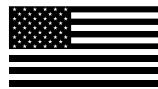# Zen Box
Owner's Manual

with ShyZip® Tracks and Cable Guide

> ⚠ INSTALLERS: PLEASE LEAVE THIS MANUAL WITH THE OWNER.

◆SI.

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.

	Please use this QR Code to access the updated installation instructions and related documents.	**Technical Support:** 512.832.6939 **Hours of Support:** 7:30am - 5pm CST	screeninnovations.com support@screeninnovations.com

TABLE OF CONTENTS

OPERATING AND CARE OF YOUR SHADE

- Operation of the shade systems should only be completed by responsible parties

- Always check the path of the Zen Shade before operating to ensure that the path is clear of furniture or other obstacles that could prevent full operation. Also monitor the Zen Shade for smooth operation through its entire range. Operating a Zen Shade unattended may lead to damage from obstructions or other causes.

- DO NOT lower Zen Shades during high wind conditions (depends on fabric and site, but general rule is 20mph and higher gusts). Doing so could result in damage that will need to be repaired by a qualified technician. If the shade system is currently in the down position, it is usually okay to operate the shade and retract it. However, avoiding operation at any time when High Wind conditions are present is considered proper operation.

- For Zen Zipper Guide - Side Track maintenance is important to ensure proper operation and trouble free performance of the Zipper track system. It is recommended that an annual or bi-annual cleaning of the side tracks be performed by clearing any debris and/or dirt/dust that has built up in the track housing and zipper inserts. A light power washing and/or utilizing a air blower to "blow the debris" out of the tracks. A periodic light spraying of the food based Silicone after said maintenance may be necessary or preferred during this maintenance operation to ensure a smooth and proper operation of the zipper track system but is not considered to provide any smoother operation over time because it typically only lasts outdoors for 2-3 weeks.

- Fabric maintenance and cleaning - Zen Shade fabric is subject to weather, bugs, and debris under normal use and storage that could create the occasional need for maintenance and cleaning.While fading and wear over time are normal, debris and pests could accelerate this wear. Shade fabrics can be rinsed with a hose to clean off debris. A pressure washer with a low pressure nozzle and light, fabric-safe soap may also be used. Scrubbing with a bristle brush or pad is not recommended.

- Fabric maintenance - cable and no-guide - Cable guide and no-guide shades will require occasional maintenance to the cut ends of the fabric. The frequency depends on the fabric, environment, and use. Simply trim the edges with a blade or scissors, and cauterize the frays with a lighter or heat gun. Careful not to leave the heat source on the material too long, or it could damage the material.

BEFORE PROCEEDING

⚠ Read the instructions in their entirety before proceeding. Actions contrary to the instructions invalidate the warranty and may result in serious damage and/or injury.

Preparing for your installation: It is crucial that all installations are planned out carefully before specifying a shade order.

- **For new construction or difficult installations it is advised to order and install the tracks first. Then take the measurement outside of track to outside of track, when possible, to specify your shade width.**
- **If pre-installing tracks; make sure that tracks are sealed from construction materials during construction.**
- Measure the opening carefully and make sure that the correct shade width is ordered.
- Make sure that the tracks and the shade boxes can all be installed securely level and plumb. Add appropriate blocking or carpentry work before installing tracks and shades.
- SI will not cover any warranty on systems that are installed without original brackets. Warranty will be null & void if installation is performed by drilling directly through the box, both on ceiling and wall mount.
- Electrical work should be performed using appropriate electrical codes and regulation, by a licensed electrical professional.
- Specify fasteners appropriate for the location the tracks and shade boxes will be mounted to.
- Before removing the screen from the packaging, check for damage and to make sure all parts are included.
- Do not use any sharp blades when opening the screen packaging. Open by hand.
- Care in mounting and correct operation will result in long and satisfactory service from the SI screen.
- Make sure to acquire appropriate mounting hardware for your installation as mounting hardware is not provided due to the need for the installer to identify mounting surface requirements.
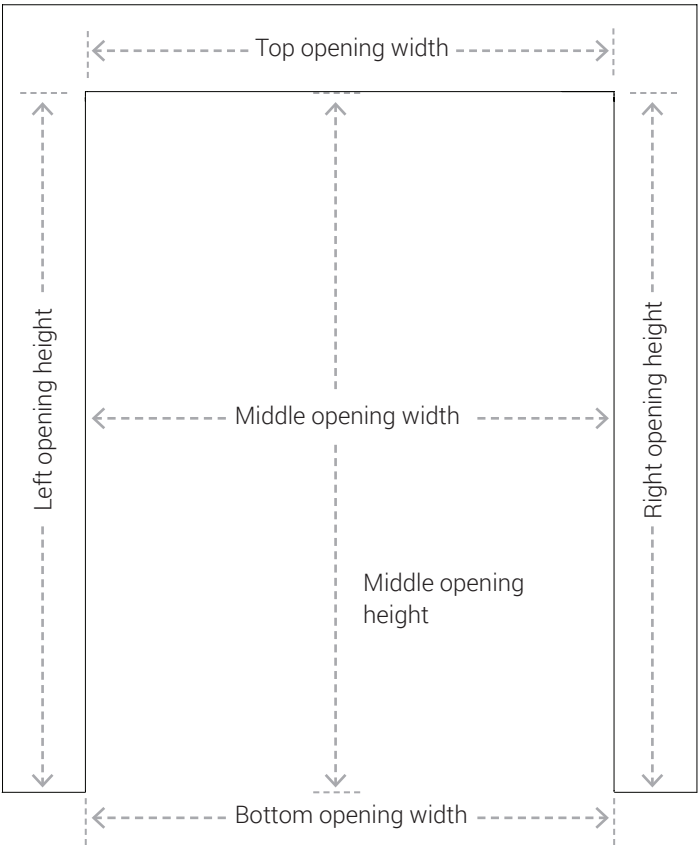
SPECIFYING YOUR SHADE DIMENSIONS
Between Columns (Inside Opening) Mount

Use this formula for specifying shades where the case and guide tracks can be seen from the inside of the installation opening.

For new construction or difficult installations it is advised to order and install the tracks first. Then take the measurement between the two tracks to specify your shade width.

MINIMUM OPENING WIDTH - 1/4" = TOTAL UNIT WIDTH = W
TOTAL HEIGHT OF OPENING = TOTAL UNIT HEIGHT = H

The measurements written on the order form will be the measurements produced. No deductions are taken on submitted order form.

Width

Width	
Top	
Middle	
Bottom	
As Built	

Height

Height	
Left	
Middle	
Right	
As Built	

Top opening width

Left opening height

Middle opening width

Right opening height

Middle opening height

Bottom opening width

Width - Measure the total width at the top, middle, and bottom of your opening. Take the smallest measurement of the three and deduct a total of 1/4". This will give you the TOTAL UNIT WIDTH of your shade.

Drop - Measure the total height of your opening. That will be your TOTAL UNIT DROP for your shade. We do manufacture the tracks or guides for your system 5" longer than your TOTAL UNIT HEIGHT so you can have a little adjustment on site. There is also extra fabric rolled on the tube just in case.

SPECIFYING YOUR SHADE DIMENSIONS
Wall Surface Mount (Outside Opening)

Use this formula for specifying shades where the case and guide tracks can NOT be seen from the inside of the opening.

For new construction or difficult installations it is advised to order and install the tracks first. Then take the measurement between the two tracks to specify your shade width.

Ensure opening is plumb & parellel. If not, order extra width to keep all track out of view from the inside.

LARGEST OPENING WIDTH + 3 1/2" = TOTAL UNIT WIDTH = W
TOTAL HEIGHT OF OPENING + 9 1/2" = TOTAL UNIT HEIGHT = H

The measurements written on the order form will be the measurements produced. No deductions are taken on submitted order form.
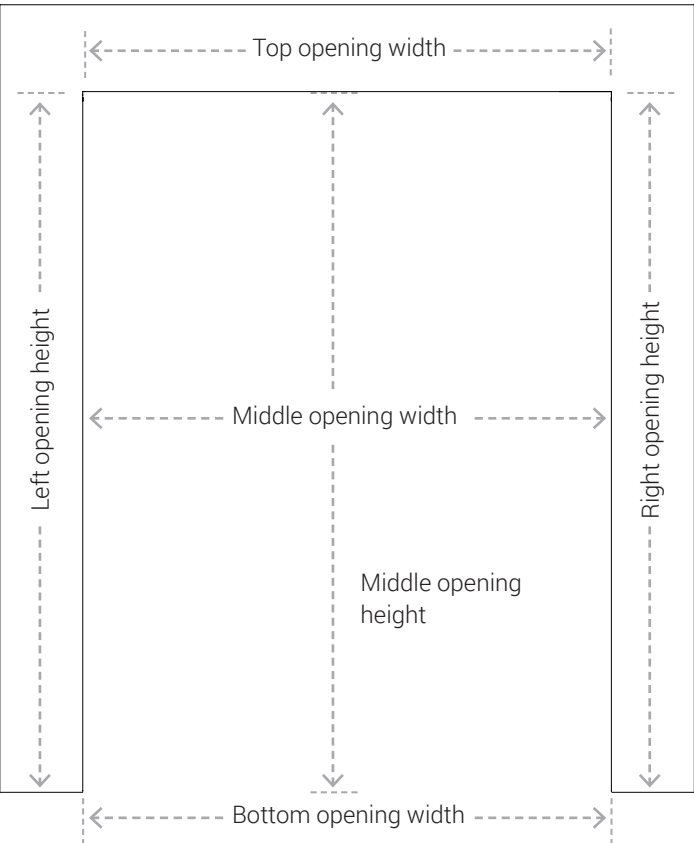
Width

Width	
Top	
Middle	
Bottom	
As Built	

Height

Height	
Left	
Middle	
Right	
As Built	

Width - Measure the total width at the top, middle, and bottom of your opening. Take the largest measurement and add 3 1/2". This will give you the TOTAL UNIT WIDTH of your shade and allow only the fabric to be seen from inside your opening.

Drop - Measure the total height of your opening. If you don't want the cassette and bottom bar to be visible when the unit is completely retracted, please add 9 1/2" inches to your opening's height. We do manufacture the tracks or guides for your system 5" longer than your TOTAL UNIT HEIGHT So you can have a little adjustment on site. There is also extra fabric rolled on the tube just in case.

