianola for assistance!
What is the maximum number of shades that can be on one channel?	Limitless! The remote has no memory, just a unique ID, the motor can have up to 10 control devices/channels paired to it at a time
Is it better to buy a second hub instead of a repeater? They are both about the same price	Really depends on the installation scenario. Doesn't hurt anything and you know you have a dedicated hub for that area.
Cannot active this link to pocket programming.	https://www.rolleseeacmeda.com/docs/default-source/us/automate-other/automate_us_pocket-pgrm-guide_digital.pdf?Status=Temp&sfvrsn=9c16ea3c_2
Can you use multiple hubs on the wifi to control a large residence?	Absolutely! You can have up to 5 hubs on ONE location and the user won't even know they are operating multiple hubs!

For additional questions or comments please contact Automate Tech Support at ustechsupport@rolleseeacmeda.com or your Regional Sales Manager. If you do not know who your sales manager is, please reference our RSM Map [here](#).

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