

MULTISHADE

SOLAR MODEL



Installation Manual

2024 VERSION



PLEASE READ ME BEFORE INSTALLING YOUR SOLAR SHADE

This section contains important warnings concerning your safety and the integrity of your MultiShade.

BEFORE discarding your MultiShades packaging, we recommend that you take inventory of all the parts as shown in section **1.3**.

ATTENTION! It is essential to follow these instructions. An improper installation of this product could result in serious personal injury or property damage.

BEFORE installing your MultiShade, check your installation surface to identify any potential obstructions that could interfere with it during opening such as fixtures or door handles.

CAUTION! Your MultiShade was not designed to withstand strong winds and accumulations of rain, snow or ice. Such buildup could cause it to fall, causing personal injury or property damage and **rendering its warranty void**.

WHEN IN DOUBT : consult a certified contractor.

To help make the installation easier, we are proud to direct you to our website, where you will find a range of technical videos: <https://zonepatio.ca/en/video-tutorials/>.

Please feel free to reach out to us should you have any questions or comments you would like to share by contacting our Customer Service Department at the following number : **1-866-441-4182 (CA), 1-800-736-0906 (USA)** or csd@multipleawnings.com.

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Contact us

1 PREPARATION

1.1 Required tools

- Safety cutter for unpacking Type A or B
- 2 ladders or stepladders
- Measuring tape
- Carpenter's pencil or ink marker
- Philips screwdriver
- 3 mm, 4 mm and 5 mm Allen keys
- Drill bit 3/32 in
- Masonry drill bit 3/16 in
- Ratchet and socket 5/16 in
- Drill
- Level



A



B

Optional:

- Stud finder
- Hammer
- Masking tape
- Caulking

NOTE: Make sure you have helpers to install your MultiShade, we recommend at least 2 people to make sure the installation process goes smoothly. We also recommend that you rent a manual lift or an electrical one such as a Skylift™.

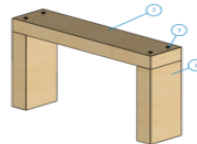
1.2 Unpacking your MultiShade

From the tube - for MultiShades of 3 to 7.5 feet

- Remove all 8 drywall screws, 4 on each side. Make sure you remove all screws as they may scratch or damage the casing or fabric.
- Use a hammer and a large screwdriver to strike each of the wooden lids, near the sides, at each end of the tube to release them. Remove the wooden lids.
- Pull the MultiShade out of the tube and deposit onto a blanket or grass. You must be at least 2 people to perform this operation safely.
- Put the casing on easels or a blanket. A second person may be required for safety purposes.
- Carefully remove the plastic wrap, do not use a regular knife or a self-retracting knife for this could damage the MultiShade. See the photos A and B in **section 1.1**.
- Verify the contents of the tube and make sure you have all the items listed in **section 1.3**.

From the box - for MultiShades of 8 to 15 feet

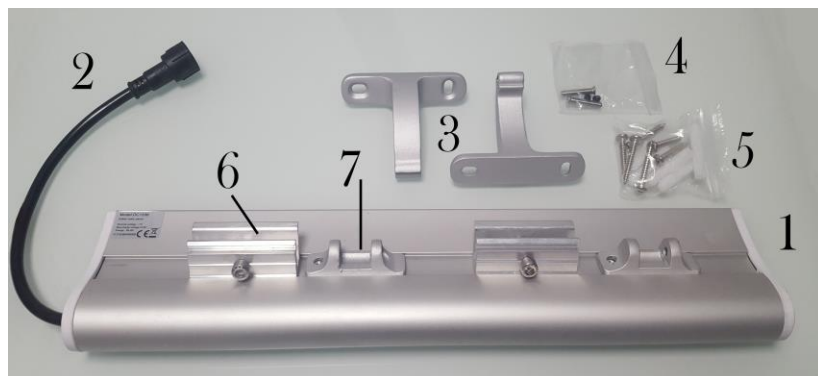
- Your MultiShade will arrive in a long rectangular box tied to a skid. Cut the straps and remove the cover.
- Remove the wooden arches and then cut the green straps. To remove the rest of the packaging, we suggest that you use a security knife as shown in **section 1.1**.
- Pull the MultiShade out of the box and deposit to a blanket or grass. You must be at least 2 people to perform this operation safely.
- Please make sure you have taken all the accessories that were packed in the box, do not throw out your packaging until you have all the items that are listed in **section 1.3**.
- Carefully remove the plastic wrap, there is a slot on the back of the MultiShade, you can slide the safety knife through. Do not use a regular knife or a self-retracting knife for this could damage the MultiShade See the photos in **section 1.1**.