ZEN BOX - SHYZIP - PARTS IN THE BOX
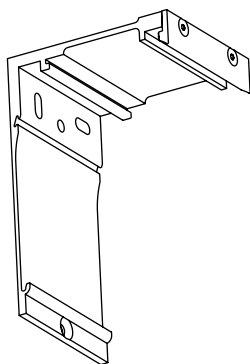
Shades

1X Case and Shade Assembly
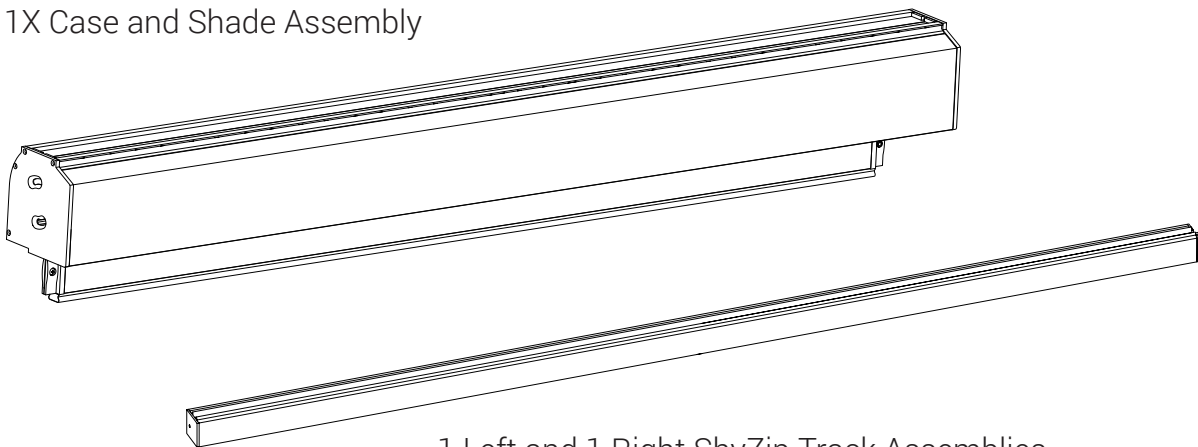
1 Left and 1 Right ShyZip Track Assemblies

Mounting Bracket Options
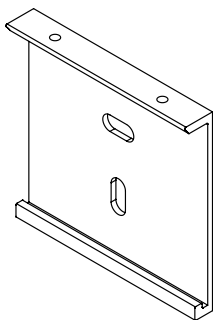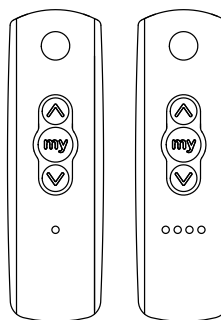

2X- 4X Ceiling Mounts

Or

2X- 4X Wall Mounts

Accessories Options

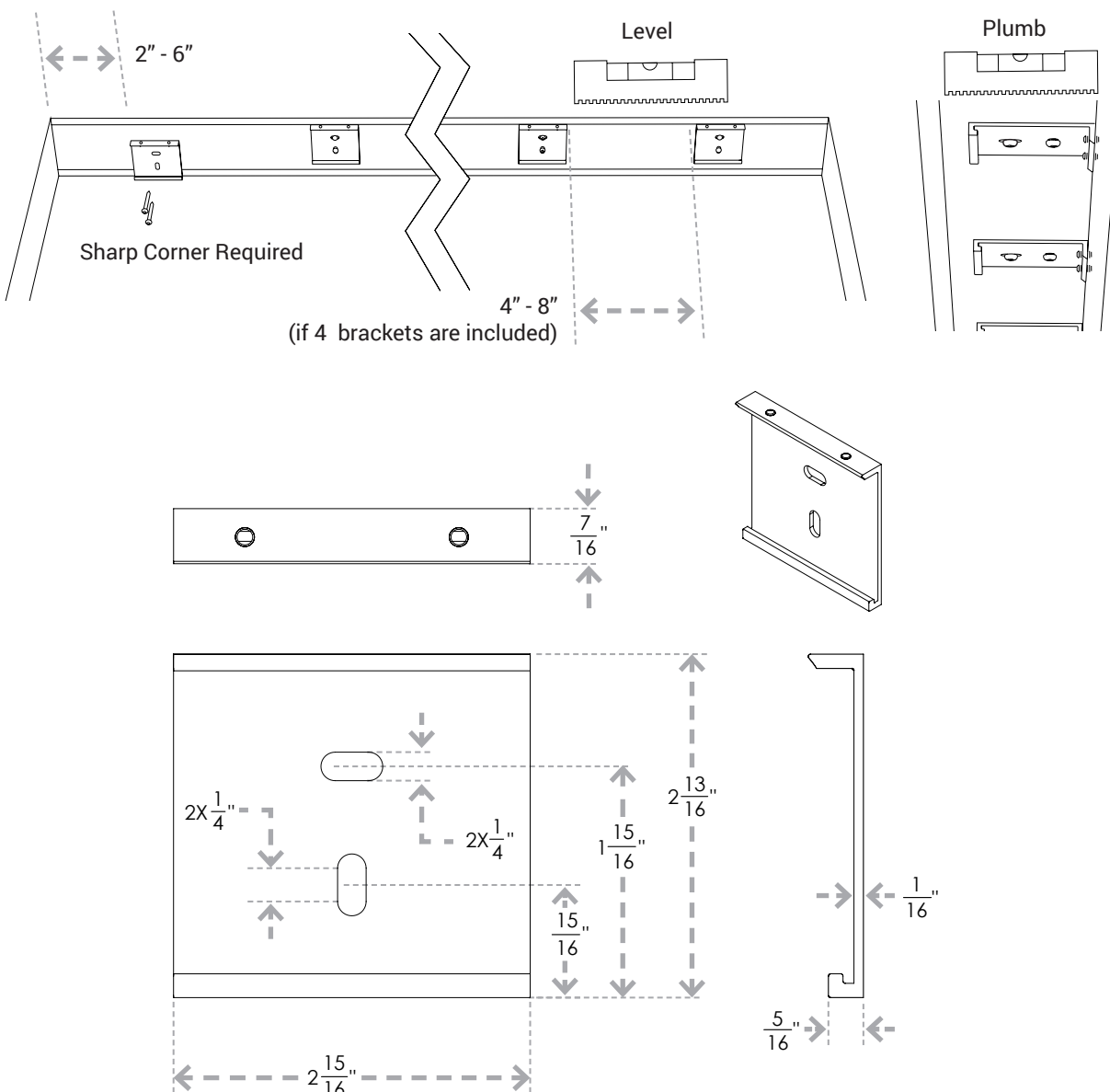

1X Foldable Crank Handle (For Manual Shades Only)

Telis Remotes
Channel 1 or 4
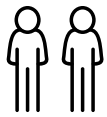(Purchased separately)

CEILING MOUNT - ①

NOTE: **Zen XL instructions begin on page 10.**
Ensure top corners of opening have a sharp 90° corner, if not, you may have interference with case.
Use appropriate fasteners to mount the ceiling brackets to structural supports. Mount brackets 2" to 6" from the opening ends. If 4 brackets are included then mount them 4" to 8" from the outer brackets. Make absolutely sure that all brackets are on a level line and are are plumb. Note that all weight is held towards the ends there is no need for brackets towards the middle. Also, When shade is under 108" wide only 2 brackets are necessary. When the shade is wider than 108", then 4 brackets will be necessary.

2" - 6"

Level

Plumb

Sharp Corner Required

4" - 8"
(if 4 brackets are included)

$\frac{7}{16}$"

$2X\frac{1}{4}$"

$2X\frac{1}{4}$"

$2\frac{13}{16}$"

$1\frac{15}{16}$"

$\frac{15}{16}$"

$\frac{1}{16}$"

$\frac{5}{16}$"

$2\frac{15}{16}$"

CEILING MOUNT - ②

⚇⚇ 2+	Installation requires two or more people. Please use safe lifting and rigging techniques.

First make sure that the set screws on the brackets are turned out. Then, lift the case up onto the hook on the back of the brackets. Then rotate case up to flush with the bracket and secure with the set screws on the mounting brackets.
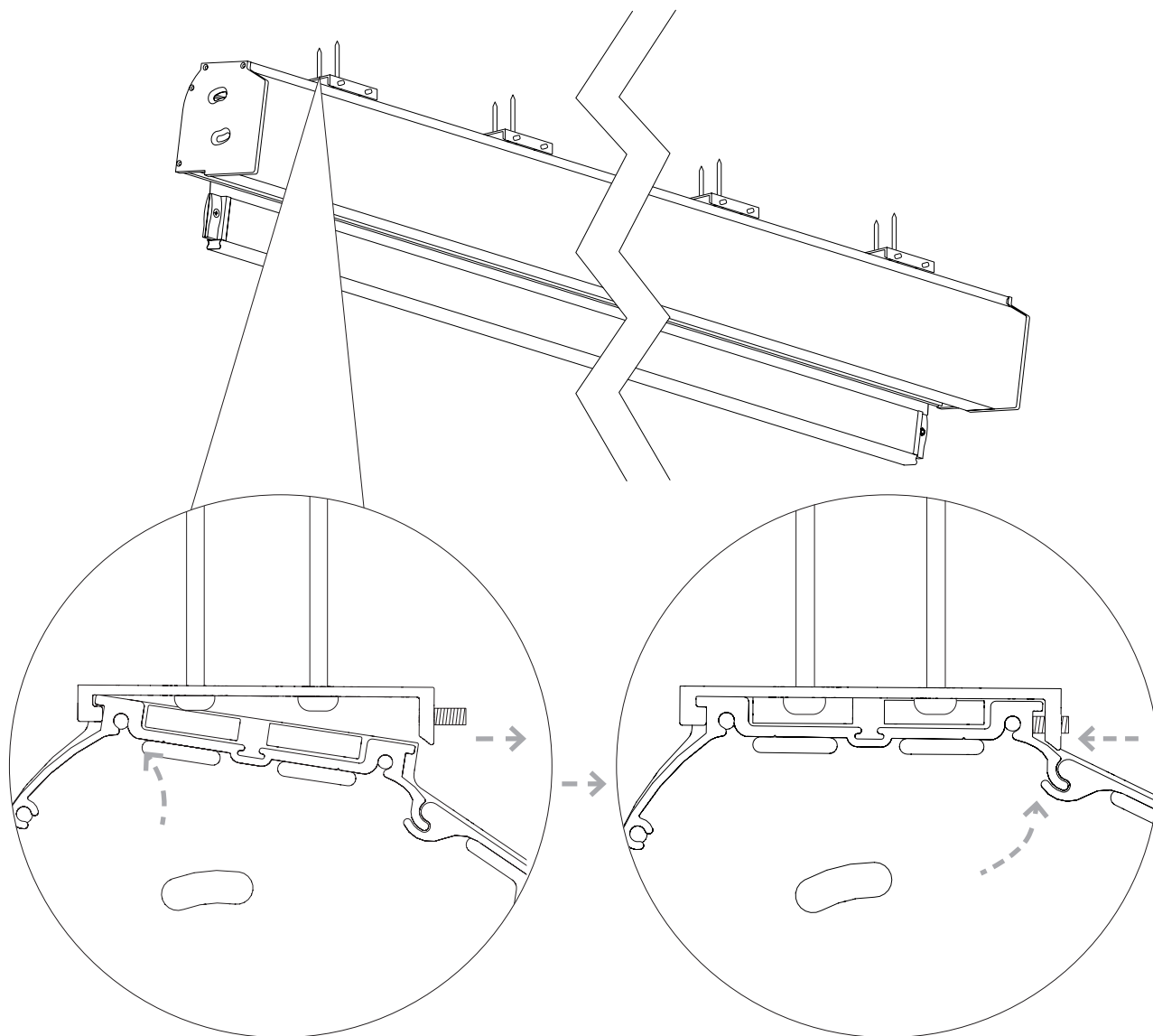
WALL MOUNT - (1)

Use appropriate fasteners to mount the wall brackets to structural supports. When a shade is under 108" wide only 2 brackets are necessary, when the shade is wider than 108", 4 brackets will be necessary. Mount brackets 2" to 6" from the case ends. If 4 brackets are included then mount them 4" to 8" from the outer brackets. Make absolutely sure that all brackets are on a level line and are are plumb. Note that all weight is held towards the ends there is no need for brackets towards the middle.

