

RENSON MOTORS: GENERAL REMARKS

1. What is the warranty on Renson motors?

Renson offers a five-year warranty on its motors, with the exception of the Renson Detecto Safety First motor. A seven-year warranty applies to this model.

2. Can I make use of Solmate?

No. Renson motors are not compatible with Somfy Tahoma, Renson Connect or Solmate. We advise customers who want to make use of smart screens to select a Somfy radio-controlled motor.

3. Are Somfy accessories compatible with Renson motors?

No, Somfy accessories cannot be used in conjunction with Renson motors. The only exception to this is the Somfy wall switch for the Renson electronic motor.

FIXSCREEN GO MS1

When installing your motor, please keep in mind that if you ever need to replace your motor, the cable will need to be replaced as well. Fixscreen Go does not have 'Connect&Go', but it does have a 'Click&Safe' motor slide.

A section of cable measuring around 20 cm is provided between the side supporting end cap and the 'Click&Safe' motor slide. This allows the fabric tube packing to be dismantled more easily.

1. How do I replace the motor?

There are two possibilities:

1. Remove the cable in its entirety and replace it.
2. Splice the cable: cut it and connect it to the new cable.

Cables are often embedded in plaster, which means that the latter option is the best choice. In this case, you will have to ensure a waterproof connection at your own responsibility.

Please note! The space between the side supporting end cap and the 'Click&Safe' motor slide is very limited and not waterproof!

Exception: The cable of the Renson Detecto motor can be detached from the motor (i.e. it is 'plugable'). So, if you have this type of motor, the cable can remain in place.

2. Is the cable UV-resistant?

No, the cable is not UV-resistant. Cables installed outdoors and in plain view require extra protection.

3. Does Renson offer a 110V motor?

No, Renson currently offers only 230V motors.

4. Can we offer sensors for Renson motors?

No, we do not offer this at the moment.

RENSON ELECTRONIC MOTORS

This motor is adjusted with a setting cable and operated with a switch.

1. Can this motor be connected in parallel?

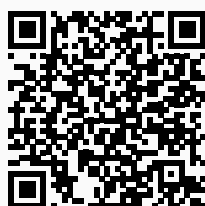
Yes, the motor can be connected in parallel and can also be applied in home automation. Up to ten screens can be connected in parallel.

2. Do Renson motors come with pre-configured end points?

No, Renson does not set the end points. It is easier if you set the end points correctly from the start, immediately after installing the screen.

The factory settings always provide for an end point for Renson electronic motors. A new end point can be set via the setting cable.

3. How do I adjust the motor? How do I set the end points?



The motor can be set by using the Renson setting cable (ref. 33087). The white cable supplies the switch of the setting cable with power. Press the blue button to confirm your selection.



4. What does the fifth cable (the white one) of the setting cable do?

The fifth cable – which is white – serves only to operate the switch on the setting cable.

Once the end points have been set, you will no longer have any use for the white cable.

Nevertheless, we do not recommend cutting this white cable after setting the end points. The end points can then still be set with the setting cable, should the need arise later on. Once the white cable has been cut, this will no longer be possible. In that case, the end points can only be set using the button on the motor.

You can connect the white cable – after setting the end points – to the blue cable.

5. Can the setting cable of the Detecto motor be used to make adjustments to the Renson electronic motor?

No, adjustments to the Renson electronic motor can only be made using the Renson setting cable, ref. 33087. The setting cable of the Detecto and that of the Renson electronic motor are not interchangeable.

6. Can the end points be cleared?

No, end points can not be cleared. You can 'overwrite' or reset them as often as you like. Neither can they be cleared due to a power failure.

7. How do you set end points if there is no setting cable, or if the white cable is no longer attached or cannot be reached?

If you don't have a setting cable, you can use the button on the motor.

8. What is the button on the motor for?

Under normal circumstances, you will have no use for the button on the motor. It serves the same purpose as the blue button on the setting cable. If you don't have the setting cable, or in an emergency (i.e. the cables cannot be reached), you can use this button. Although it is harder to reach, it can be done with a screwdriver.

RENSON RADIO-CONTROLLED MOTORS

This is a motor with three cables and an antenna. For these motors, a remote control is used to set the end points and to operate the motor.

