5 / 3 Motorized

Installation Instructions

⚠ INSTALLERS: PLEASE LEAVE THIS MANUAL WITH THE OWNER.

Limited 1 year warranty on Screen Innovations products

Screen Innovations warrants its products, to the original purchaser only, to be free from defects in materials and workmanship for a period of one (1) year from the date of purchase by the original purchaser provided they are properly operated according to Screen Innovations' instructions and are not damaged due to improper handling or treatment after shipment from the factory.

This warranty does not apply to equipment showing evidence of misuse, abuse, or accidental damage, or which has been tampered with or repaired by a person other than authorized Screen Innovations personnel.

Screen Innovations' sole obligation under this warranty shall be to repair or to replace (at Screen Innovations' option) the defective part of the merchandise. Returns for service should be made to your Screen Innovations' dealer. If it is necessary for the dealer to return the screen or part to Screen Innovations, transportation expenses to and from Screen Innovations are payable by the purchaser and Screen Innovations is not responsible for damage in shipment. To protect yourself against damage or loss in transit, insure the product and prepay all transportation expenses.
This warranty is in lieu of all other warranties, express or implied, including warranties as to fitness for use and merchant ability. Any implied warranties of fitness for use, or merchantability, that may be mandated by statute or rule of law are limited to the one (1) year warranty period. This warranty gives you specific legal rights, and you may also have other rights, which vary from state-to-state. No liability is assumed for expenses or damages resulting from interruption in operation of equipment, or for incidental, direct, or consequential damages of any nature.

In the event that there is a defect in materials or workmanship of a Screen Innovations product, you may contact our Sales Partners at 9715-B Burnet Road Suite 400, Austin, TX 78758, (512) 832-6939.

Important: this warranty shall not be valid and screen innovations shall not be bound by this warranty if the product is not operated in accordance with screen innovations' written instructions.

Keep your sales receipt to prove the date of purchase and your original ownership.

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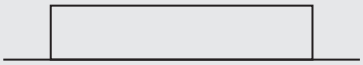
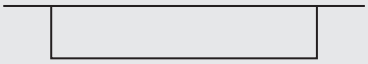
MOUNTING CASING - TYPE

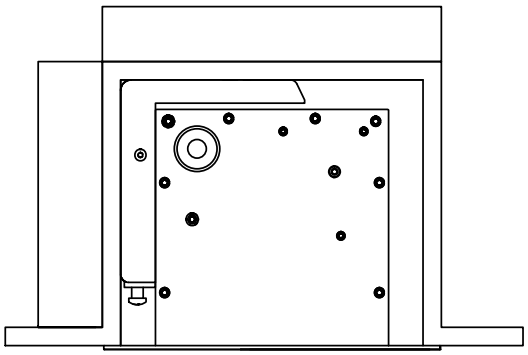
2+ Installation requires two or more people. Bend knees when lifting.

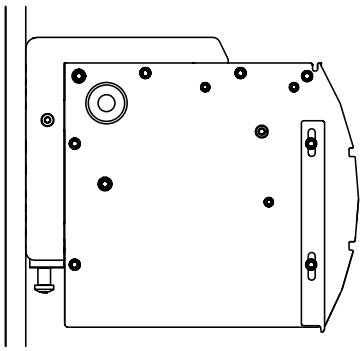


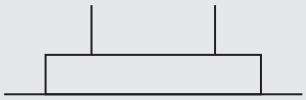
FLUSH L BRACKET



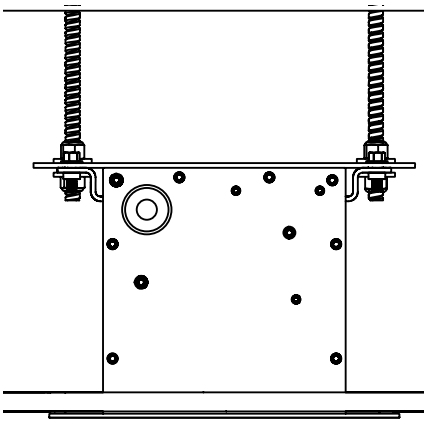
EXTERNAL





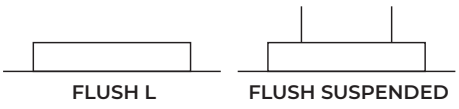


FLUSH SUSPENDED

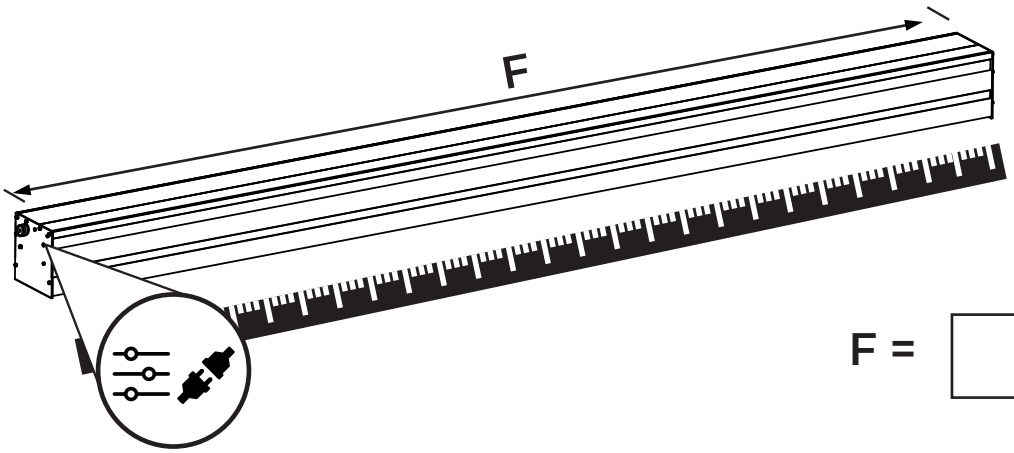


INSTALLATION - FLUSH

Measure Case & Cut Out Pocket



1 Measure the case length and record the measurement. If pre constructing the pocket then refer to the screen builder for the F dimension for your particular size screen.



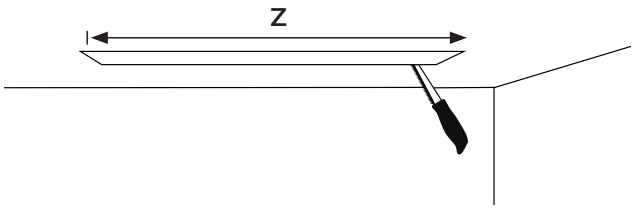
F = ☐ in/cm

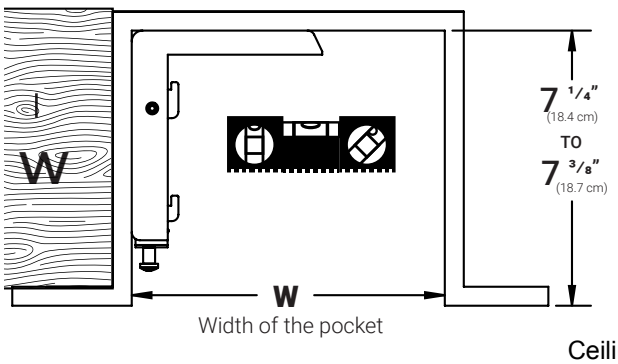
2 Calculate the pocket ceiling dimensions and prepare the ceiling cutout as described below.

⚠ It is highly recommended to provide a 6” x 12” access panel at the left end of the case and/or make sure the left end of the case can be accessed from inside the ceiling or attic.