1.3 List of parts included

Hardware Bag

- 1 remote control
- 1 solar panel and accessories
- 2 cable guide brackets
- 2 support brackets for units less than 6 feet
- 3 support brackets for units 6 feet and more
- 1 M6 setting bolt with 1 nut per support bracket (1 x 5 mm)
- Masonry screw kit $\frac{1}{4}$ " x $1\frac{3}{4}$ "
- #8 wood screw kit $1\frac{3}{4}$ "
- Installation manual



1. Solar panel, back view
2. Power cord to motor
3. Wall brackets, attach to #7 anchor with #4 bolts and attach to the wall with #5 screws
4. Bolts to attach #3 wall brackets to #7 anchors
5. Screws to attach #3 wall brackets to wall
6. Anchors to attach the solar panel to the top of the shade casing
7. Anchors for wall installation

2 INSTALLATION ON WOOD, VINYL OR ALUMINUM SIDING

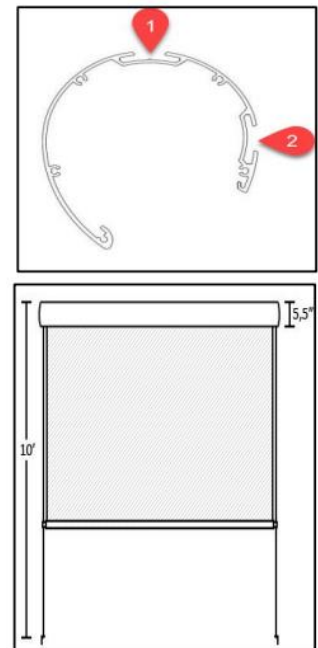
THE INSTRUCTIONS ARE IDENTICAL FOR SOFFITS OR WALL MOUNT.

2.1 Choosing the position

Groove # 1 on top of the casing is used for soffit mount.

Groove # 2 behind the casing is used for wall mount.

Determine where you wish to install your MultiShade.
For a wall mount, make sure there is a free space of 5.5" above the place chosen to accommodate the casing.
The solar panel will add another 1.75 inches to the height of the MultiShade if it is installed on the casing



The fabric can unroll to a maximum length of 9.5'. It is important to choose a position that will give you maximum protection, while considering the length of the cable guides on each side of the fabric.

You will need to cut the cable guides according to the height of your installation. You can then program the motor to stop at the necessary height.

ATTENTION! Cut the cable guides once the installation is completed.

NOTE: When **installing on a wall**, you must use shims to make sure that the support bracket is perpendicular to the ground (i.e., 90°). Otherwise, you may cause the support brackets to bend, which might result in the casing collapsing. We also recommend adding caulking around the shims to prevent corrosion and water infiltration.

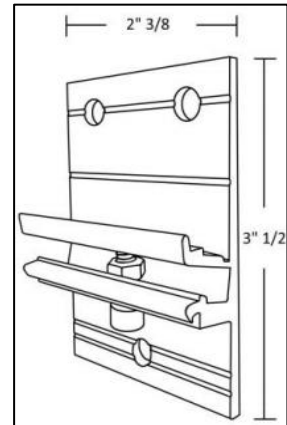
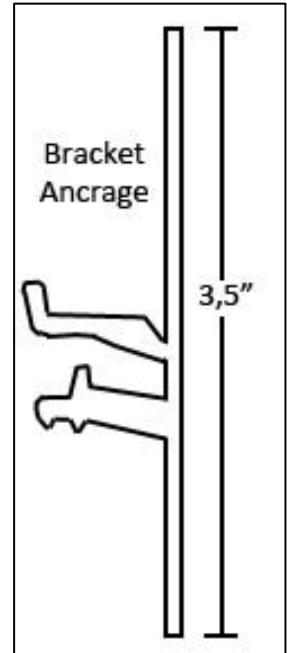
NOTE: When **installing under soffits**, you must find the position of the rafters or the metal support that will hold the support brackets. All our casings are designed so that the support brackets can be adjusted vis-à-vis the rafters or metal supports. You might have to use shims.

2.2 Installation of support brackets

1. Position the bottom of each bracket 1 $\frac{1}{4}$ " higher than the front bottom of the casing taking into consideration that the casing is 5.5" high when installed, and the solar panel will add another 1.17 inches to the height if it is installed on the casing.
2. Trace a levelled horizontal line at this height. This will help with the positioning of the other brackets.
3. Trace the ends of this line on each side of the casing making sure to centre them on the window or door.
4. Position each support bracket to provide maximum support for your casing. Position each bracket 6" to 12" from each end of the casing.

NOTE: For casings wider than 6', position the 3rd bracket as close as possible to the casing's centre. Make sure that the bracket is screwed into a structural part of the house, even if it off centres it slightly.

5. The support brackets should be oriented with the 2 screw holes facing outward. The head of the screw must be pointing down.
6. Use a $\frac{3}{32}$ " bit to drill the 1" deep holes through the siding. Make sure that you drill into a structural part of the house.
7. Using a Phillips screwdriver, tighten the 3 x # 8 $\frac{1}{3}$ " wood screws provided, thereby securing the bracket to the wall. Depending on your situation, you may need to use longer screws.
8. While tightening the screws, keep each support bracket levelled. Do not overtighten the screws, Adjustments can be made if necessary. Shims may be required.



WHEN IN DOUBT, consult a certified contractor.