$7\frac{3}{4}$" (To hide weight bar when retracted)

Level

Plumb

2" - 6"

4" - 8"
(if 4 brackets are included)

$5\frac{3}{8}$"
$4\frac{5}{8}$"
$4\frac{1}{2}$"
$4\frac{3}{8}$"

$\frac{3}{16}$"
0"

0"
$\frac{11}{16}$"
$1\frac{1}{2}$"
$2\frac{5}{16}$"

$2\frac{15}{16}$"

$3\frac{9}{16}$"

$5\frac{5}{16}$"

$4\frac{5}{8}$"
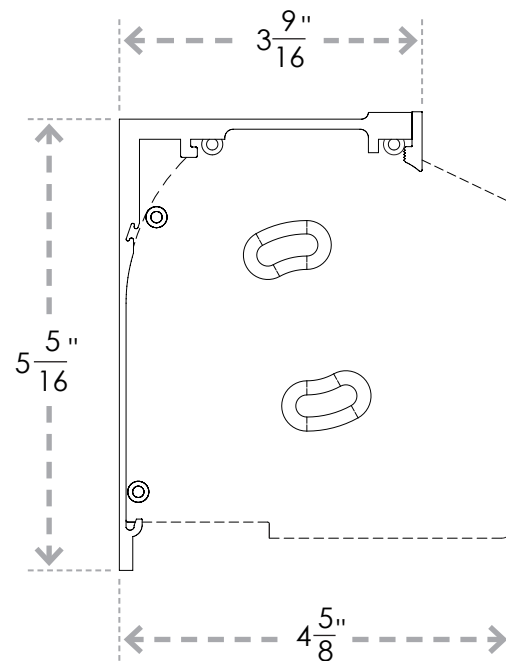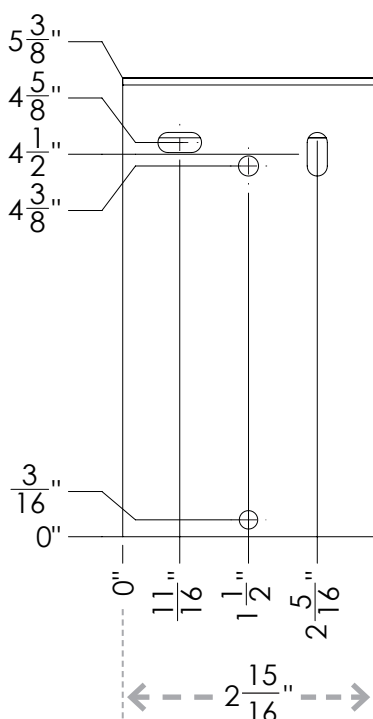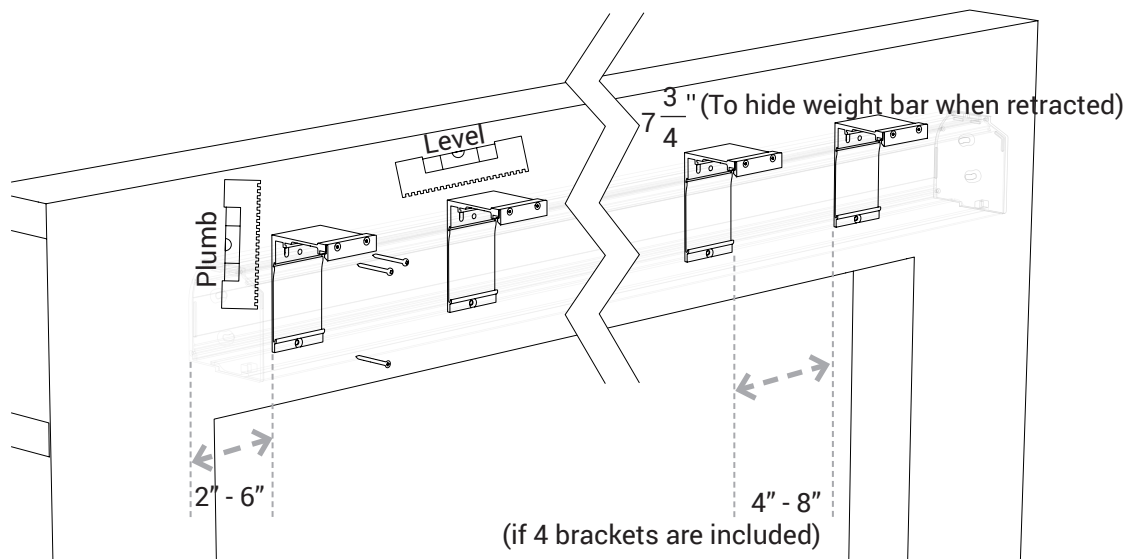
WALL MOUNT - ②

Losely install all brackets screws leaving enough play to allow clearance for the cassette. Next, lift the cassette onto the hook on the back of the brackets and rotate the cassette flush with the bracket and secure with the front wall bracket plate.
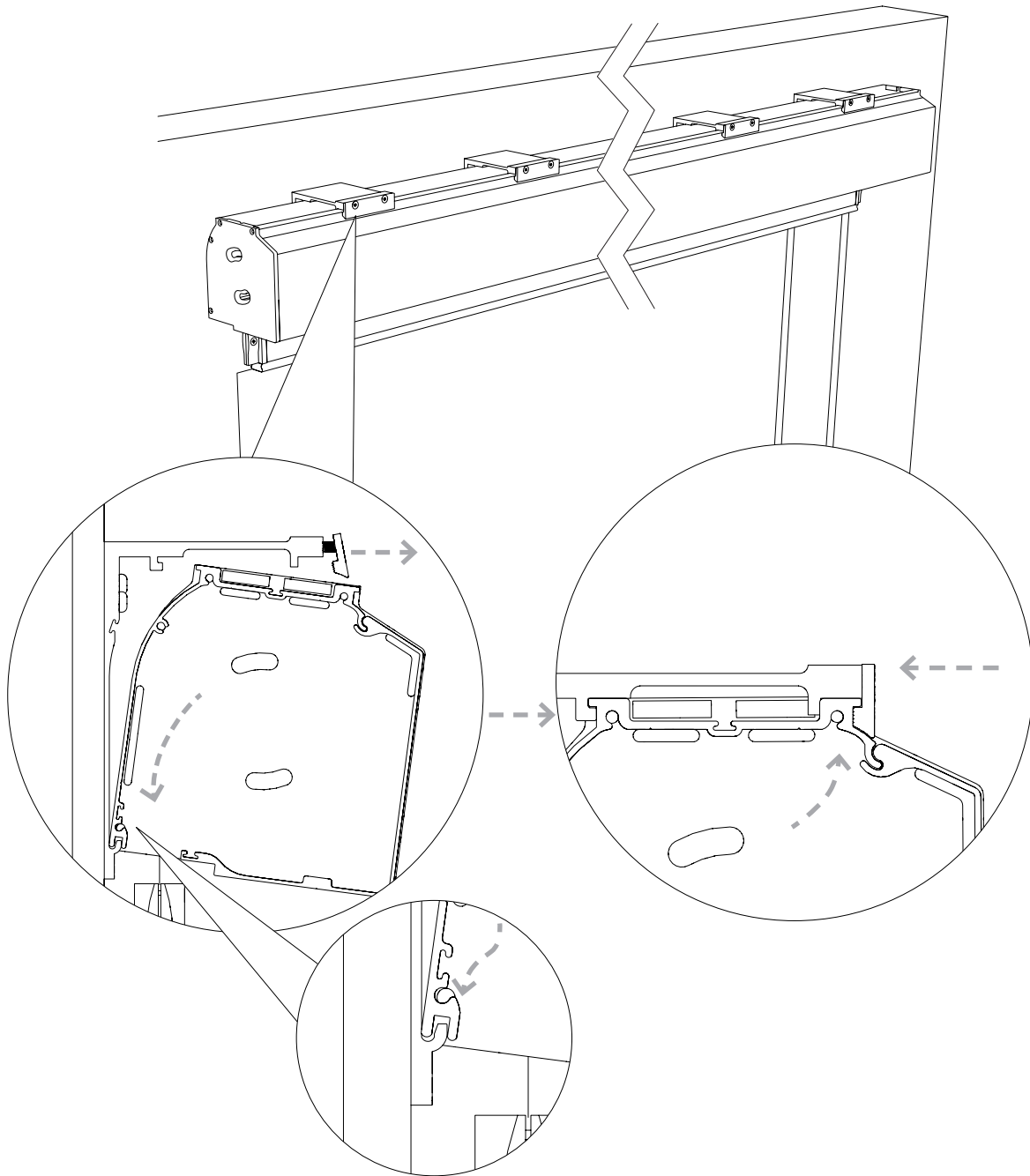
ZEN XL CASSETTE MOUNTING - (1)

Note: Be careful not to over torque or aggressively drill retention hardware when mounting the cassette because deformation to the case could occur, this is especially important when ceiling mounting as cassette deformation will make it difficult or impossible to attach the front removable section. The structure behind the mounting points should be flat and level

WARNING! – Select a screw or anchor type that has a shallower head profile to eliminate the risk of contact with the shade material roll. Damage to the material caused by anchoring is not covered under warranty. Before you start, ensure the screws or anchors being used are of a quantity, size, and type compatible with the structural substrate you are mounting to, and rated for the weight being carried. Weight can be found on the shipping documents, or on the box label.

• Remove the front cassette piece by removing the screws at either end, then remove the material roll from the cassette. Careful not to damage the motor cord or material.

• Depending on mounting configuration (see images below) identify the score lines inside the cassette. There are two in the inside-top of the cassette (ceiling mount), and two in the inside-back of the cassette (wall mount).

• Test fit the cassette back to the mounting location, and mark the optimal locations for anchoring, based on job specific structural conditions and building materials. During this step you are checking for fit, position, and level/plumb.
  NOTE: You may need to address out of level, out of plumb, or other jobsite conditions with shims. The cassette must be level and plumb, without twist or distortion for long term service life and to maintain warranty.


Wall Mount

Ceiling Mount
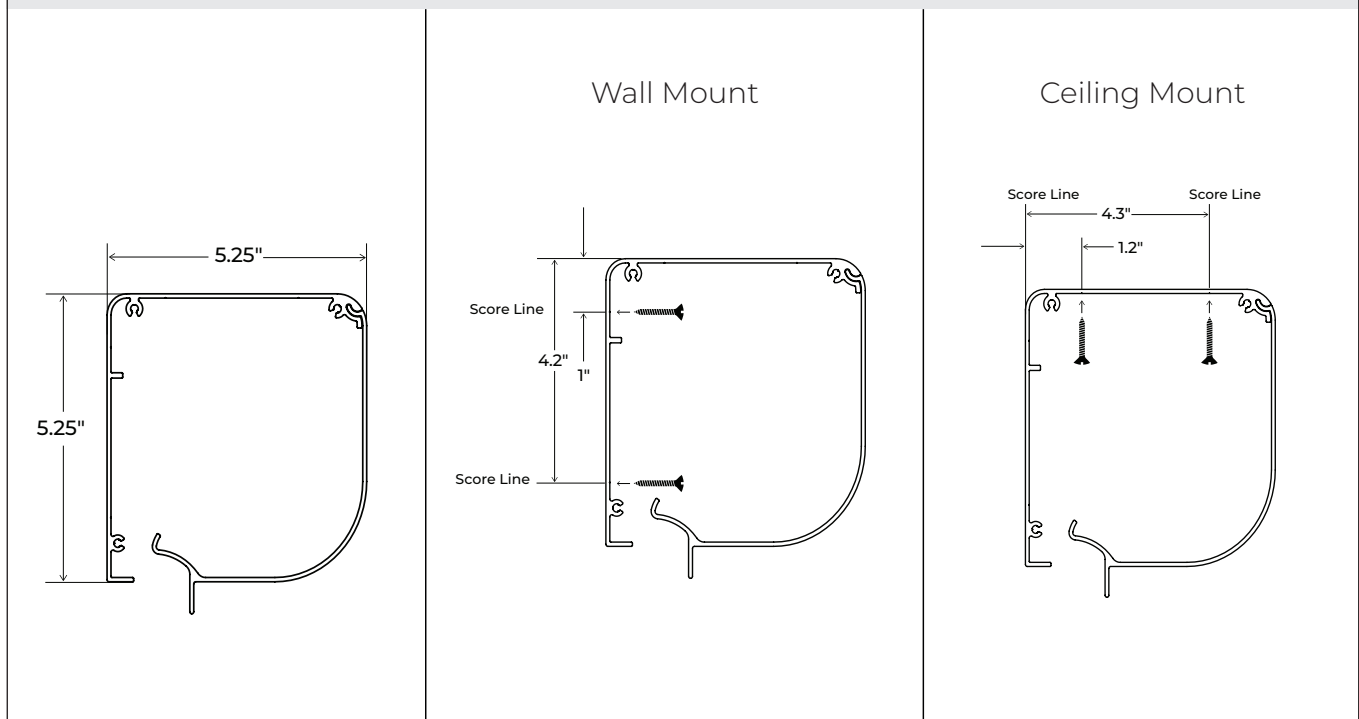
ZEN XL CASSETTE MOUNTING - ②

- 2 screws or anchors should be installed at either end, between 1" and 8" from the end caps. See Warning about regarding screw heads and contact with the shade material.