F ☐ + 1 3/4” (4.5 cm) = Z ☐ ± 1/4” (0.64 cm)

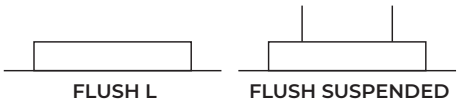
W = 8 1/8” (20.6 cm) ± 1/8” (0.32 cm)



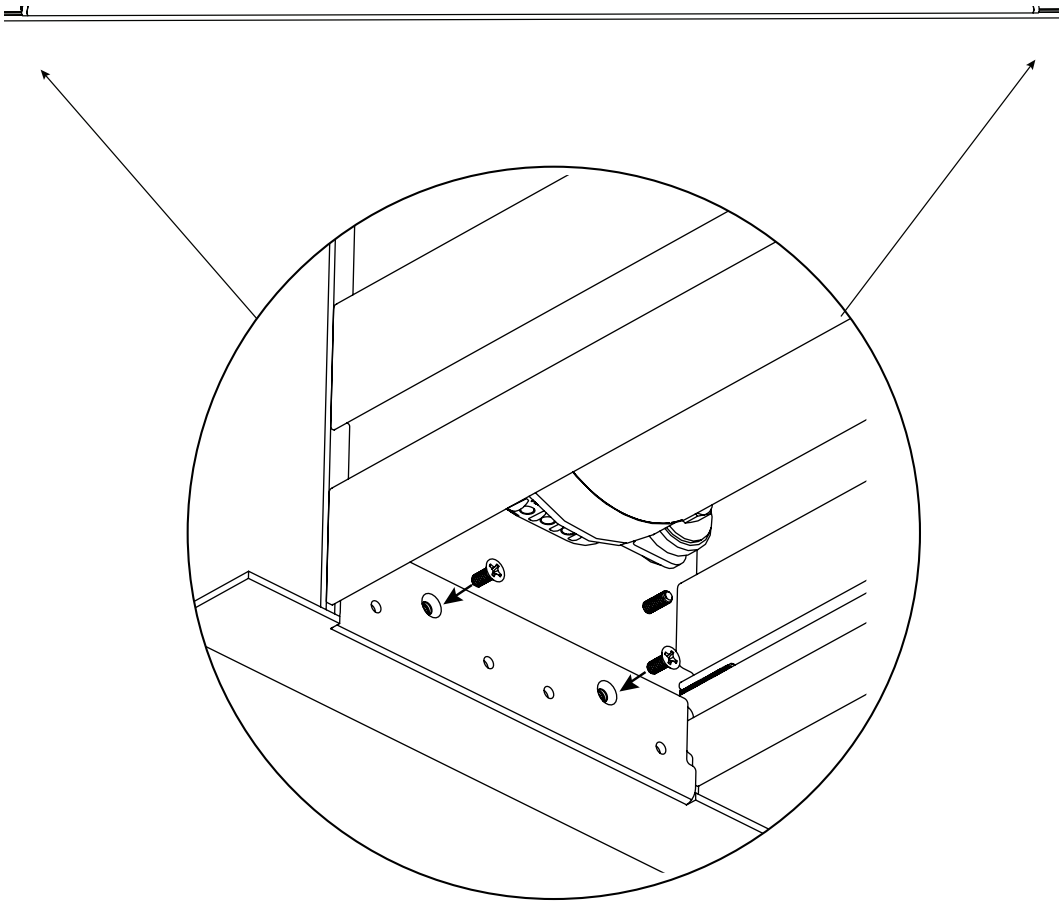


INSTALLATION - FLUSH

Add End Flange & Remove Weight Bar Lock



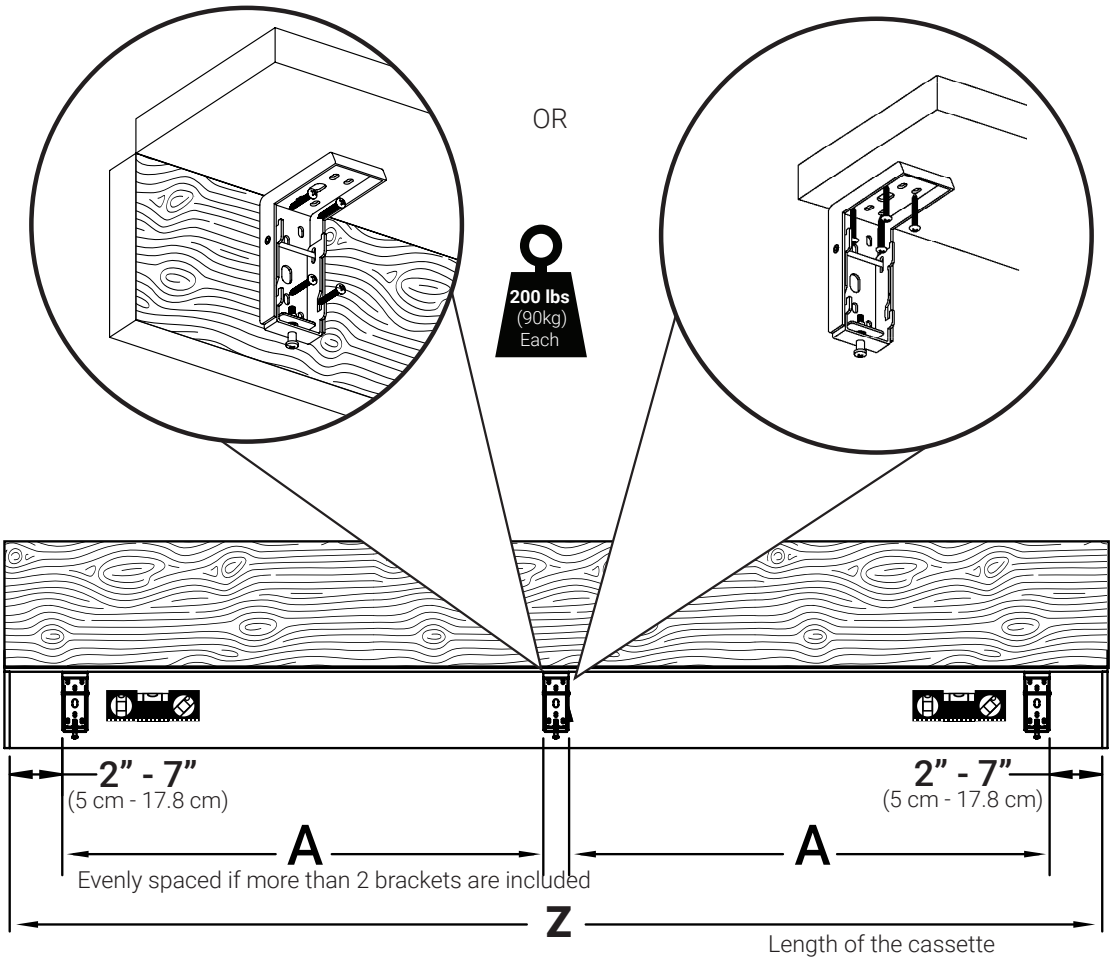
3 Line up the holes on the removable flanges with the holes in the end plates. Then install and hand tighten the flat head screws as shown.



INSTALLATION - FLUSH
Mounting Flush L-Brackets

4 Mount the L brackets either to a vertical or horizontal structural support as shown. Make sure brackets are all along the same level line and plumb.
Mounting screws have been provided for mounting to wood structural supports only. If mounting to other substrate then installer must provide appropriate fasteners.

⚠ Each bracket must be able to hold 200lb load.