3 INSTALLATION ON MASONRY

CAUTION! This method is only valid for solid brick walls. **This excludes all types of decorative bricks.**

Make sure that the support bracket is perpendicular to the ground (i.e., 90°). Otherwise, you may cause the support brackets to bend, which might result in the casing collapsing. We recommend using shims if the installation surface is uneven. A flat surface is required for the support brackets.

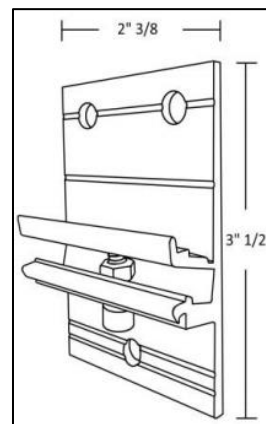
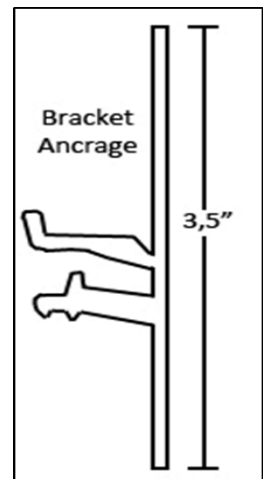
NOTE: It is more important to ensure good support than to follow the placement of the diagram.

3.1 Installation of support brackets

1. Position the bottom of each bracket 1 ¼" higher than the front bottom of the casing taking into consideration that the casing is 5.5" high when installed, and the solar panel will add another 1.17 inches to the height if it is installed on the casing.
2. Make sure that each of the necessary screws is positioned at least 1" from the edge of a brick, this criterion being more important than the desired height.
3. Draw a levelled horizontal line, making sure of the level of your window or door as well. You may need to make small adjustments.
4. Trace the ends of this line on each side of the casing and make sure to centre it on the window or door.
5. Position each bracket 6" to 12" maximum from each end of the casing.

NOTE: For casings wider than 6', position the 3rd bracket as close as possible to the casing's centre. Make sure that the bracket is screwed correctly in a brick, even if it off centres it slightly.

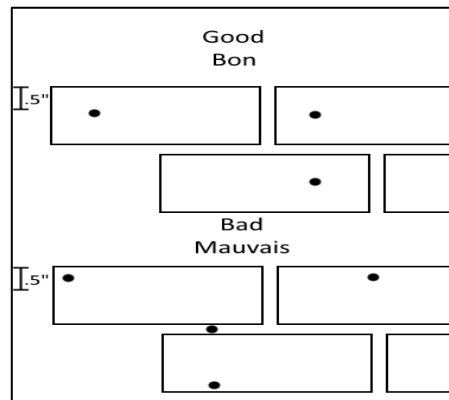
6. Position the 1st support bracket at the required height referring to the bottom line.
7. Position each support brackets with the 2 holes at the top, and mark the 3 places where the screws will hold the support bracket.
8. Repeat step 7 for the other support brackets.



9. Use a 3/16" masonry drill bit to drill all the holes approximately 1 3/4" deep into the masonry.
10. Using a 5/16" socket, install the support brackets using 1/4" X 1 3/4" masonry screws.
11. While tightening the screws, keep the support brackets levelled.
12. Do not overtighten the screws and adjust, if necessary.

ATTENTION! You must ensure that the masonry screws are firmly anchored in the predrilled pilot holes.

ATTENTION! The masonry bolts provided with your MultiShade are not designed to use in the mortar between 2 bricks. They must be installed in the body of the brick, at least 1" from the edges of the brick.



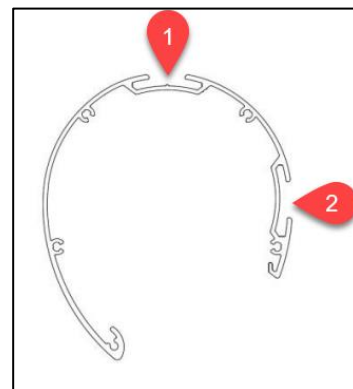
ATTENTION! The masonry bolts are also not suitable for hollow surfaces, decorative bricks, stucco or concrete blocks with a hollow centre.

WHEN IN DOUBT, consult a certified contractor.

4 INSTALLING THE CASING

4.1 Installing the casing on the support brackets

1. Carefully remove the packaging material from the MultiShade's casing unit. You may need a second person to safely extract the casing.
2. Make sure the cable guides are unrolled.
3. Using 2 stepladders, lift the casing and push the groove of the casing into the claws of the support bracket. A little pressure will be necessary.
4. To secure the casing, tighten the M6 fixing screw of each of the support brackets with a 5mm Allen key. A 6" long 5mm Allen key is easier to use when securing the M6 screw of the middle support bracket.