- Additional anchors should be added at an interval no greater than 72" apart to help support the wider ZEN XL cassette span. A single anchor can be used for these mid supports, using the score line closest to the angled corner of the cassette.

- Reinstall the material roll once the cassette has been properly secured, feeding the power/control cabling through the pre-drilled hole in the cassette. Make sure to seat the provided grommet to prevent damage to the cabling by the sharp edge of the metal cassette.

- Reinstall the cassette front, and go to steps for installing track or cables, wiring, and setting limits.

CUTTING TRACK TO LENGTH - ①

Carefully measure the distance from the indent in the back bottom of the case to the ground on both ends.Then cut the bottom end of each assembled track to 1/4" less than the measured length. DO NOT cut the top of the track as denoted by the plastic portion sticking out of the top. You can cut through the assembled track all at once. Make sure to save the cap installed on the bottom end and reinstall it after track assembly is cut.

Top Left

Top Right

L

R

L - 1/4"

R - 1/4"

Cut this end
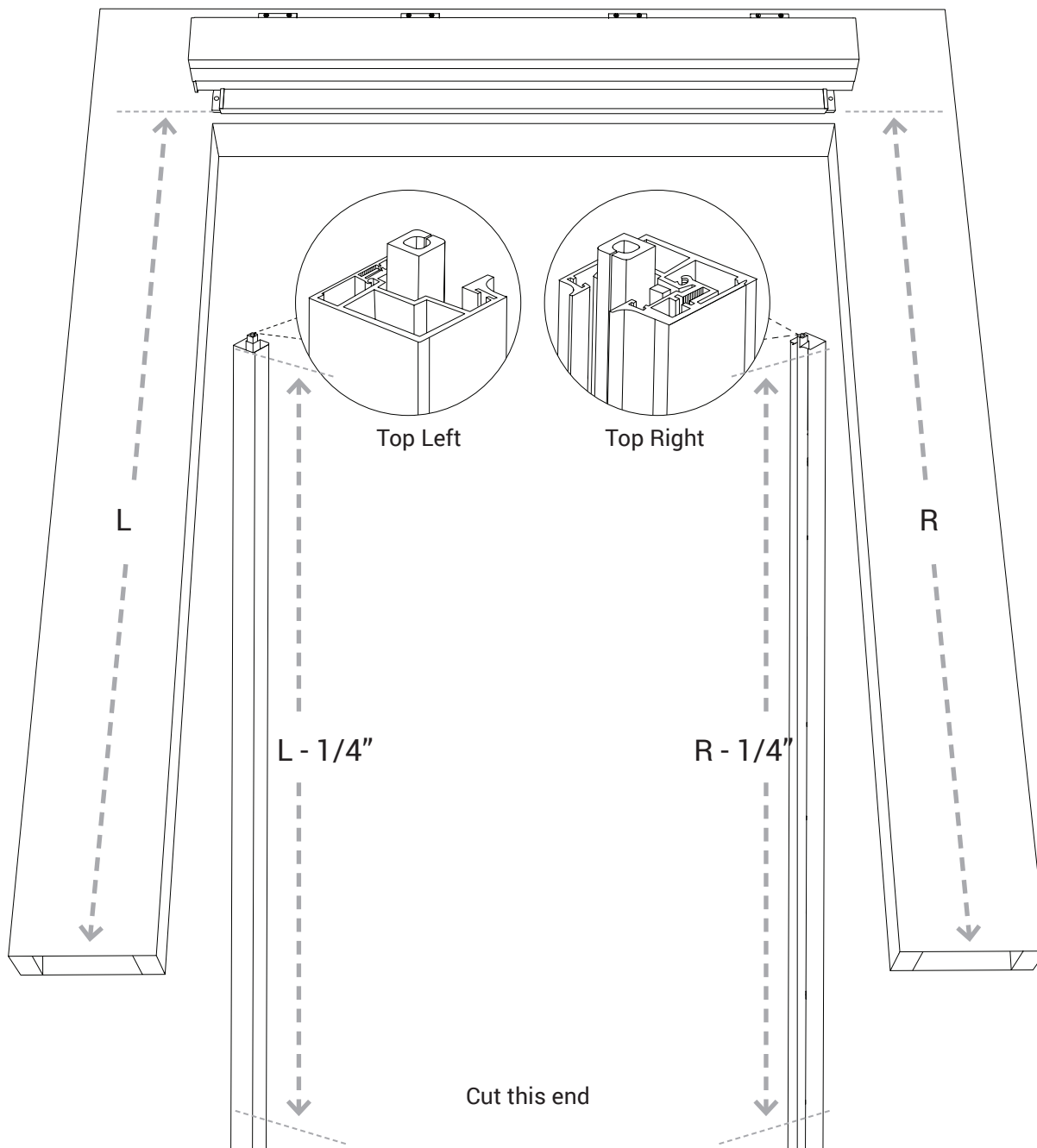
INSTALLING THE TRACKS - (1)

Dissasemble the track by removing the screws holding the removeable extrusion cover and removing the plastic zipper track on the inside. Make sure the bottom cap is installed before proceeding.

Fixed Track   Zipper Track   Removeable Cover
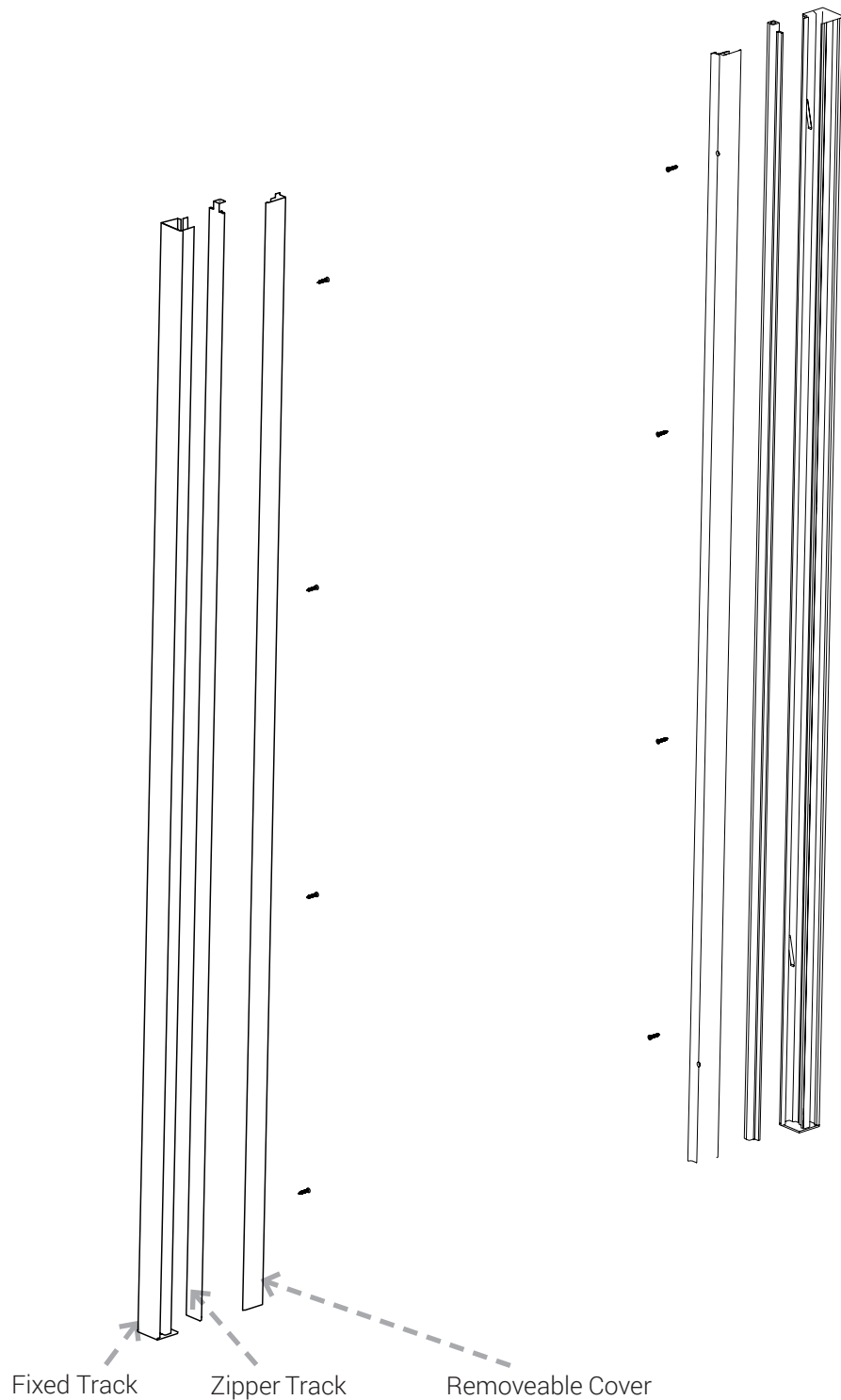
INSTALLING THE TRACKS - ②

Position the larger fixed track up against the indent in the box. The outside of the track should be exactly flush with the end of the box. Notches for mounting from the front or side have been provided to guide fastener installation. Use appropriate fasteners to secure the track to the installation location.

Make sure that the tracks are mounted level and plumb in all directions. As a final check make sure that the left and right tracks are the same distance apart from top to bottom within 1/8".