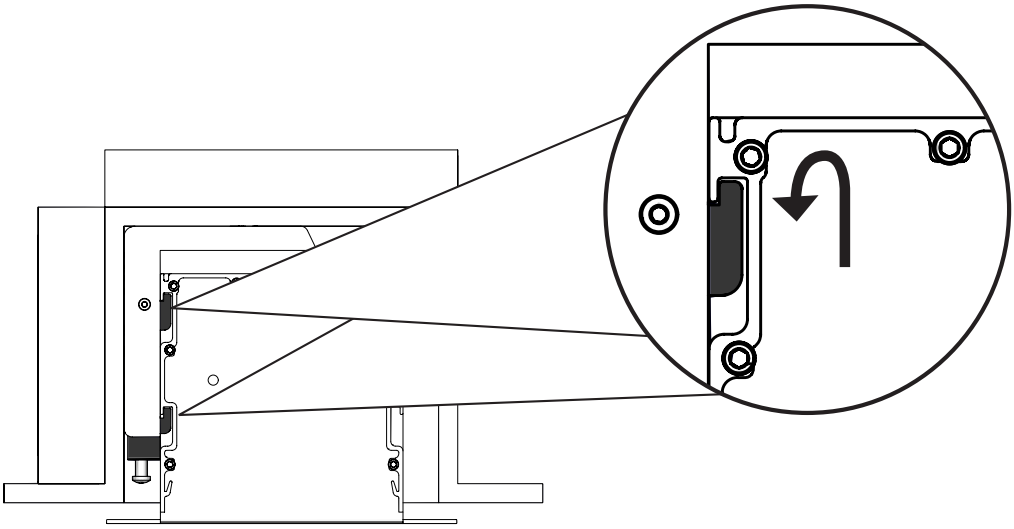
INSTALLATION - FLUSH

Hang Case on L-Brackets and Raise Up

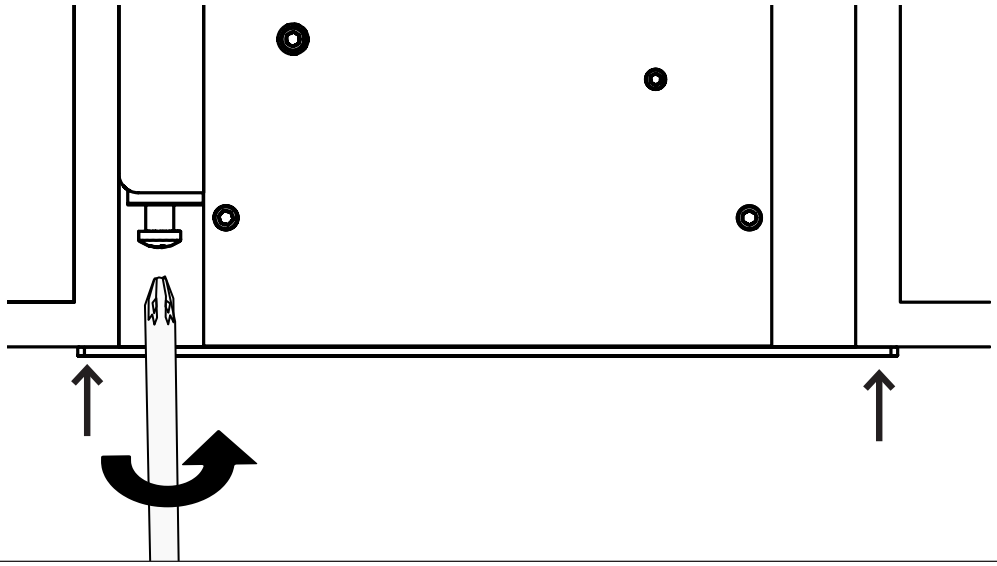
FLUSH L

2+	Installation requires two or more people. Bend knees when lifting.

5 Make sure the hooks on the L brackets are adjusted down. Then raise the case up and hook the case into all the hooks on each bracket.



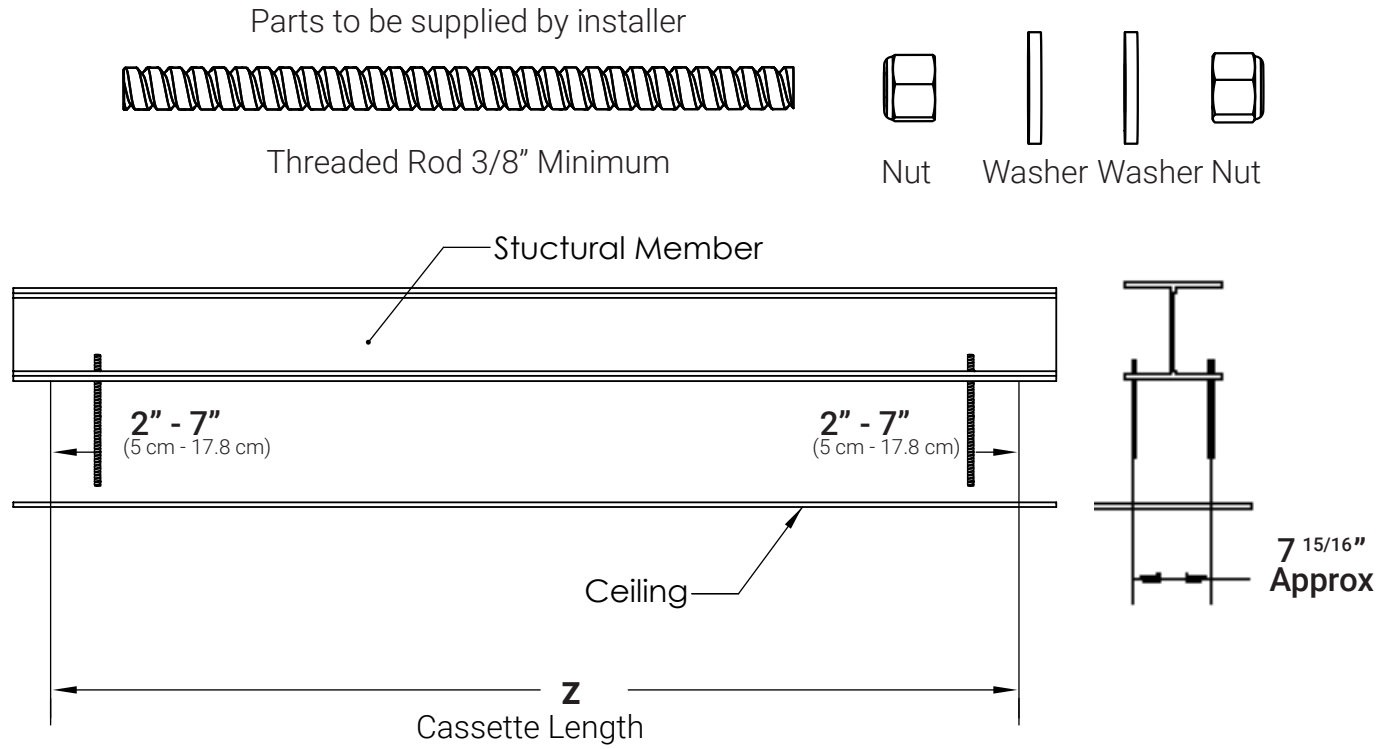
Tighten the screens in the L brackets to raise up the case until the end flanges touch the ceiling and the cassette is level.



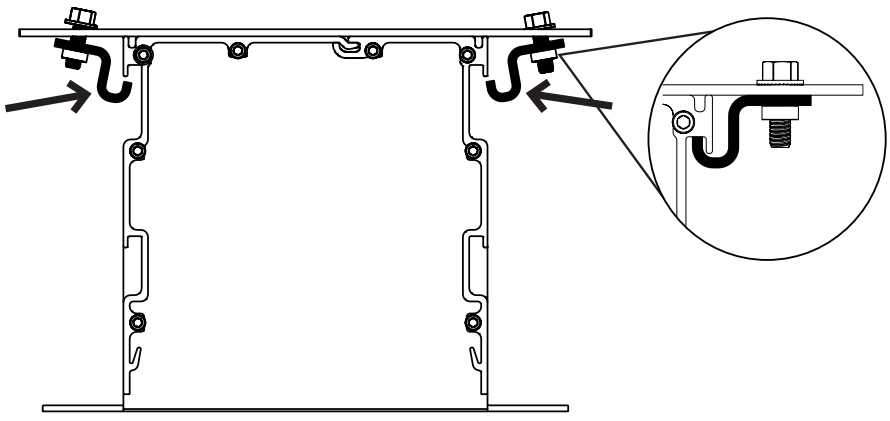
INSTALLATION - FLUSH

Mounting Flush Suspended Brackets

6 Install minimum 3/8” maximum 1/2” threaded rod to structural members in the ceiling per the drawing below.



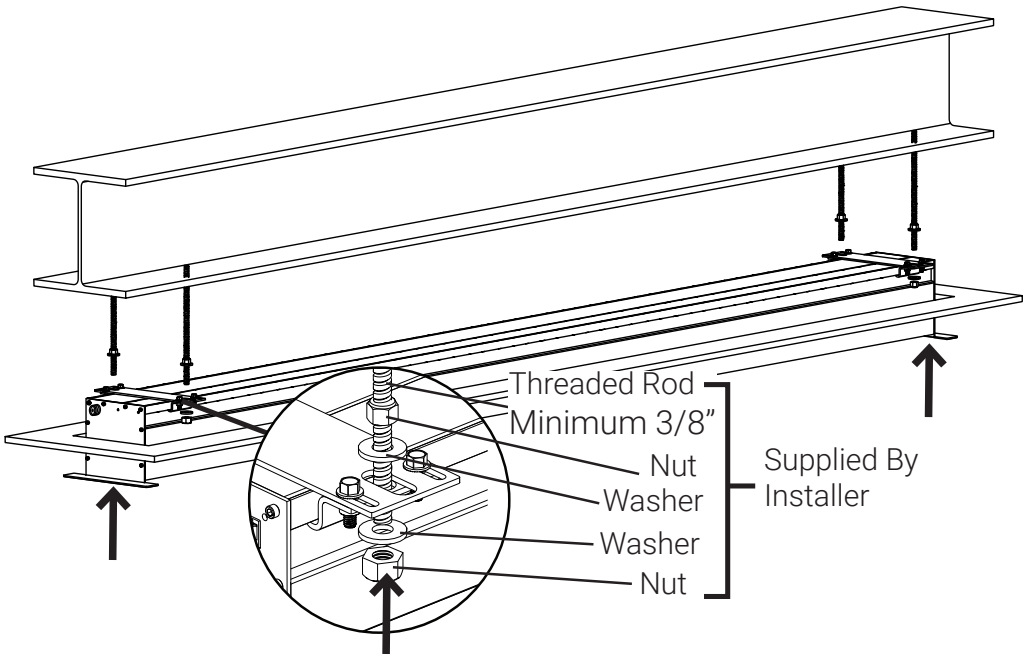
Install the suspended ceiling bracket kits onto the case as shown below. Move the brackets to match the horizontal position of the the threaded rods and then lock down will all 4 screws in each suspended ceiling bracket assembly.