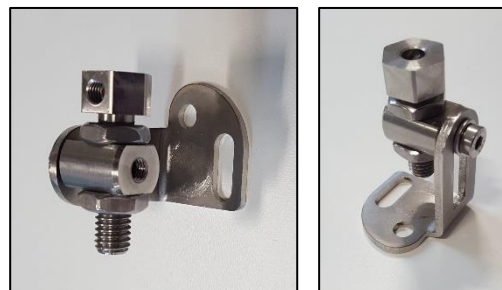


ATTENTION! Make sure to tighten M6 screw correctly to avoid the casing from slipping.
For a wall mount: the M6 screws should be located under the casing.
For a soffit mount: the M6 screws should be located on the front or back of the casing.

4.2 Installing the cable guides

At each end of the casing, there are 2 vinyl insulated cables.

1. Unroll the 2 cable guides.
2. Insert the cables into their respective holes at the ends of the load bar. Next, determine how far your MultiShade will descend, the maximum length of the fabric is 9.5' from the case.
3. Below each end, draw a horizontal line on the wall where you want to install the cable brackets. Using the cables as guides, make sure they are straight and vertical. The 2 cable guides need to be parallel to each other and secured via the cable brackets.
4. Draw a vertical line that will cross the horizontal line drawn before.
5. Locate the cable brackets and confirm whether you want to install them on the floor or on the wall, taking your structure in consideration. The cable bracket can accommodate both wood and masonry installation. Adjust the cable bracket position accordingly with a 4mm Allen key.



6. At the location chosen above, drill the holes necessary to support the cable brackets on each side. Then screw the brackets in place very tightly.
7. You will notice that the cable bracket has a bolt drilled through the top. Unscrew the nut (be careful not to lose it) and position the drilled bolt at the highest point.
8. Insert the cable through the hexagonal head of the cable guide's bracket mechanism and tighten with the 3mm Allen key.
9. Tighten the nut to lower the pierced bolt. This will create tension on the cable guide. You can adjust the tension with the help of the 2 bolts located on either side of the screw that holds the cable guide. You can now cut off the excess cable.

IMPORTANT Solidity testing

1. When the shade is fully open, move the load bar and make sure the cable guides are stretched enough to avoid knocking on your window or door.
2. If you want to adjust the cable's tension, make sure to adjust the tension on the 2 cable guides retaining screw bolts on the cable bracket.

If you feel the cable is tight enough, you can now trim the excess. Otherwise, it is always possible to adjust the tension by loosening the small screw that holds the cable

4.3 Installing the solar panel

The solar panel integrates an internal 24V battery that powers the 24V motor supplied with the solar powered MultiShade. The solar panel can be installed in the top groove of the MultiShade's casing when your MultiShade is on a wall type installation.

For soffit type installations, two (2) wall brackets are included with the solar panel. The solar panel needs to be oriented so that the top surface is exposed to sunlight for proper charging of the solar panel.

4.3.1 Solar panel installed on the MultiShade casing

This procedure implies that your MultiShade is being installed on a wall or similar surface using the rear groove of the casing to fix it on the brackets.

1. Insert the casing bracket (already installed at the back of the solar panel) into the top groove of the MultiShade's casing, insert the large lip first and snap in the other lip (see figure 16).
2. Tighten the M6 set-up hex screws with a 5 mm Allen key to secure the solar panel to the MultiShade casing (see figure 16).

3. Align, connect and secure the solar panel's connector to the motor connector. Make sure to screw in the protective cap attached to the solar panel connector tightly (see figure 17).

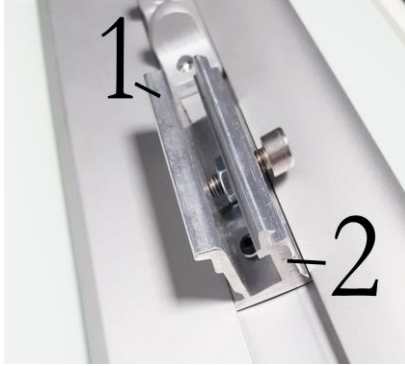


Figure 16

Figure 17

4.3.2 Solar panel installed on a wall or a similar surface

This procedure implies that your MultiShade will be installed in soffit type mode using the top groove of the casing to fix it on the brackets. Two persons are needed to properly install the solar panel to a wall or similar surface. The solar panel needs to be oriented so that the top surface is exposed to sunlight for proper charging of the battery within the solar panel in question.

1. You first need to find a surface onto which the two solar panel wall brackets can be screwed in securely. The solar panel weighs 3 pounds (1.5 kilos) there is often a header board above the door or the window that will be protected by your solar shade. Wood screws must be used to fix the solar panel's brackets to this type of structure.
2. Install the solar panel's wall brackets on the bracket receptacles at the rear of the solar panel in question with the supplied screws, the holes in the solar panel's wall brackets are threaded. The screw will enter the receptacles on the open side.

Do not tighten them too tightly at this point since you will need to move the solar panel during the installation. Furthermore, do not tighten the screws that block the receptacles to the solar panel at this point since you might have to move them during the installation.

3. Using the solar panel's wall brackets (already attached to the solar panel), mark the place and holes positions where the two (2) solar panel brackets will be installed, afterwards, drill small pilot hole (smaller than the actual wall screws) at the four (4) screw positions.