Plumb

Plumb

Front Mount   or   Side Mount
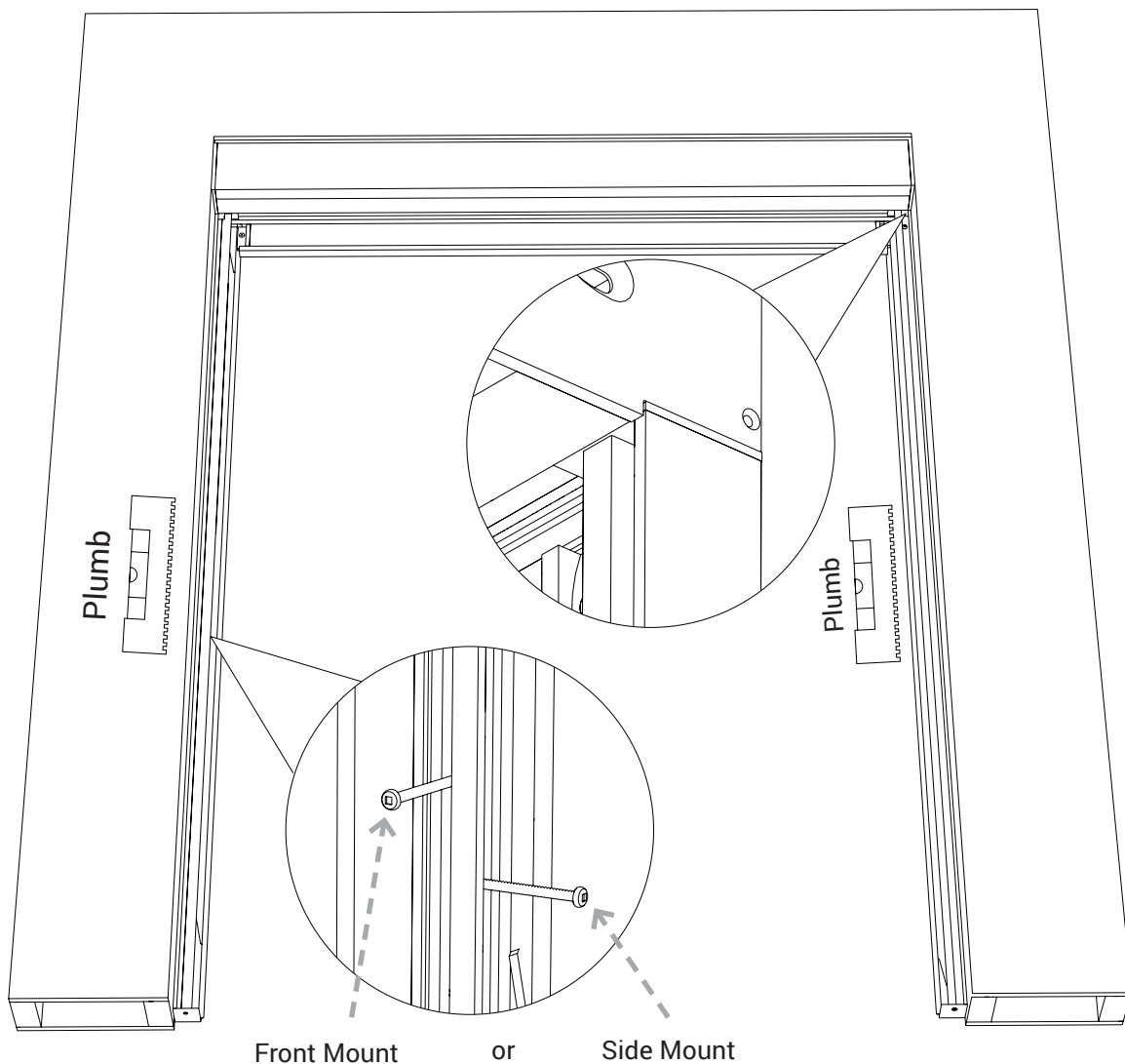
Angle the zipper track up into and behind the upper most spring. The top of the track is the side with the notches cut out. Then slide it up into the zipper on the shade material until it is pushed all the way up to the track top cap. Finally use a flat head screw driver or card to compress the springs and make sure they are all pushing back on the plastic track.
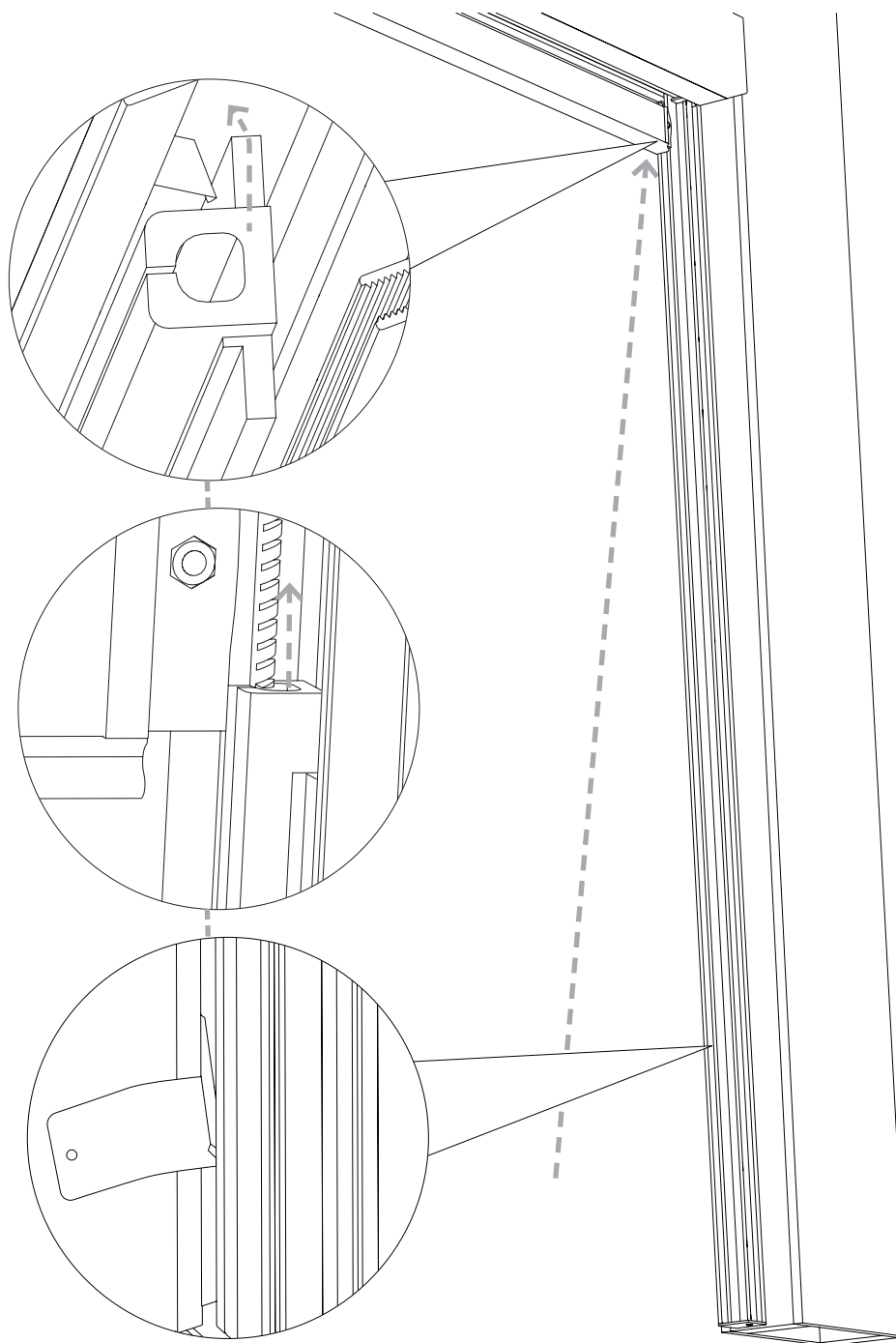
INSTALLING THE TRACKS - (4)

⚠ **Do not use powered screw driver to avoid stripping screws.**

Place the removeable cover onto the fixed track and and hold into place while securing with the retaining screws.
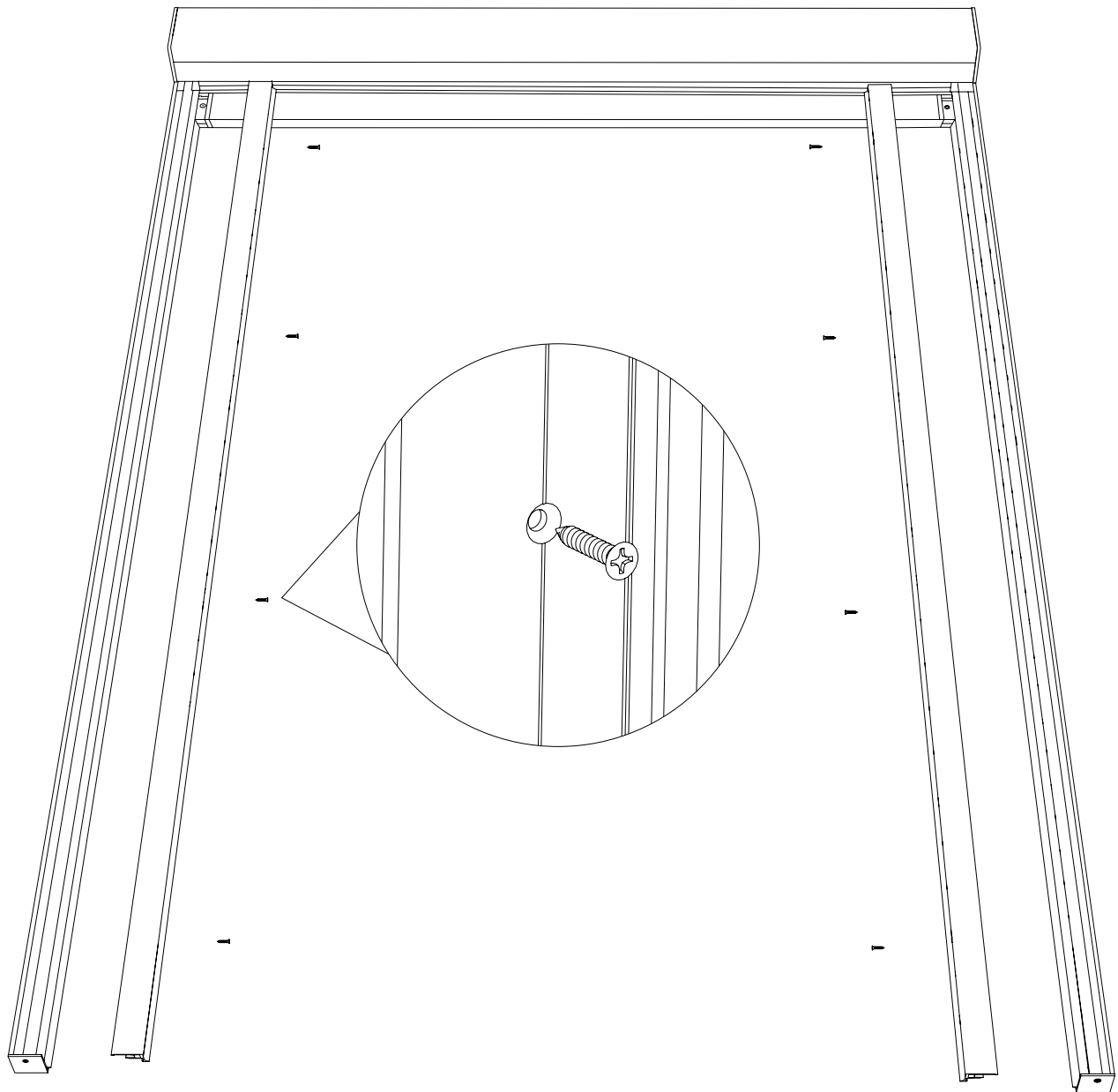
ZEN BOX - CABLE - PARTS IN THE BOX
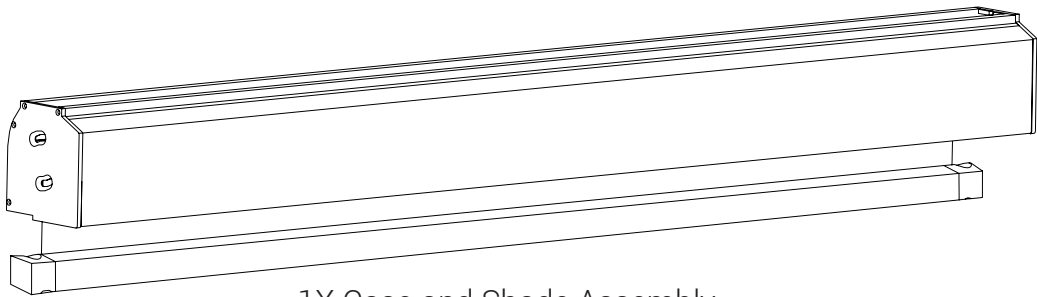
1X Case and Shade Assembly
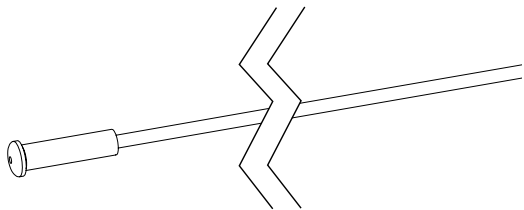
2X Cables
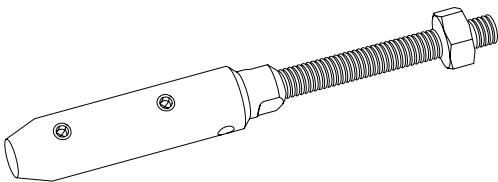
2X Cable Tensioners