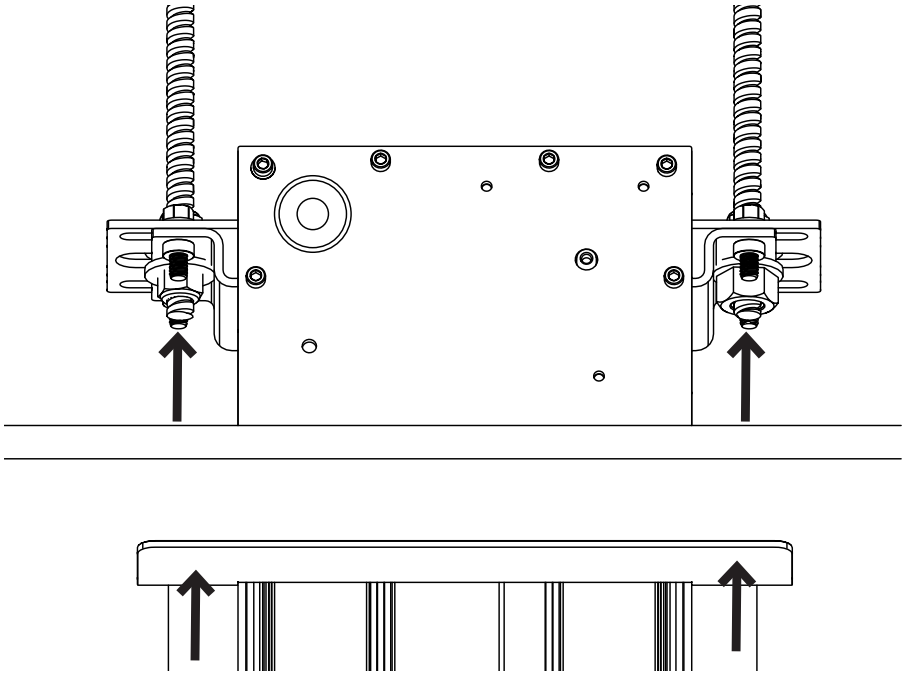
INSTALLATION - FLUSH

Hang Case on Suspended Brackets and Raise Up

7 Raise the case up and guide the threaded rods through the holes in the suspended ceiling brackets. Secure with nuts and washers supplied by the installer

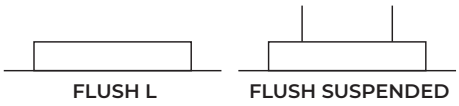


Use the nuts connected to the threaded rods to raise the case up untill the end flanges touch the ceiling and cassette is level.



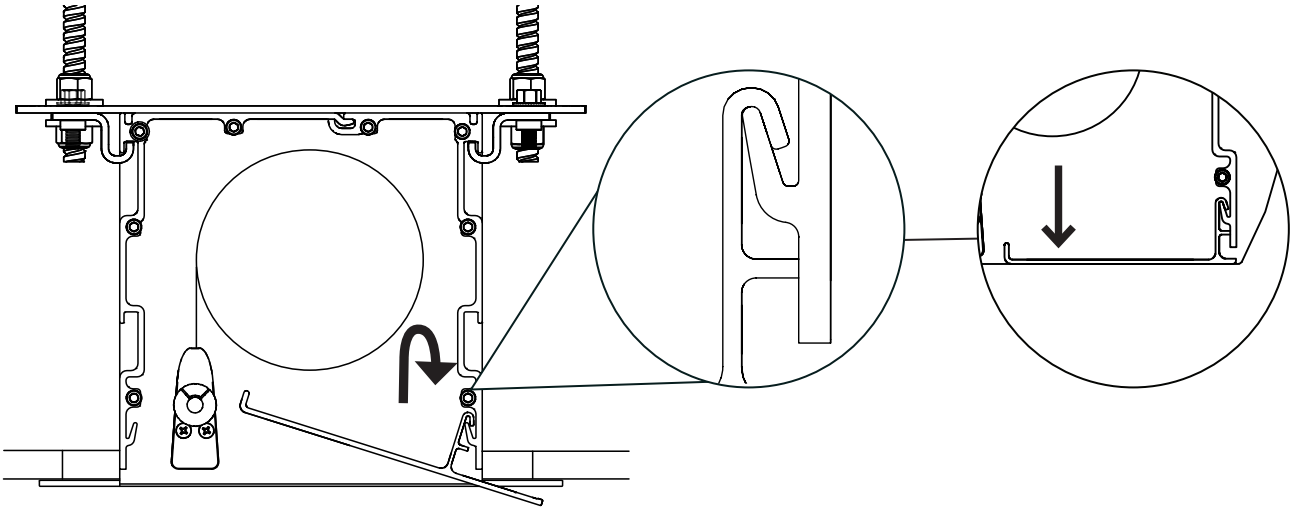
TRIM INSTALLATION - FLUSH

Flush Trim Install

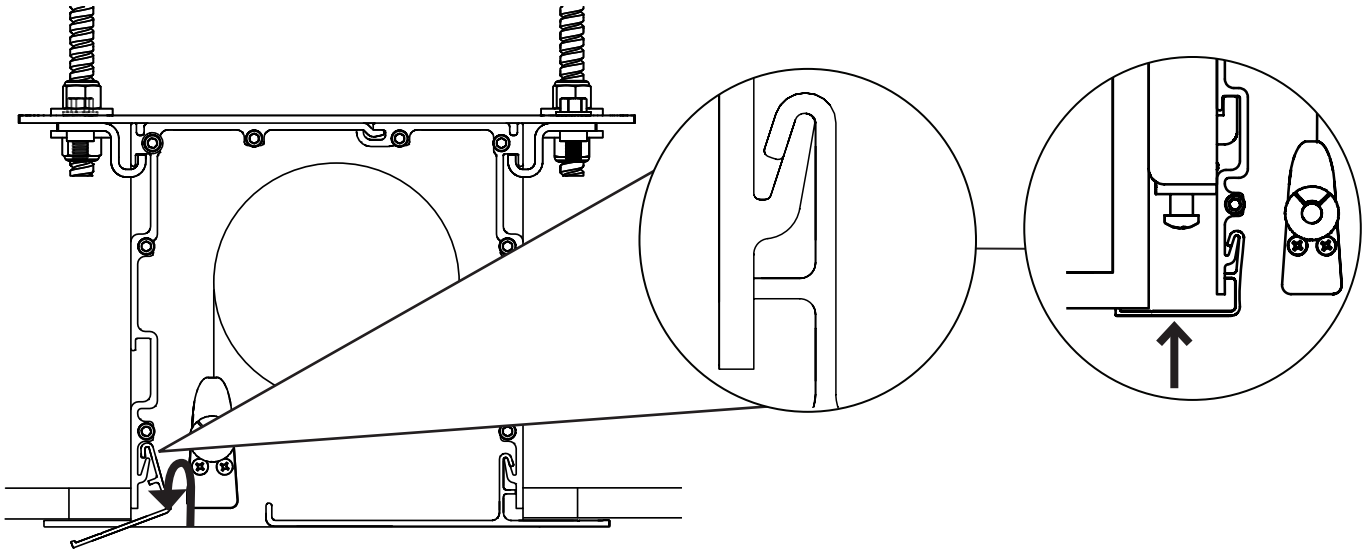


1 Hook the larger front closure into the case opposite the weight bar and then rotate down to secure. Make sure the trim is hooked into the case along entire length before proceeding.

⚠ Please ensure weight bar screws are removed prior to screen operation.

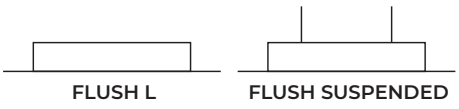


2 Hook the smaller back closure into the case on the side of the weight bar and then rotate down to secure. Make sure the trim is hooked into the case along entire length before proceeding.