4. Have your helper hold the solar panel with the wall brackets directly over the pilot holes and secure these solar panel wall brackets into the structure with the supplied screws. Test the solidity of the installation.
5. Tighten the screws that block the receptacles to the solar panel (see figure 18).
6. Adjust the angle of the solar panel so that it receives proper sunlight and tighten the screws on both wall brackets/bracket receptacles at the rear of the solar panel to secure the angle adjustment (see figure 18).
7. Align, connect and secure the solar panel's connector to the motor connector. Make sure to screw in the protective cap attached to the solar panel connector tightly (see figure 17).

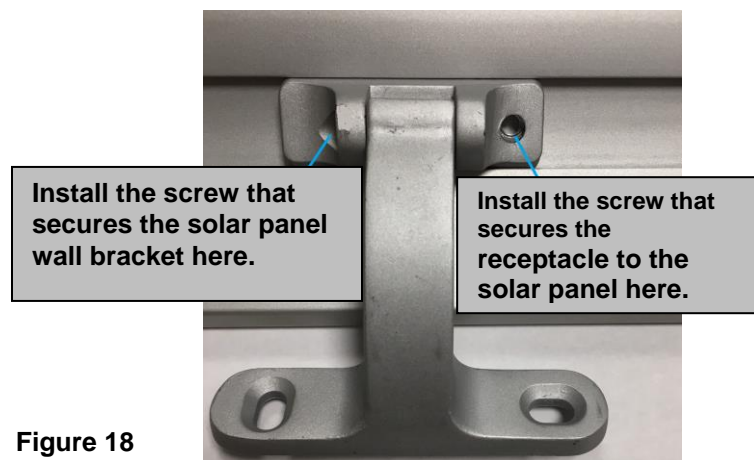


Figure 18

4.3.3 Activate the Solar panel

1. Remove the cover from the right end of the solar panel by pulling it from the base (#1 in figure 14)
2. Press and release the activation button (#2), the solar panel will make a slight click, it is now active. Put the cover back in place.

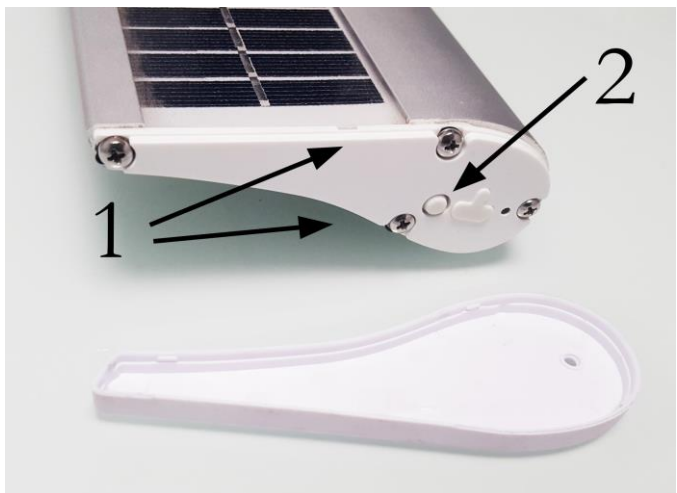


Figure 14

4.4 The remote control and its support

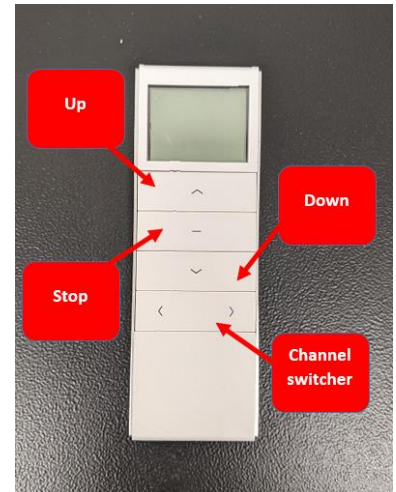
We provide a wall plate for the remote control. Simply position it at the desired location, mark the location of the hole and secure it with the supplied hardware.

IMPORTANT! Make sure not to expose your remote control to water or bad weather. This could affect its proper functioning. We recommend installing the place inside the house.

4.5 Remote control channels

When using your remote control, make sure to select the correct channel. When the MultiShade leaves our factory, the remote is programmed by default on channel # 1. This is the one you must first select to operate your MultiShade.

This leaves you with 14 other channels with which you can program and operate other MultiShades or MultiShades equipped with a Dooya motor.



4.6 Programming the limits

PLEASE NOTE that the motor is always installed on the left (when facing the solar shade from the front).

You will need the green plastic adjustment tool included with your Multi-shade.