Cable Mounting Options
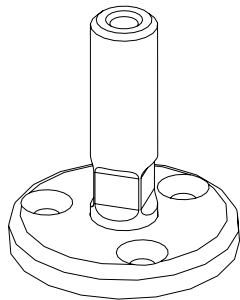
2X Floor Mounts
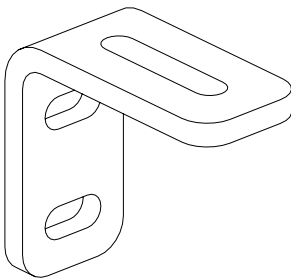
2X Wall Mounts
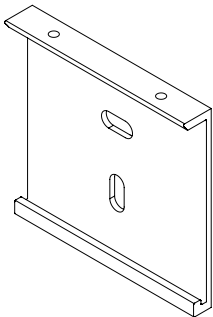
Mounting Bracket Options

Or

2X-4X Ceiling Mounts
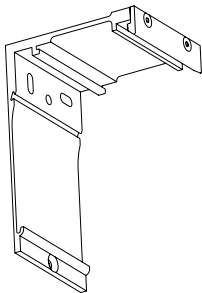
2X-4X Wall Mounts

Accessories Options

1X Foldable Crank Handle
(For Manual Shades Only)
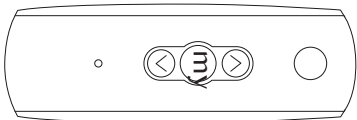
1X Telis Remote
(For Motorized Shades Only)

CABLE MOUNT OPTIONS

Floor Mount

Ø.47

1.77

Ø1.60

Ø1.12

Ø.18 THRU
Ø.36 X 82°

Wall Mount

2.00

.19

2.20

.27

1.70

.70

1.00

.27

.70

1.60
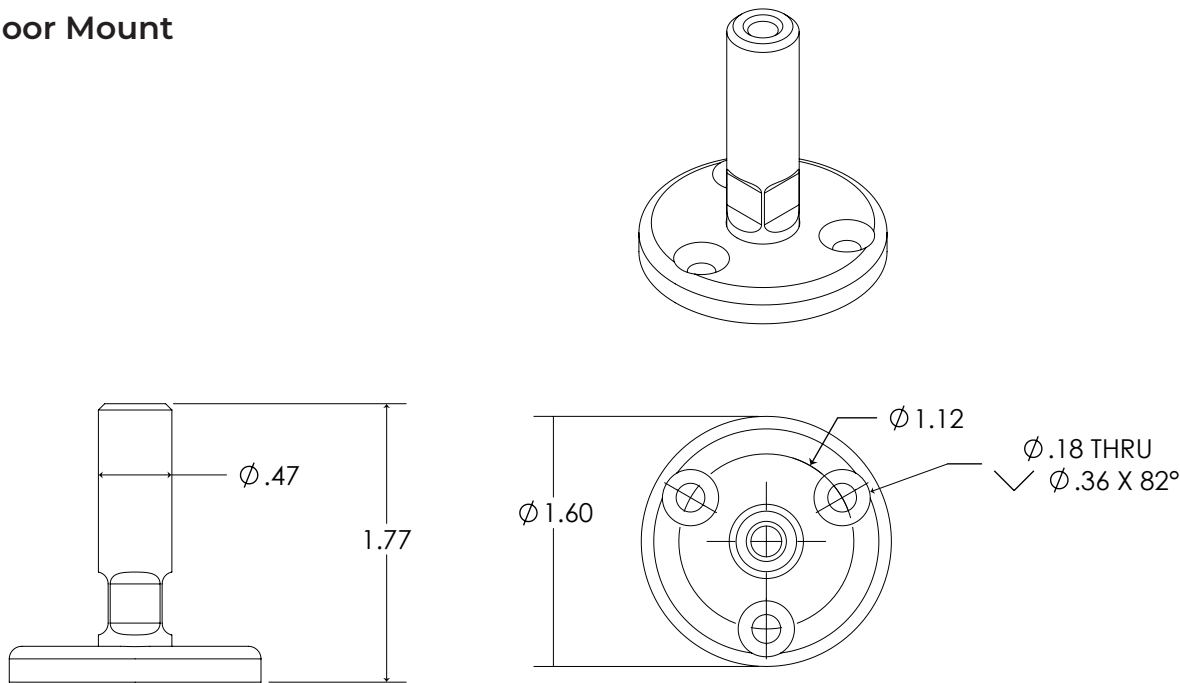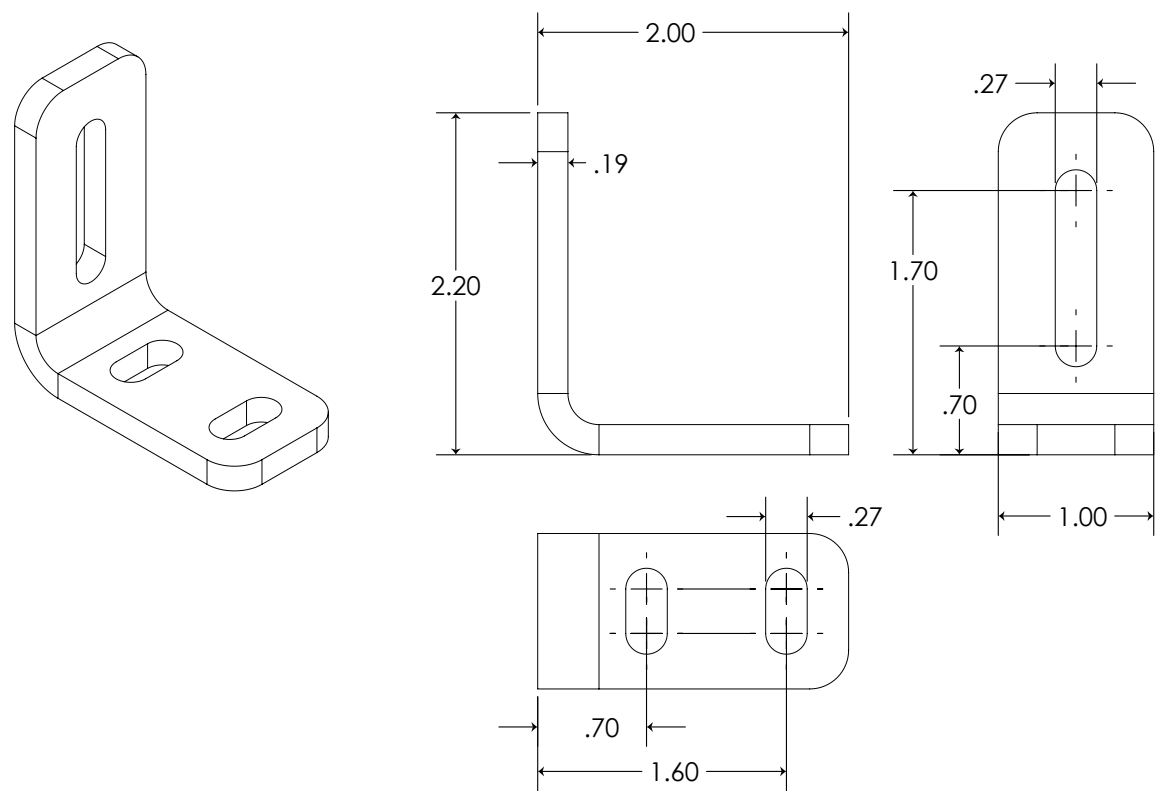
INSTALLING CABLE GUIDES - ①

Run the larger crimped end of the guide cable up through the hole in the weight bar. Then slide over the guide cable bracket in the case or attached to the motor end plate.
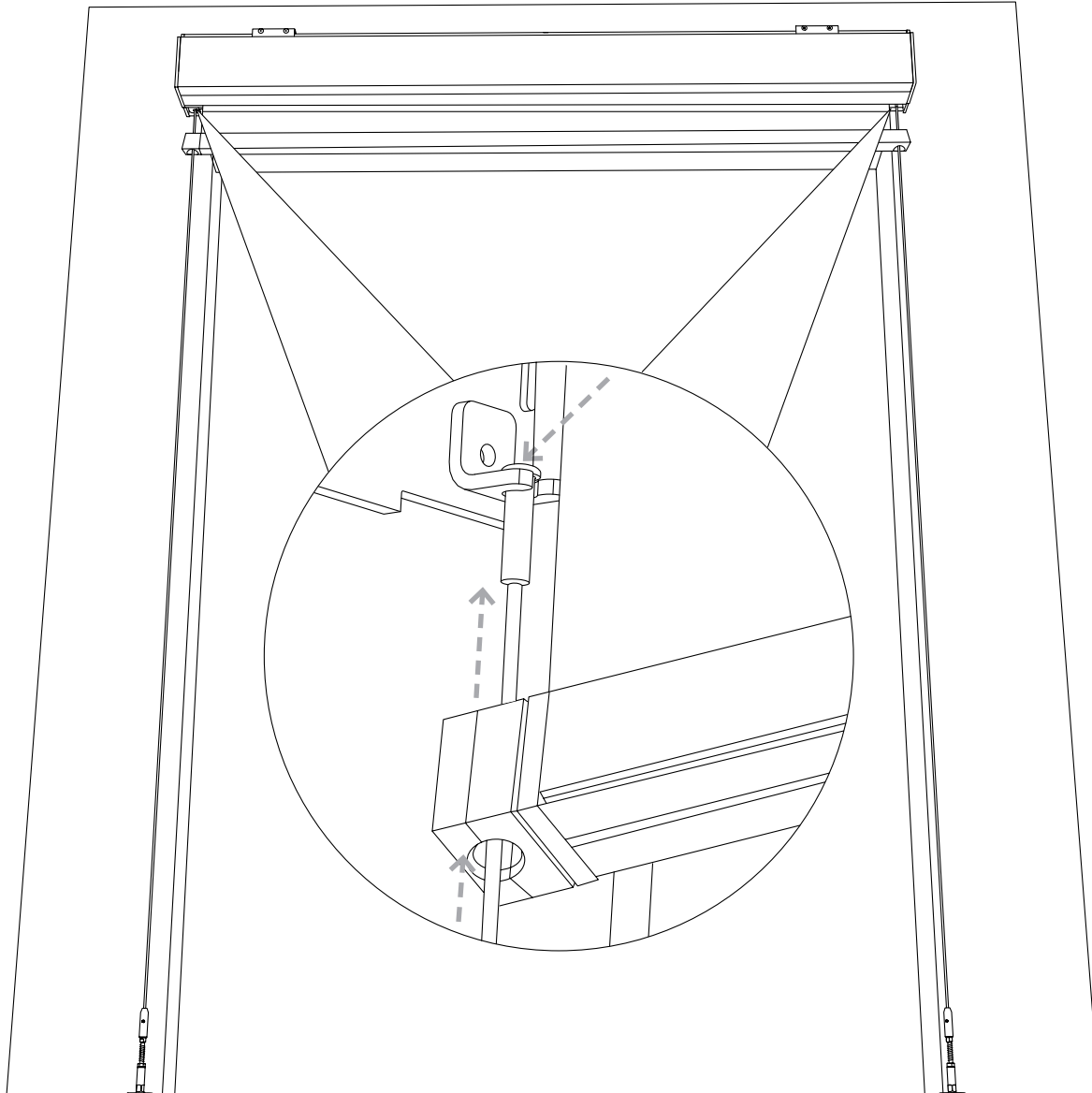
INSTALLING THE CABLE GUIDE MOUNTS - ②