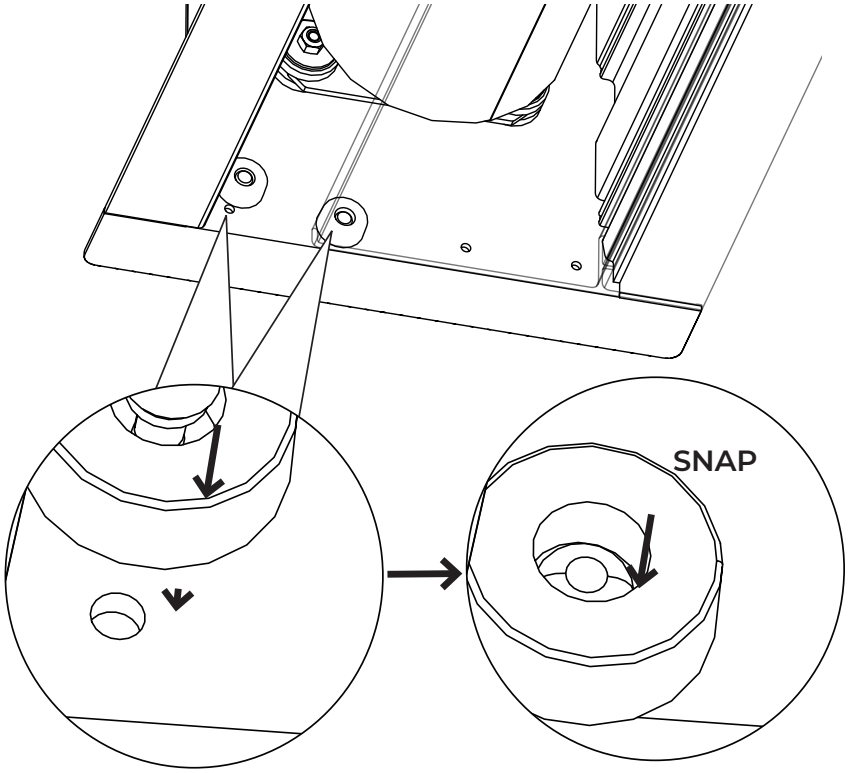


TRIM INSTALLATION - FLUSH

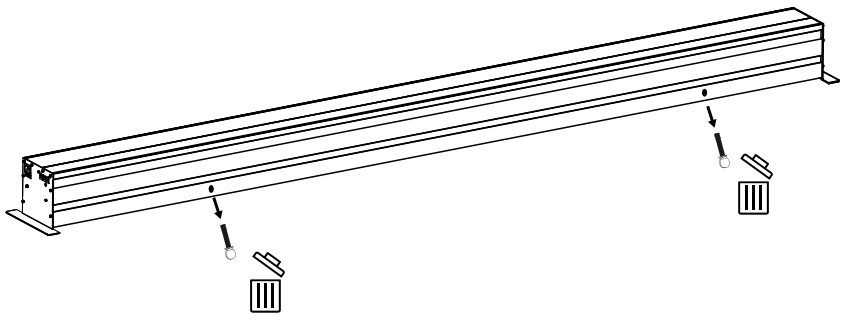
Flush Trim Locking



3 Insert the bumpers into the holes in the endplates. Press the pin in the bumper until you feel a **SNAP** indicating the bumper is secured. Before proceeding make sure the bumpers are secured to the endplates. Do this at both ends of the screen. Snaps must be set in place correctly to ensure mechanical operation.



4 Remove the tagged Weight Bar Locks.

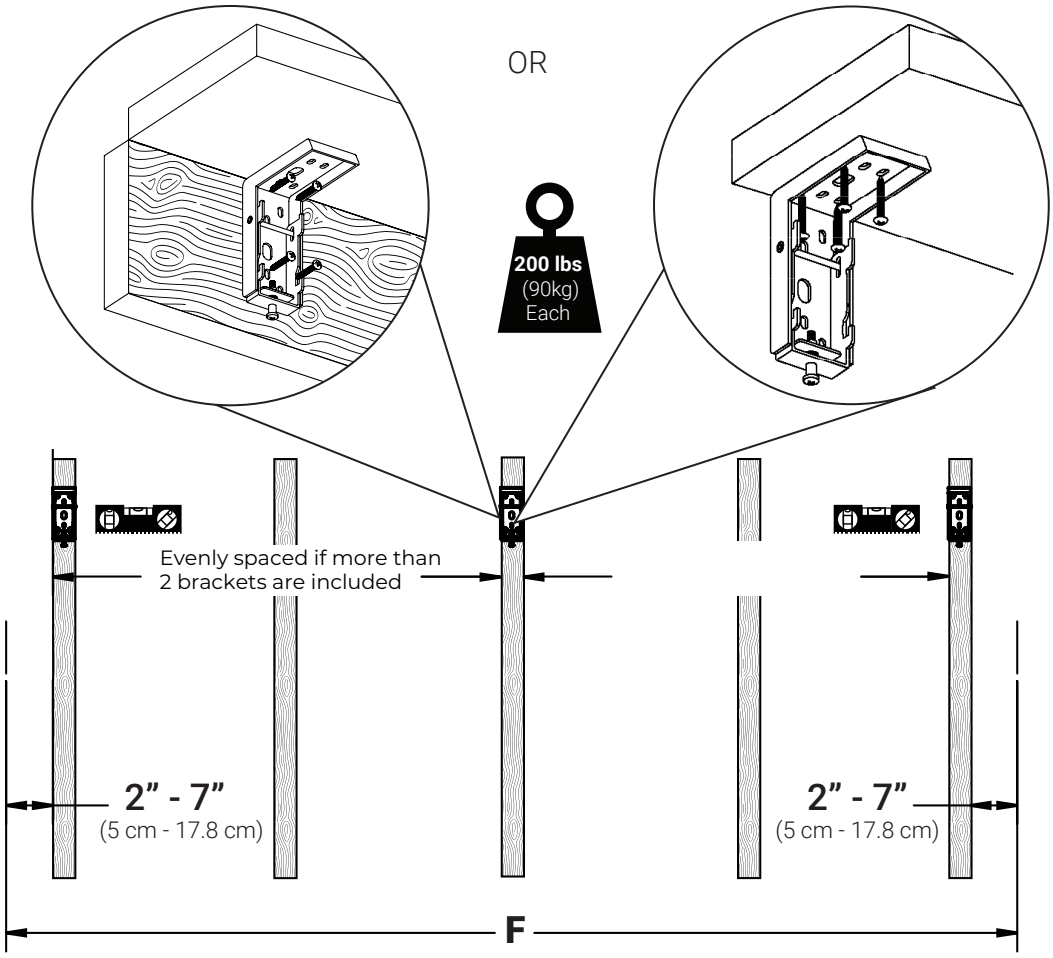


INSTALLATION - EXTERNAL

Measure case & Mount L Brackets

1 Mount the L brackets either to a vertical or horizontal structural support as shown. Make sure brackets are all along the same level line and plumb.
Mounting screws have been provided for mounting to wood structural supports only. If mounting to other substrate then installer must provide appropriate fasteners.

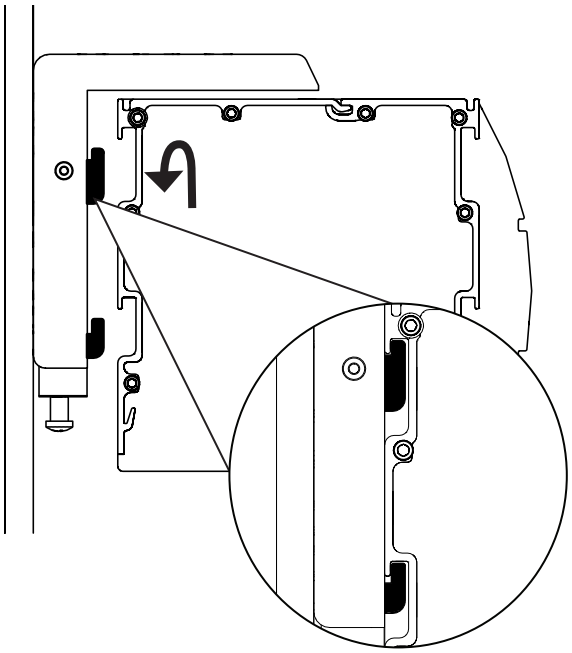
⚠ Each bracket must be able to hold 200lb load.

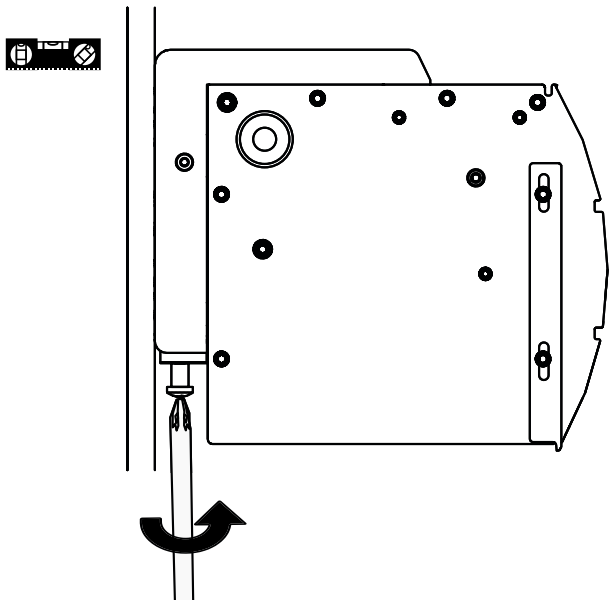


INSTALLATION - EXTERNAL

Remove Weight Bar Lock, Hang Case and Raise Up

2 Make sure the hooks on the L brackets are adjusted down. Then raise the case up and hook the case into all hooks on each bracket. Then tighten the screws in the brackets untill the case firmly presses against the L brackets and ensure the cassette is level.