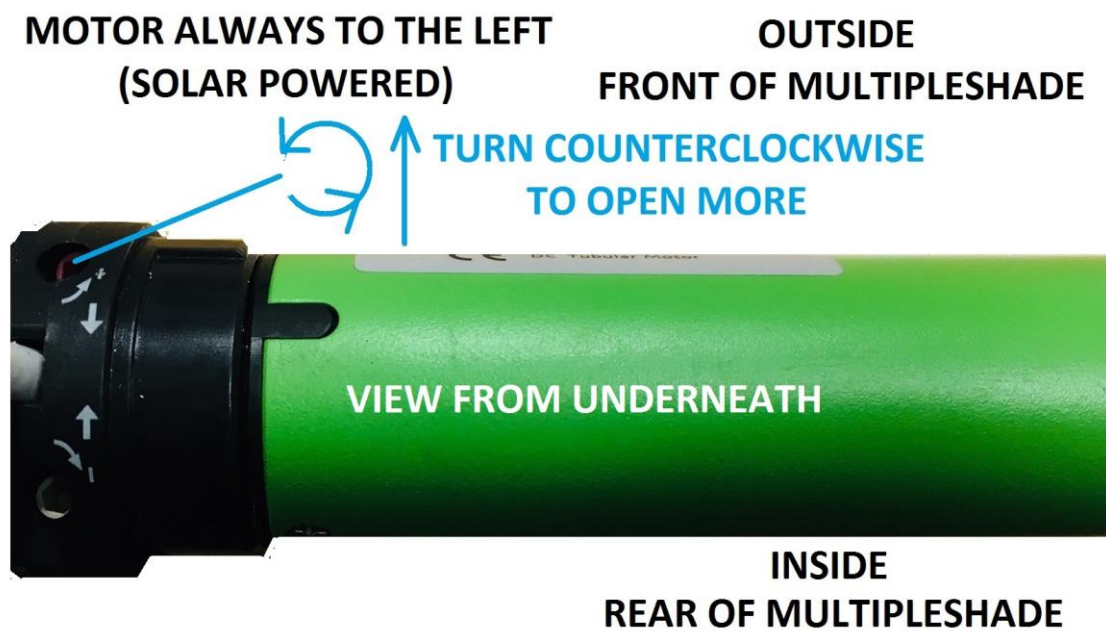


IMPORTANT! You must leave the green screwdriver in the screw throughout the procedure. If you remove the screwdriver before the end of the procedure, you will have to start over from the beginning.

PROGRAMMING THE OPEN LIMIT

The endless screw that is on top controls the opening limit, there is a (-) and a (+) indicated under the endless screw to change the opening limit of your awning. Turn the screw clockwise to go toward the negative (-) and counter clockwise to go toward the positive (+).

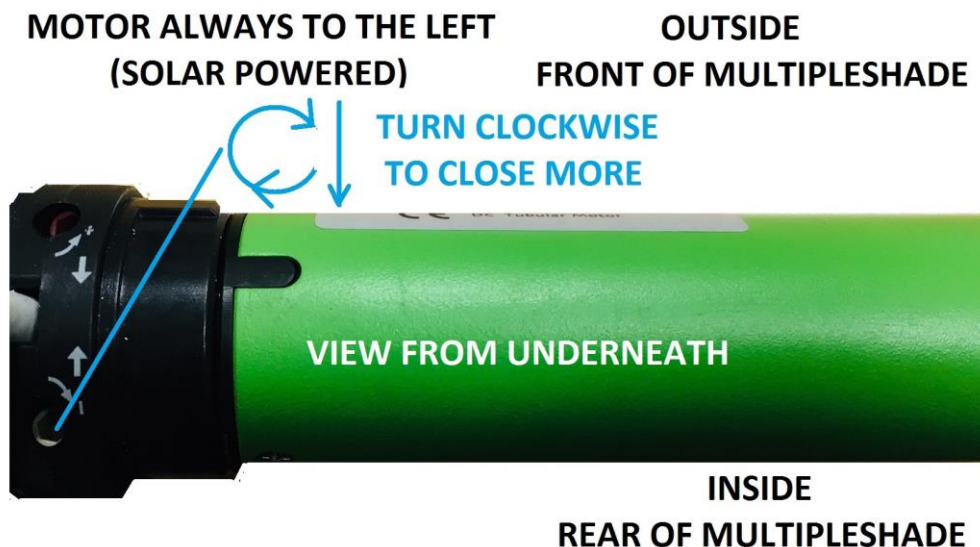
1. Press the arrow down “▼” on the remote control to open your awning. While opening, turn the endless screw that is on top clockwise (-) until the movement stops.
2. Then slowly turn the endless screw counter clockwise (+) until you have reached the desired limit. If you have exceeded the desired limit, turn the endless screw in the opposite direction.
3. Once you have reached the desired position, remove the green screwdriver.



PROGRAMMING THE CLOSE LIMIT

The endless screw that is on the bottom controls the closing limit, there is a (-) and a (+) indicated under the endless screw to change the closing limit of your awning. Turn the screw clockwise to go toward the negative (-) and counter clockwise to go toward the positive (+).

1. Make sure the MultiShade is opened half way, press the arrow up button « ▲ » on your remote control to close the awning.
2. While closing, turn the endless screw clockwise (-) until the awning stops moving.
3. Next, turn the endless screw counter clockwise (+). If you go further than the desired limit, turn the screw the opposite way.
4. When you have reached the desired closing limit, pull out the green adjusting tool.