Secure either the cable guide floor mount brackets or the cable guide wall mount brackets using appropriate fasteners. Make sure that they are secured at a location such that the cables will be plumb in both directions and parallel to each other. Note that the wall mount bracket can be installed either on the wall or inside the columns as well as be flipped upside down if desired.
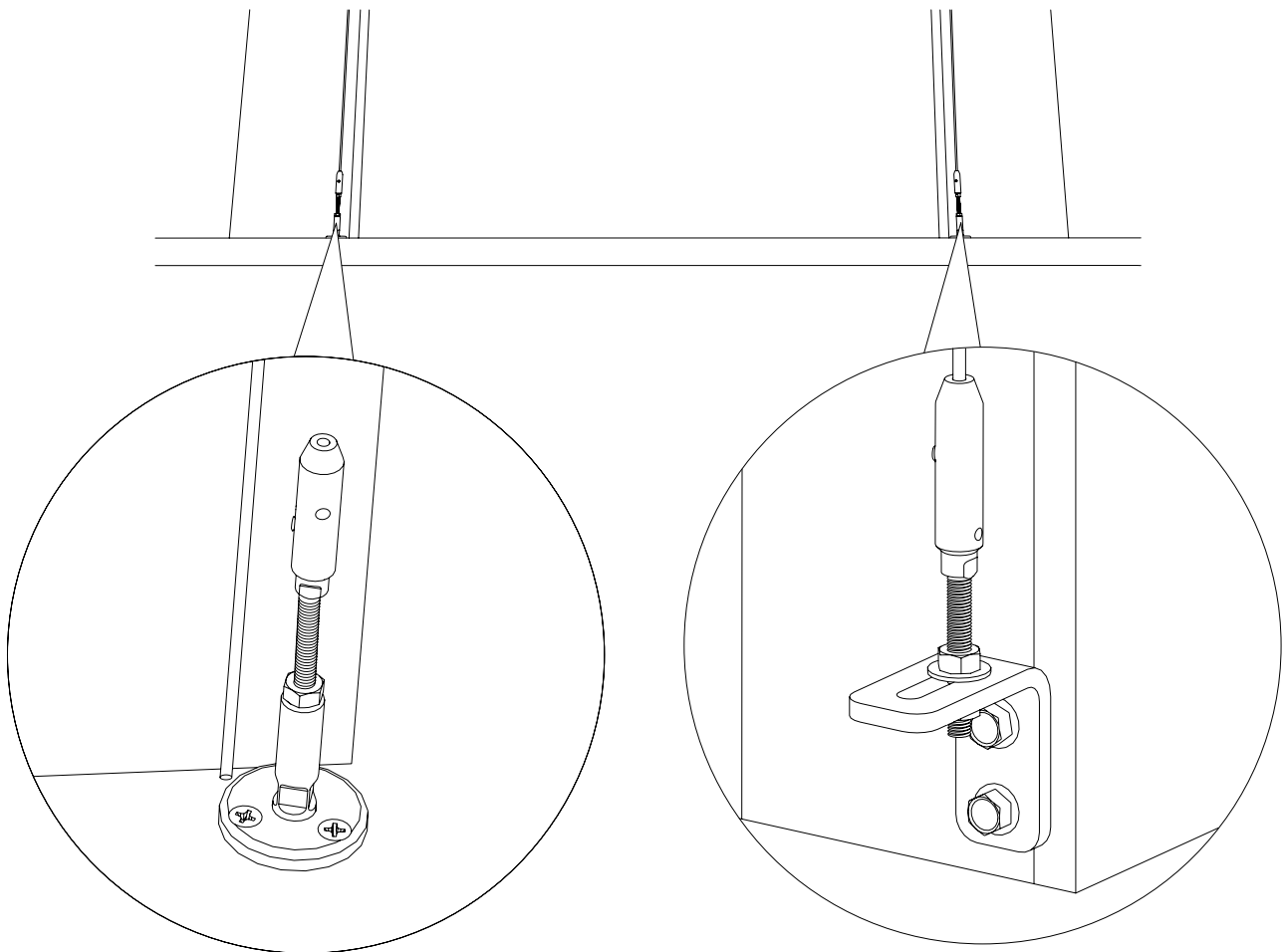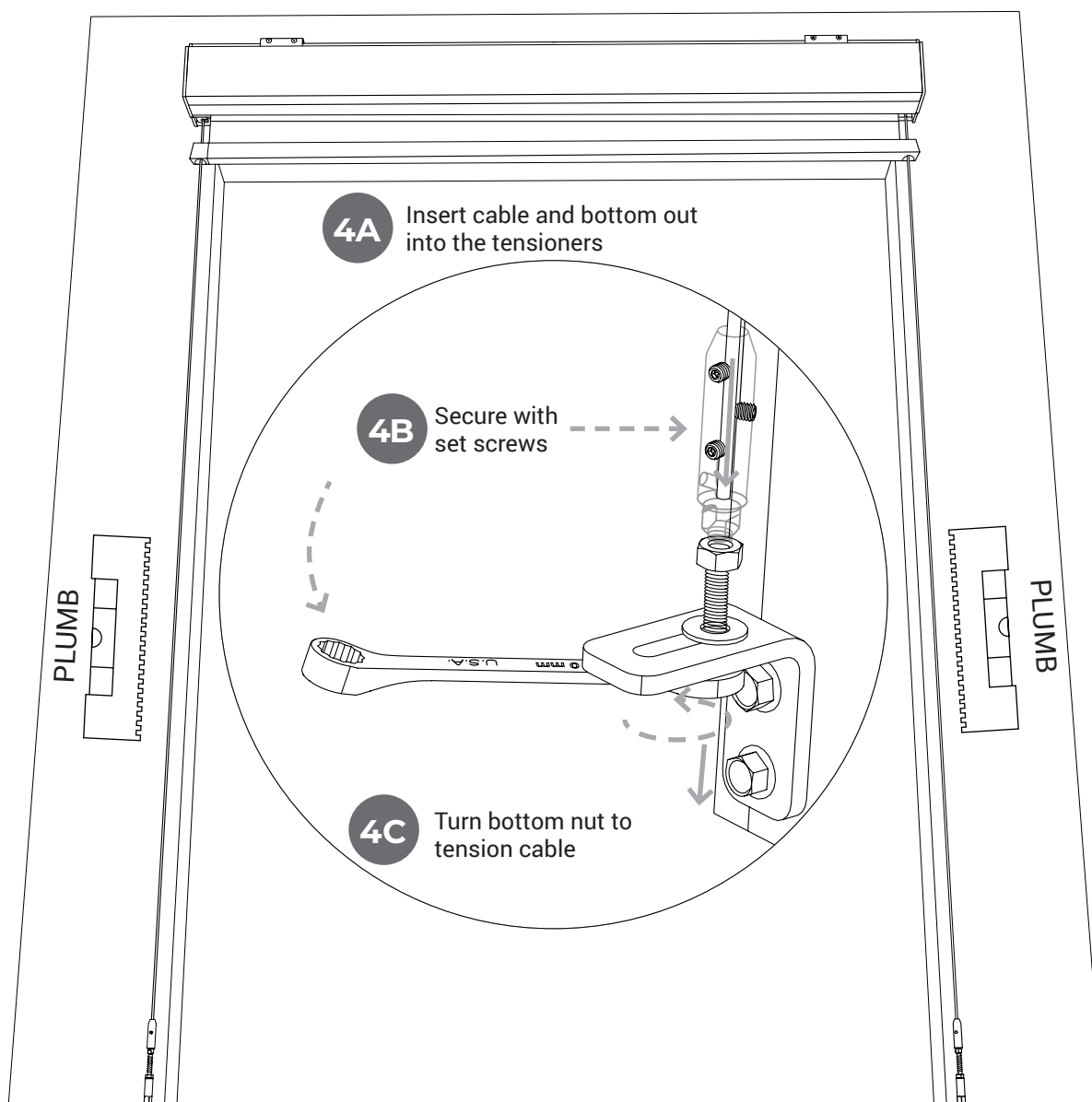
INSTALLING THE TENSIONERS AND CUTTING CABLES - ③

Install the tensioners onto the mounts making sure that they are threaded out as much as possible so that there will be thread available to tension the cables. Cut the cables such that they are the same length so that they will just extend to the bottom of the hole in the tensioner.

Cut Here
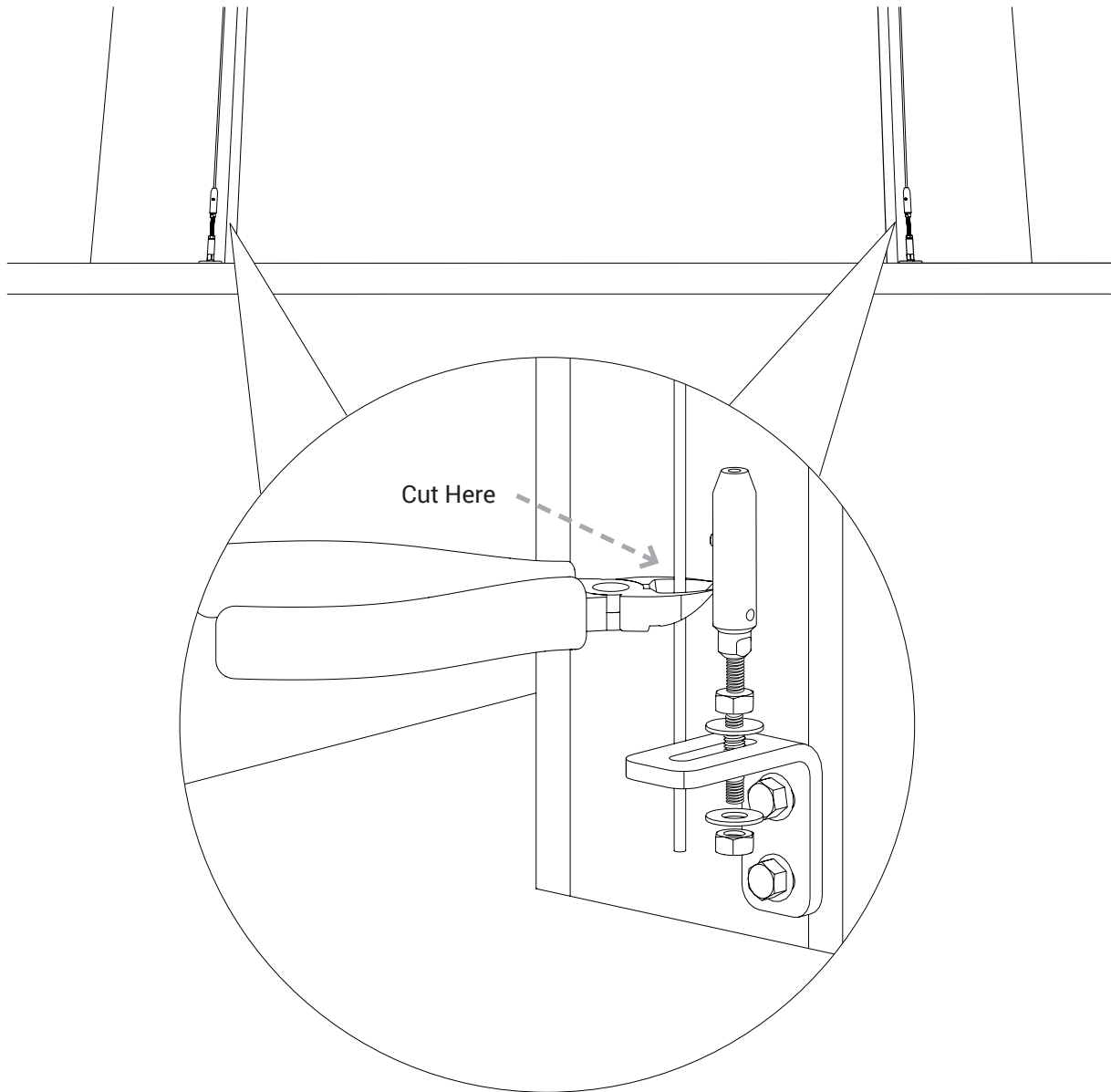
TENSIONING THE CABLE GUIDES - ④