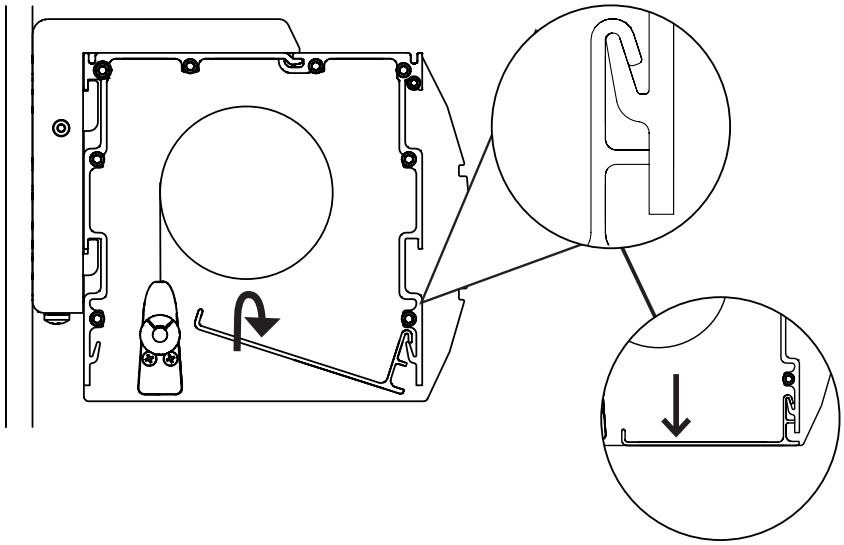




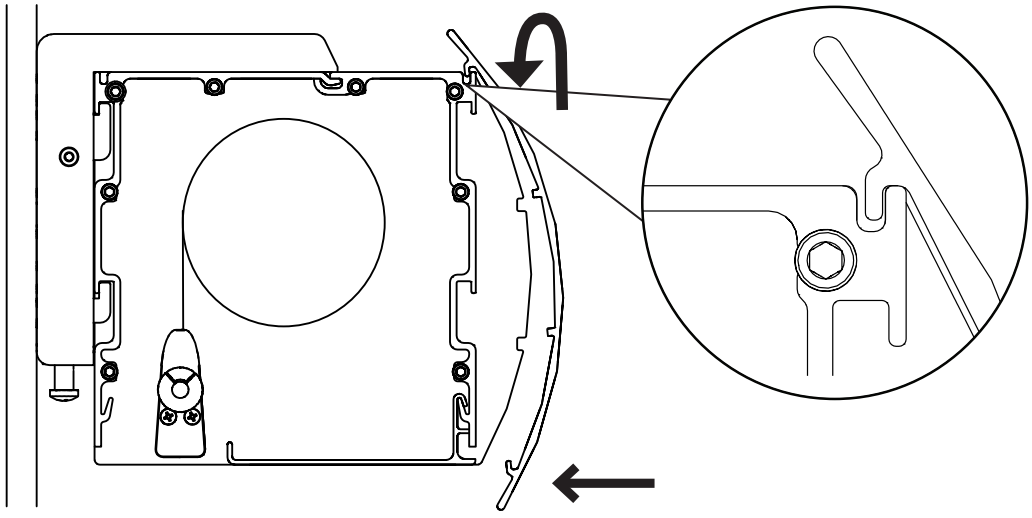
TRIM INSTALLATION - EXTERNAL

Fascia Install & Fascia Lock

1. Hook the trim into the case opposite the weight bar and then rotate down to secure. Make sure the trim is hooked into the case along entire length before proceeding.



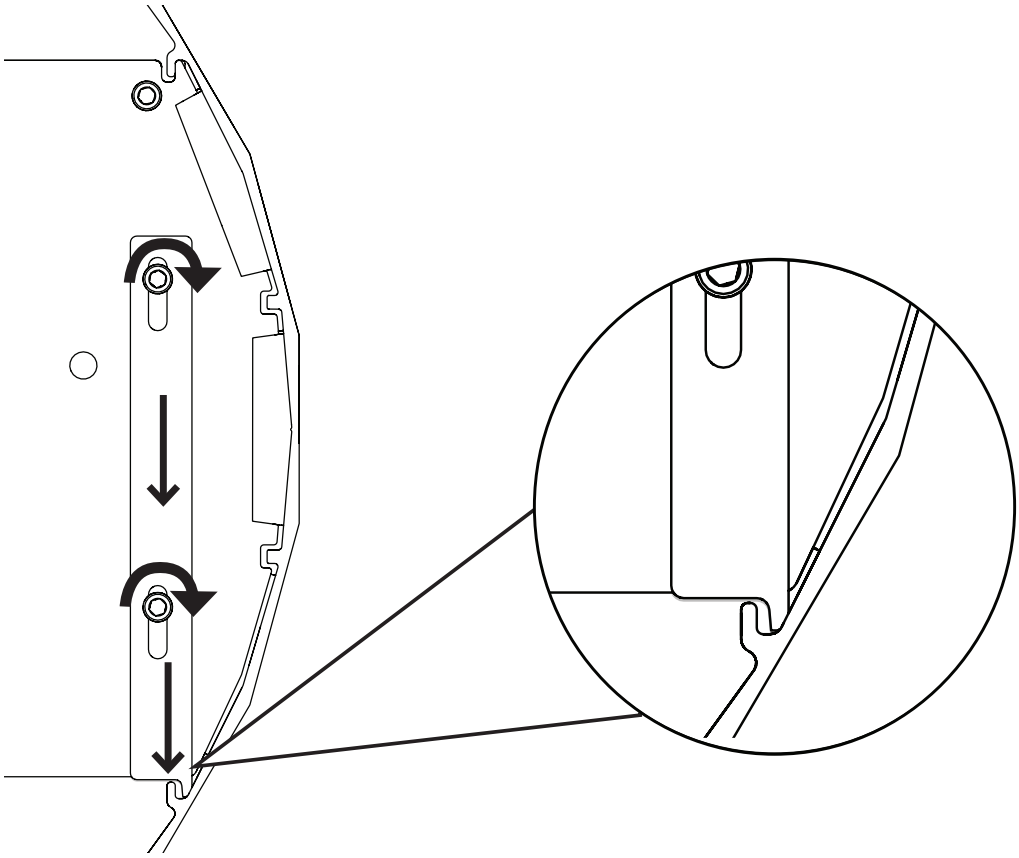
2. Hook the fascia onto the front of the case as shown below.



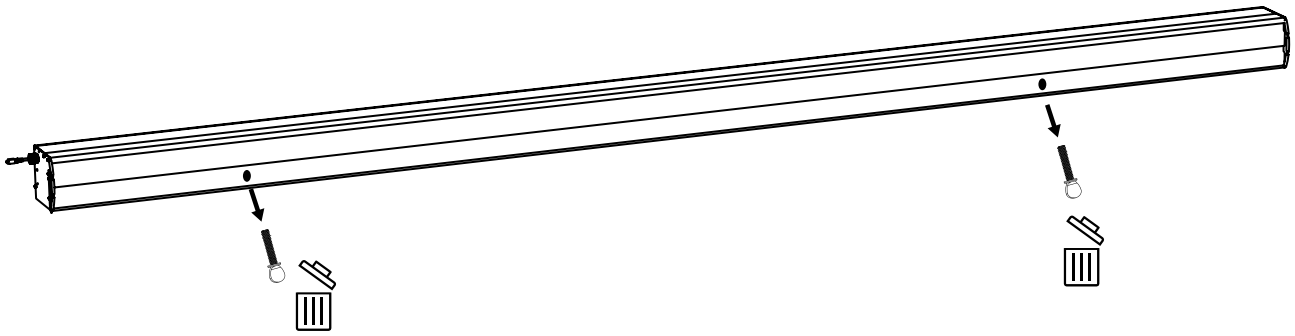
TRIM INSTALLATION - EXTERNAL

Trim Install

3 Use the 9/64” hex key to loosen the two screws securing the fascia lock. Then slide the lock down to lock the fascia in place. Finally secure the fascia lock by hand tightening the 2 screws securing the fascia lock position. Do this on both ends of the case.