NOTE: The fabric must roll up above the roller and not below. If the fabric rolls up from the underside of the roller, keep your finger on the “▼” arrow and unroll it all the way, this will activate the rolling on the opposite side. Do not let go of the “▼” button until both arms are securely locked and the fabric is taut.

5 MAINTENANCE AND SAFETY

CAUTION! Before using the MultiShade, make sure that there are no objects or people obstructing its path when opening and closing it. Keep children and pets away from moving parts to avoid harm.

CAUTION! Items should never be hung from different parts of the MultiShade, except for the accessories supplied by the manufacturer.

CAUTION! Never attempt to repair or disassemble the MultiShade without following the manufacturer procedures provided with the replacement parts. Attempting to make repairs without proper instructions may cause personal injury, MultiShade malfunction, and **will void your warranty**.

ATTENTION : Damage to the fabric and mechanism caused by accumulation of water, rain, snow, ice or strong winds **are not covered by the manufacturer's warranty**. You should always retract your MultiShade during periods of snow, ice, rain or strong winds. Never leave an open MultiShade unattended.

ATTENTION : During long-term storage or non-use of a MultiShade, the manufacturer suggests running the motor every few months to maintain the lubrication of the internal components.

5.1 Fabric maintenance

The fabric is composed of 74% PVC and 26% polyester and is coated with a specific protective solution, which delays the formation and accumulation of dirt. Use the following cleaning instructions to maintain the protective layer and maximize the lifespan of the fabric.

If there are wrinkles, time and sun will solve the problem. If you want, you can carefully use a hair dryer.

ATTENTION : Never use a pressure washer to clean the MultiShade system as it will strip the anti-mould coating, UVB protection, rip the seams and potentially damage the motor unit.

1. Using a soft brush or a vacuum cleaner remove any dust and dirt from the dry fabric.
2. Brush lightly with a mixture of lukewarm water and mild organic soap.
3. Rinse thoroughly to remove all traces of soap, let the fabric dry before closing the MultiShade.

CAUTION! If an awning is retracted while the fabric is still wet, open the awning as soon as possible to allow the fabric to dry. Although the fabric is treated against mildew, it is

necessary to do this because the deposits of atmospheric pollution on the surface of the fabric are likely to develop mould in these humid conditions.

5.2 Motor and remote control maintenance

Motor

The motor is equipped with an automatic overheating shutoff system. If you open and close your MultiShade several times in a row, the motor stops automatically before overheating. The motor will resume normal operation after at least twenty (20) minutes of cool down.

NOTE: The side opposite to the motor, where the tube rotates in the cap, may eventually need grease. We recommend using white grease such as Kleen Flo™ to avoid staining the fabric.

5.3 Battery replacement

Test the remote control by holding down 1 of the buttons. The blue light should flash for at least 5 seconds. If not, you should replace the battery immediately. You should find this type of lithium battery (3 volt CR2430) at any hardware or electronics store.

1. Unplug MultiShade first.
2. To replace the battery, use a pointy object (paper clip) to press on the little hole, as indicated in this diagram. Then simply push on the battery cover and slide it off to remove the back cover.
3. Note the orientation of the battery when removing it; this will tell you the polarity, replace the old battery while respecting the polarity.
4. Slide the back cover into place, and re-plug awning.



5.4 Preparing your MultiShade for winter

Before retracting your MultiShade for the last time of the season, make sure that the fabric is clean and dry to prevent mould formation during the winter.

Do not forget to remove the batteries from the remote control once the MultiShade is closed for the winter.

6 APPENDICES

6.A Resetting and synchronizing the motor and the remote control

This procedure describes the steps to re-establish communication between the motor and the remote control or to program a new remote control.

6.A.1 Resetting the motor

The following procedure will reset the MultiShades internal memory to its factory setting. Use the following steps in the following scenarios:

1. Loss of the original remote
2. Communication problems between the motor's controller and the remote

IMPORTANT Please review the steps below to familiarize yourself with the procedure before attempting to complete it.

NOTE: Each step must be executed in sequence with maximum delay of six (6) seconds. Otherwise, the system will exit the programming mode and you will have to start over. **Also make sure you have previously selected the channel of the remote you are going to use.**

1. Locate the **P2 button** at the back of the remote. We recommend using a pencil and/or a paper clip to press it.
2. Remove the plastic cover located on the right end of the solar module.
3. **Press and hold the button of the solar module for eleven (11) seconds.** This will cause the motor to execute several movements.
4. Test the reset condition by pressing up and or down on the remote. If the motor remains motionless the system has returned to its factory settings.
5. **Briefly press on the P2 button.** The red indicator light on the remote will light-up once.
6. **Briefly press on the P2 button** again. The red indicator light on the remote will light-up once.

7. **Press and release the top button on your remote.** The system will do one jog while all indicator lights on the remote will flash four (4) times.
8. Test the link between the remote and the system by operating the remote.
9. Clip back the plastic protector on the solar module.