Insert the cable into the tensioner all the way to the bottom of the tensioner and secure with the set screws. Then tension the cable by tightening the nut for wall mount brackets or the tensioner itself for floor mount. Finally lock in the tensioners with the locknut. **Make sure that the cables are mounted level and plumb in all directions. As a final check make sure that the left and right cables are the same distance apart from top to bottom within 1/4".**

NOTE: Cables may lose tension over time. In that case simply tighten the tensioners and lock in with the lock nut.

4A Insert cable and bottom out into the tensioners

4B Secure with set screws

4C Turn bottom nut to tension cable

PLUMB

PLUMB

POWER (MOTORIZED ONLY)

⚠️ To be installed and/or used in accordance with the appropriate electrical codes and regulations by a licensed electrical professional. Do not connect power with the circuit breaker on.

⚠️ Before connecting power to multiple units be aware that the limits must be set with power connected to only one unit at a time. Plan accordingly.

⚠️ **Power Cable Termination! If a power cable is cut to fit, leave a minimum of 18" as the portion of this cable contains the shade antennae.**

Power connection exits out of the back of the box on the side specified when ordered. Use appropriate building codes and run and connect the power cable to an appropriate outlet. Note, you can run the power cord through the track assembly if needed.

Neutral White

Hot Black

Ground Green
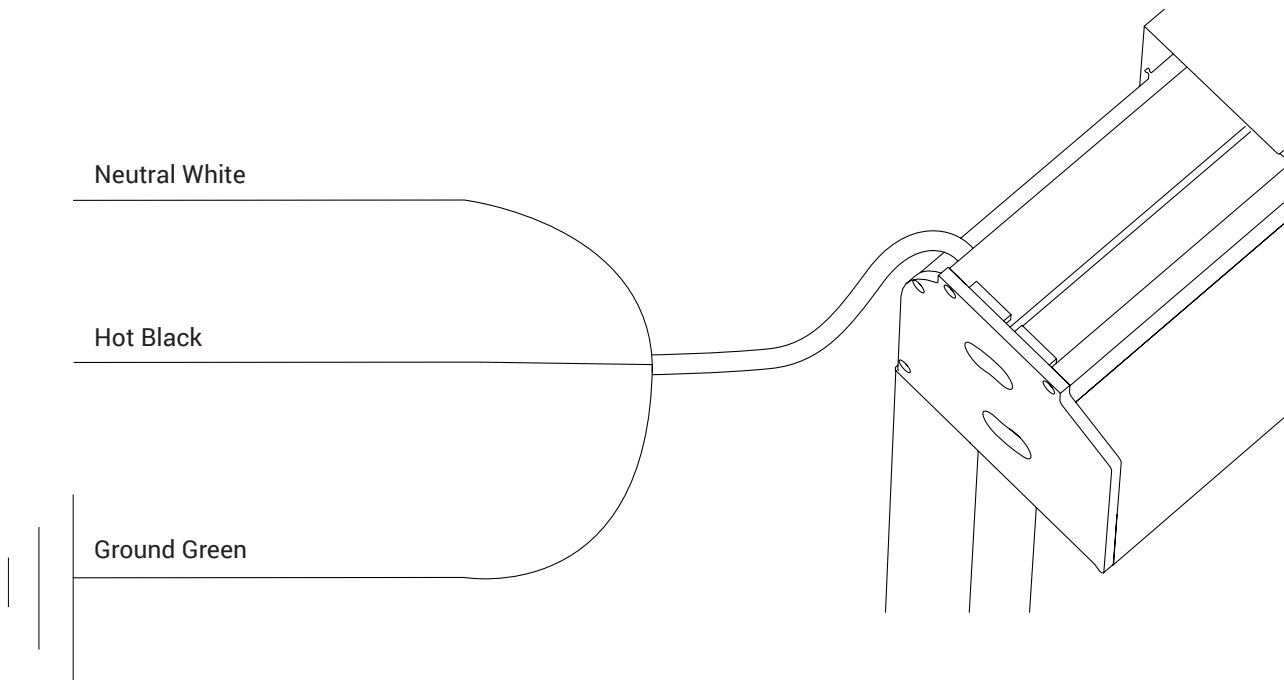
SET LIMITS (MOTORIZED ONLY)

Programming mode
Before you begin
Motors are shipped without limit settings and transmitter ID's. Steps 1 to 7 must be completed to ensure proper shade programming and functionality. Power should ONLY be connected to current shade being programmed. All other shades should be disconnected from their respective power while programming.

Step 1. Connect Power
With the motor installed in shade, connect power to the motor 110V

Step 2. Initiate Programming
Press both ⊗ and ⊗ at the same time until the shade jogs. A jog is a brief up and down motion. In Programming Mode, the shade will move only when the ⊗ or ⊗ is held.

Step 3. Check Directions
Press ⊗ or ⊗ . While pressing ⊗ product should go down or out. To change direction press and hold ⓜ(Stop) until shade jogs. A jog is a brief up and down motion.

Step 4. Set the Limits
Bring the shade to desired upper limit stop point. Press both ⓜ (Stop) and ⊗ until the motor moves, then release. (If the shade stops when the buttons are released take it back to the upper limit and repeat). Stop the motor when reaching the desired lower limit. You can adjust by pressing ⊗ or ⊗.

Step 5. Set the Limits
Press both ⓜ (Stop) and ⊗ at the same time until the shade moves, then release. The shade will stop at the original upper limit.

Step 6. Confirm limit settings
Press and hold ⓜ (stop) unitl the shade jogs to confirm the limit settings. A jog is a brief up and down motion.

Step 7. Set user mode
Press and hold the programming button on the back of the transmitter until the shade jogs. The shade is now in User Mode. In User Mode, the shade will operate with a brief press on ⊗ or ⊗. Double check limit settings as a precaution.

Adjusting the limits in User mode

To change the lower limit	To change the upper limit
Send the shade to it's current lower limit.	Send the shade to it's current upper limit.

Press both ⊘ and ⊘ at the same time until the shade jogs. Adjust to a new lower limit position.

Press 🅜 until shade jogs.

Press both ⊘ and ⊘ at the same time until the shade jogs. Adjust to a new lower limit position.

Press 🅜 until shade jogs.

Setting an Intermediate Position (Preferred Position)

Setting
Press the ⊘ or ⊘ to operate shade. At the desired intermediate (preferred) position press 🅜 (Stop) to stop the shade.

Once the desired Intermediate position is reached, Press and hold 🅜 (stop) until the shade jogs. The intermediate position is now added to memory.

Using
Send the shade to the intermediate position by pressing 🅜 (stop) from ANY shade position.

Note
- Shade should be stationary prior to activating intermediate position function.

- If shade is actively moving (in - motion) 🅜 Should be pressed twice.

To Delete:
Activate shade to intermediate position, then press and hold 🅜 (stop) for 5 seconds. Shade will jog to confirm deletion.

Adding or deleting a Transmitter or a Channel

Programmed Transmitter
Step 1: Using already programmed transmitters select the transmitter (single channel) or the channel, (1- 5) of a multi-channel transmitter.
Step 2: Press and hold the programming button of that transmitter until the shade jogs.
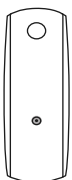
Transmitter to add or delete
Step 3: Select the transmitter (single channel) or the channel, (1-5) of a multi-channel transmitter, to be added or deleted.
**Step 4:** Press and hold the programming button of that transmitter until the shade jogs.

Obstacle Detection - Change the level of Detection or Deactivate

When Programming, all button presses must be completed within 2 seconds of the previous press. This function gives the possibility to deactivate the obstacle detection or increase the sensitivity up from the default level during the downward movement.

1. Enter the Obstacle Setting Mode
Move the screen to half-way position, press MY and UP briefly and again MY and UP until the screen jogs.

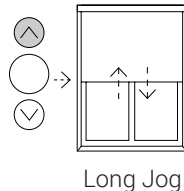Screen Halfway   Briefly   Then   Hold   Short Jog
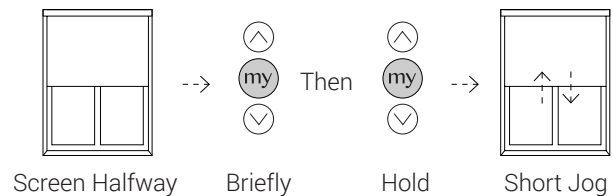
2. Change the Obstacle Detection Level
If the actuator goes back to USER MODE (short jog) repeat Step 1.
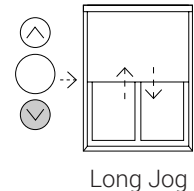
To De-activate:
Press UP briefly within 2 seconds and then press UP briefly again. The sceen will jog slowly and is now deactivated. **If the jog is short you've reached the default setting. To deactivate press up again.**

Long Jog

To Increase Sensitivity:
Press DOWN briefly within 2 seconds and then press DOWN briefly again. The sceen will jog slowly and is now more sensitive. **If the jog is short you've reached the default setting. To increase sensitivity press down again**

Long Jog

3. Confirm the New Setting & Exit the Setting mode

Press MY/STOP until the screen jogs to confirm the new setting.
The registered level of Obstacle Detection will be reached when entering Step 1 again.

TROUBLESHOOTING

Problems related to electrical or motor function may require a qualified service person or electrician.

Problem	Probably 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 running. Longer operation, causes the motor to overheat and shutoff. This typically happens during installation when testing thescreen.	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.
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.
Screen won't operate.	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.
Wrinkled or creased fabric.	Shyzip zipper rolling up on itself.	Check shade rolling on tube evenly. The fabric should be perfectly centered on the tube so as one side does not roll up quicker than the other.
Fabric travels to one side of tube.	Fabric could have slightly stretched.	Putting a shim may be required to even the fabric.
The shade is not rolling up correctly.	The fabric is gathering on the tube to create wrinkles.	May be necessary to check the shade tube rolling while the shade is in operation by removing the head box front cover and watching the shade roll up to get an idea of how/why this is happening.
For Shy-Zip only		
The shade has pulled out of the zipper.	The zipper is rolling on itself. Fabric might not be centered correctly.	Make sure the fabric is not rolling to one side as this would cause left to right movement and potential pulling out of the zipper from the channel.

NOTES

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