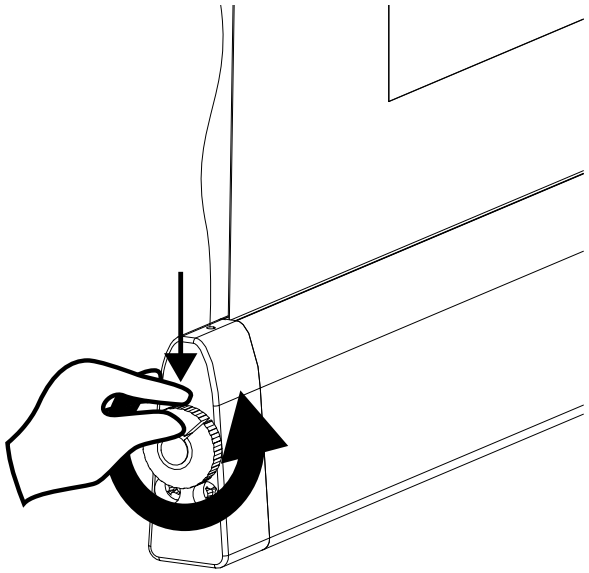
4 Remove the tagged Weight Bar Locks.



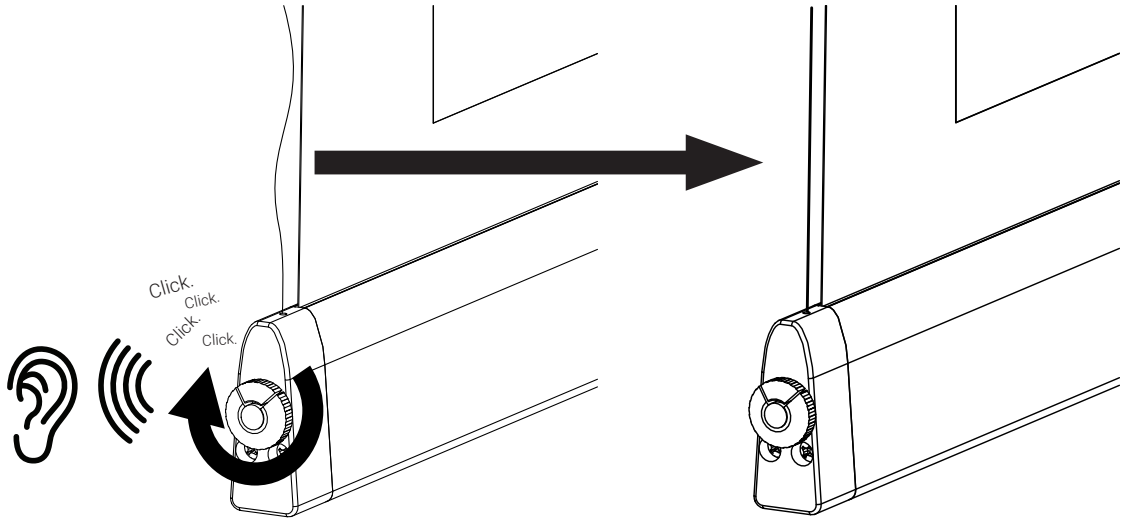
ADJUSTING THE TAB TENSION

1 Press in the button and turn knob counter clockwise untill the string is loose.

⚠ DO NOT OVERTIGHTEN TAB TENSION STRINGS: Tab tension strings will NOT flatten out wrinkles in the screen. The purpose of tab tensioning is to reduce viewing material edge curl. Overtightening the tab tension strings can result in damage to your screen material.



2 Turn the knob clockwise 2 to 4 clicks at a time untill there is tension on the string. The strings should have minimal tension on them only.



SCREEN MATERIAL CLEANING INSTRUCTIONS

⚠ Never use abrasive scrub pads, oil-based solvents, or concentrated detergents to clean screen material. Always test cleaning solutions in a small inconspicuous area to check for compatibility. “Soapy water” is a dilute solution of distilled water and mild dish detergent.

Maestro White
Remove light dust by using a bristled attachment with a vacuum cleaner, or compressed air. Light stains can be removed with a microfiber towel and soapy water, or with a clean white pencil eraser.

Slate/Pure / 360 / Unity
Gently wipe screen material using a microfiber towel and distilled water. Do not scrub the material excessively. For stains or smudges, use a microfiber towel with a diluted degreaser solution (1:20 dilution recommended) or lukewarm soapy water.

Black Diamond
Gently wipe screen material with “Whoosh” Screen Cleaner (included with all Black Diamond screens) and a microfiber towel.

FlexGlass
Remove dust and fingerprints by using a microfiber towel with a diluted solution of distilled water and mild dish detergent.

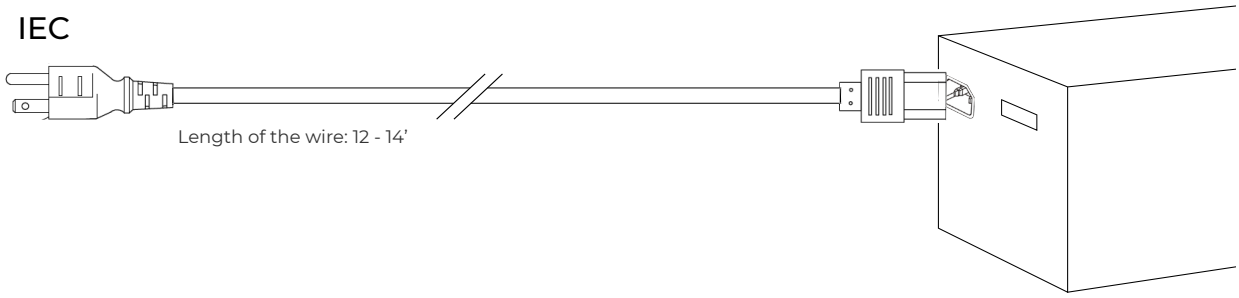
LINE LEVEL VOLTAGE (AC) - WIRING

1. Terminate the wires with the provided terminal block shown below.
2. Make sure an appropriate junction box or power receptacle is located within 5ft of the installation location.

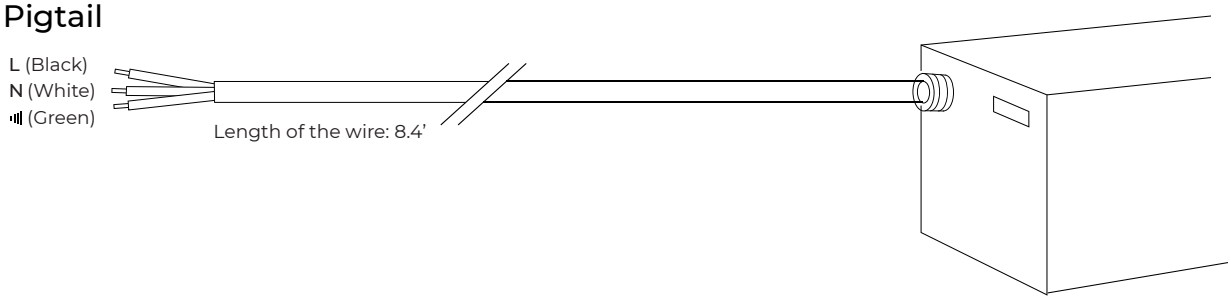
⚠ Installer must follow all local electrical codes when connecting 110v AC power. Certified electrician is required to connect pigtail power.