6.A.3 Adding multiple shades to 1 remote

When your MultiShade leaves our factory, the remote control is programmed by default to channel # 1. If you have more than one MultiShade, each one comes with its own remote.

This leaves you with 14 other channels with which you can program to operate other MultiShades equipped with a Dooya motor.

Follow the steps below to add more MultiShades to 1 remote.

1. Select one MultiShade and its remote.
2. Unplug the solar panels from the motors of the other MultiShades.
3. Go to MultiShade # 2 and take out the battery from that remote.
4. Plug in the solar panel of MultiShade # 2
5. On remote # 1, **select channel #2.**
6. Within 10 seconds, press « **P2** » on the back of your remote the motor will make 1 beep and 2 movements.
7. Press « **P2** » again, the motor will make 1 beep and two 2 movements.
8. Finally, press the « **▲** » up button, the motor will make 3 beeps and two 2 movements.
9. MultiShade # 2 is now coupled with Remote # 1.
10. Follow this same procedure for every MultiShade you want to program on remote # 1.

When using your remote control, **make sure to select the correct channel** for the MultiShade you want to operate. Keep other remotes in a safe place to use as backups if something happens to remote # 1.

6.A.4 Changing the direction of the buttons on the remote control

1. Remove the cover at the right end of the solar panel.
2. Press the button on the solar panel and hold it down for six (6) seconds. The motor will jog at least once, and the indicator light will come on twice. The direction of the motor is now reversed.

7 REMOVING THE MULTISHADE FROM ITS SUPPORTS

Before removing the MultiShade from the support brackets, it is important to completely close it, unplug the solar panel from the motor and remove the solar panel if it is installed in the top groove of the MultiShade casing when your MultiShade is on a wall type installation, and tie it in the closed position with rope or bungee cords.

Then, remove the cable guides from the floor brackets, taking care to wrap the cable guides.

Using a 5mm Allen key, unscrew the M6 fixing screw from each support bracket. The MultiShade is now ready to be removed from the brackets.

8 TROUBLESHOOTING GUIDE

FABRIC	
Problem	There are creases on the fabric
Solution	This is normal, time and the sun will be your allies. You can also use a hairdryer but with caution.
Problem	The edges of the fabric seem to be fraying
Solution	<p>Each thread has a thick PVC coated polyester fibre core. When the mesh is cut, sometimes a thread is cut in half and the fibres inside the coating fray.</p> <p>This fraying will not spread to the rest of the fabric. You can simply cut off the protruding end with scissors.</p>
INSTALLATION ISSUES	
Problem	Can I hardwire my awning directly to my house's electric system?
Solution	<p>It is indeed possible to hardwire your solar shade's motor directly to your house's electrical system. For that matter, you will need to cut out the AC plug at the end of the cable but do bear in mind that THIS WILL VOID THE WARRANTY ON THE MOTOR and can also cause the programming of the motor to become more difficult. If you really need to go this route, make sure to have easy access to a switch nearby to ease the motor programming procedure:</p> <p>NEVER CUT THE WIRE MORE THAN 30 cm FROM THE MOTOR SINCE THIS COULD POSSIBLY CUT THE ANTENNA WIRE.</p>
FUNCTIONING ISSUES	
Problem	My remote control does not make my MultiShade open or close.
Solution 1	<p>If your shade stops while opening or closing or immediately after it has moved, this could indicate the overheating protection has been triggered.</p> <p>If this is the case, wait for at least 20 minutes and make a second attempt. It could be longer if it is hot outside.</p>
Solution 2	Verify if the remote-control battery is working.

	<p>Press on one of the remote's buttons. Does the blue LED illuminate? A remote control with weak batteries will take more time to light up the LED and will have a reduced range. If the remotes' LED does not light up, replace the battery with new ones.</p> <p>If the issue persists, see appendice 6.A</p>
Problem	My motor is not responding, but was working a few minutes ago.
Solution 1	<p>If your awning stops while opening or closing or immediately after it has moved, this could indicate the overheating protection has been triggered.</p> <p>If this is the case, wait for at least 20 minutes and make a second attempt. It could be longer if it is hot outside.</p>
Problem	My MultiShade stops before being completely open or opens too much.
Solution	The open and close limits have to be redone.
Problem	The MultiShade only opens or closes when I hold the buttons of the remote control.
Solution	The motor is in « program mode ». The open and close limits have to be redone. See appendice 6.B .
Problem	Can other remotes interfere with my awning?
Solution	<p>No, each remote control has to be "added" to a specific awning.</p> <p>Other remotes like the one for your garage door cannot communicate with your awning.</p>
Problem	Can I add more than 1 remote to my awning?
Solution	<p>No, but you can add more awnings to one remote by using another channel on your remote control.</p> <p>See appendice 6.A.3.</p>
Problem	I cannot program my new remote

Solution	See appendice 6.A.2
Problem	I am trying to open my MultiShade, but the load bar does not lower or one of the load bar's side is lower than the other.
Solution	The guide wire is not perpendicular to the casing or not parallel to each other. Check your installation.

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