110v AC/60 Hz

IEC

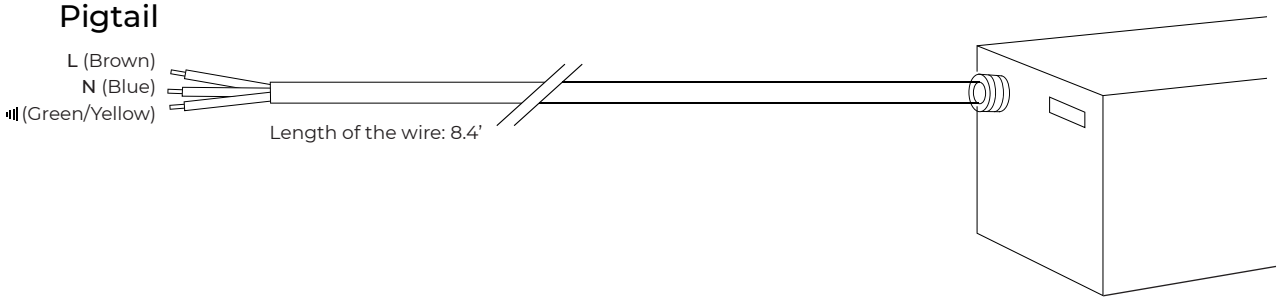


Pigtail



220v AC/50 Hz

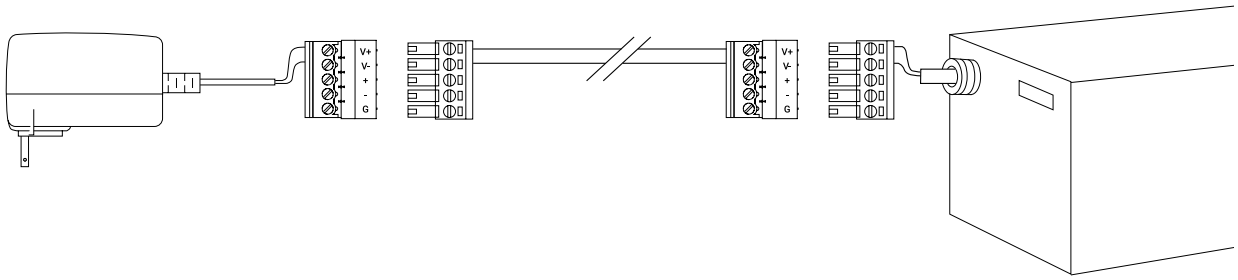
Pigtail



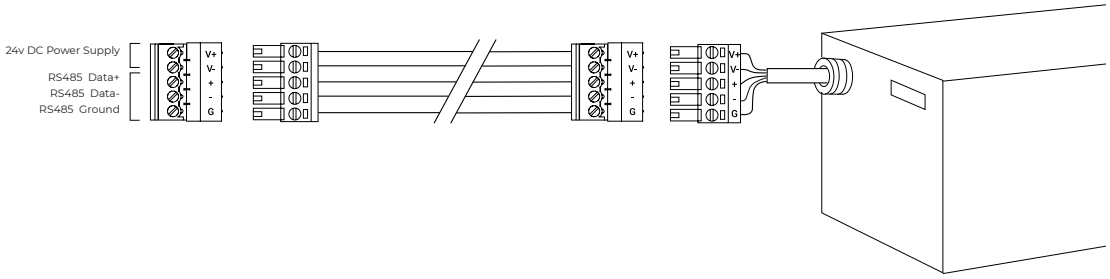
LOW VOLTAGE (DC) - WIRING

Scan this QR code to review your wiring to determine the max. length of the wire on the 3 options as shown below, or alternatively use this link:
https://si-website-files.s3.amazonaws.com/Downloads/Programming+Guides/Shade/wire-topologies.pdf

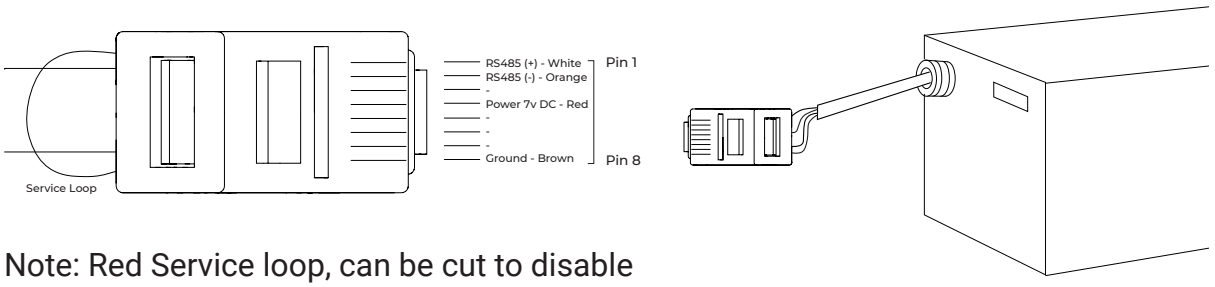
Low - Voltage Power (DC Motor)



Low - Voltage Power & 485 Control Wiring (DC Motor)



485 Control Wiring (AC Motor)



Note: Red Service loop, can be cut to disable the DC output from an AC 485 motor.

COMMISIONING GUIDE REFERENCE

Motor Quick Commissioning Guide:
For use with 485/ RTS/ Zigbee motors, scan the QR code, alternately use the link below to access https://files.screeninnovations.com/Downloads/Programming+Guides/quick-motor-commisioning-guide.pdf

CONTROLS GUIDE REFERENCE

With your screen order, you shall receive one of the below mentioned Controls Guides which will walk you through integrating with control system.

Fontus Screen Control Guide (Dry Contact, 12v Trigger, IR):
Scan the QR code, alternately use this link to access https://files.screeninnovations.com/Downloads/Installation+Instructions/Connectivity/fontus-screen-control-installation-instructions.pdf

TRO.Y Installation Instructions (RS232, IP Control, 3rd party Control system):
Scan the QR code, alternately use this link to access https://files.screeninnovations.com/Downloads/Installation+Instructions/Connectivity/troy-installation-instructions.pdf

LinkPro Z Installation Instructions (IP Control, 3rd party Control system):
Scan the QR code, alternately use this link to access https://files.screeninnovations.com/Downloads/Installation+Instructions/Connectivity/LinkProZ-installation-instructions.pdf

INSTALLATION VIDEO REFERENCE

Scan the QR code, or use this link to access the support videos on this page
https://support.screeninnovations.com/screen/5-motorized/

The videos on this page cover all these topics:

- **Best Practices for Shipping Damage**
- **3 & 5 Series Motorized – How to Set Limits**
- **3 & 5 Series Motorized – Reversing Polarity**
- **3 & 5 Series Motorized – Material Redistribution**
- **3 & 5 Series Motorized – Bypassing The Circuit Board**
- **How to Remove Debris From Your Motorized Screen**
- **Using Fontus Motor Control Kit**
- **Using DecoSet Limit Adjustment**

PARTS IN THE BOX REFERENCE

Scan the QR code, or use this link to access the Parts in the box document for 5/3 Motorised screens, under the installation Instructions tab
https://support.screeninnovations.com/screen/5-motorized/

TROUBLESHOOTING

Problems related to electrical or motor function may require a qualified service person or electrician. Should you have a problem that is not addressed here, email support@screeninnovations.com or call at 512-832-6939. Or visit our support site: http://www.screeninnovations.com/category/support/

Screen is 100% programmed and tested at the factory. In case of a malfunction please use the troubleshooting guide table.

Problem Description	Probable Cause	Action to Take
Motor shuts off. Motor has been in use for more than 2 minutes.	Motor is designed for short operations (lowering and retracting), not continuous duty. Longer operation, causes the motor to overheat and shutoff. This typically happens during installation when testing the screen.	Limits might need to be reset after overheating occurs. Allow the motor to cool down. Complete cooling can take an hour or more. Heat gain is cumulative and takes time to dissipate. If motor use is initiated before it has cooled completely, the motor will shut down again when it reaches maximum temperature.
When down button is pressed, screen stops halfway	An intermediate stop was set for the motor.	Call SI Customer Support to fix at 512.832.6939, Opt. 1
AC Screen won't run	No AC power available.	Check to see if the circuit breaker has switched off. Reset if needed. Check outboard switching apparatus. Check voltage availability. Contact an electrician.
DC Screen won't run	No power to 24v DC supply	Check to see if the circuit breaker has switched off. Reset if needed. Check outboard switching apparatus. Check voltage availability. Contact an electrician.
Dirt, fingerprints, marks, etc. on screen surface.	Improper handling of screen.	Follow cleaning instructions outlined in the Screen Material Cleaning Instructions on page 19

TROUBLESHOOTING

Screen is 100% programmed and tested at the factory. In case of a malfunction please use the troubleshooting guide table.

Problem Description	Probable Cause	Action to Take
Indentations appear on screen surface.	Debris or particles adhering to screen due to static cling.	Check back of screen as well as front of screen for dust or debris. Wipe the back of the screen with a clean damp cloth. Also, lightly brush off the front of the screen.
Wrinkles near bottom of screen.	Screen material has stretched and thus increased the tension on the tabs.	Tab tensioning may require loosening. Please follow the tab tensioning section. This may also require redistribution of material along the weight bar. Please follow material redistribution found on our support page.
Vertical wrinkles in screen	Environmental factors could cause abnormal wrinkles.	Contact SI support.
Dimples in screen	Debris rolled up in screen material	Clean material per instructions on Pg 19.

Problems related to electrical or motor function may require a qualified service person or electrician. Should you have a problem that is not addressed here, email support@screeninnovations.com or call: Screen Innovations (512-832-6939.) http://www.screeninnovations.com/category/support/

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