1. Can this motor be connected in parallel?

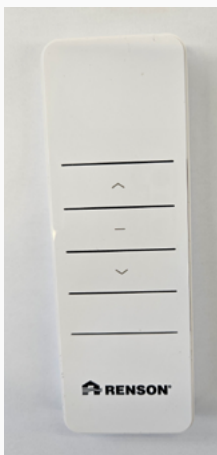
Yes, this motor can be connected in parallel. Up to ten screens can be connected in parallel.

2. What is the radio frequency and can this be applied everywhere in the world?

The radio frequency is 433.92MHz. It can be used worldwide. There are only two exceptions: the motor cannot be used in Japan or Korea.

3. Which remote control devices can be used?

Two remote controls are available:



Single-channel (Art no. 33195)



15-channel (Art. no. 33196)

4. What is the operating range of the remote control?

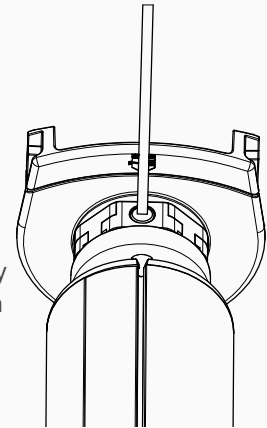
Calculated from the screen, the operating range of the remote control is up to 200 m outdoors and up to 35 m indoors.

5. How do I pair the remote control with the motor?

- **Step 1** - There is a button on the motor. Press this for 2 seconds, and the motor will move once.
- **Step 2** - Press the 'Stop' button on the remote control for 2 seconds. The motor will move twice, and you hear a beep.

Perform Step 2 immediately after you have performed Step 1. Do not allow more than 7 seconds to pass between these two steps. You can decide when to set the end points any time after coupling the motor and the remote control. This does not have to happen within a certain time limit after coupling.

Tip: The remote control can therefore be coupled with the motor before installing the screen.



6. Will the motor still be coupled with the remote control after an interruption in the power supply?

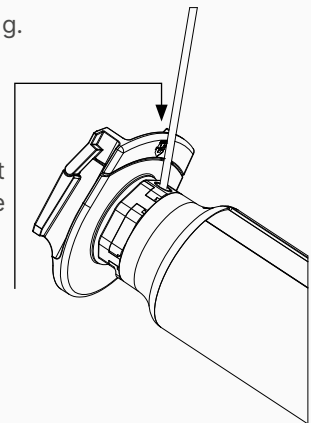
Yes, it will still be paired. An interruption in the power supply will not affect the coupling.

7. Where is the button on the motor located?

As there is so little space between the motor slide and the fabric, the button is difficult to locate at first glance. Our production department has, however, made sure it can be reached.

If you look closely at the moving part of the motor slide, you will see the Renson logo.

If you push down at an angle with a screwdriver right next to the Renson logo on the motor slide, you will reach the button.



8. Do Renson motors come with pre-configured end points?

No, Renson does not set the end points. It is easier if you set the end points correctly from the start, immediately after installing the screen.

During the production process, when the screen is assembled, all the motor settings will be fully cleared after pairing the motor and remote control to roll up the fabric.

9. How do I set the end points?



10. How do I reset an end point?



11. Can I switch the rotation direction?

Yes.

Press and hold the 'UP' and 'DOWN' buttons simultaneously for 2 seconds. The motor will move once. The rotation direction will now have been changed.

12. How do I remove the cover plate on the back of the remote control?

There is a small button that you can press on the back of the remote control. This makes it easier to open the remote control's cover plate.

13. How do I set an intermediate position?

The intermediate position can be set with the remote control. When you remove the remote control's cover plate, you will see 2 buttons.

- **Step 1** - Use the remote control to move to the desired intermediate position.
- **Step 2** - Press the button (P2) on the back of the remote control. The motor will move once, and you will hear one beep.
- **Step 3** - Press the 'STOP' button on the remote control. The motor will move once, and you will hear one beep. Press the 'STOP' button again. The motor will move twice, and you hear three beeps.

14. Can I copy the end point settings to another remote control?

Yes. Remove the cover plates on both remote controls. You will see 2 buttons.

- **Step 1** - On the remote control on which the end points have already been set: Press the button (P2) on the back of the remote control. The motor will move once, and you will hear one beep. Repeat this procedure.
- **Step 2** - On the remote control to which you want to copy the end points settings: Press the button (P2) on the back of the remote control. The motor will move twice, and you will hear three beeps.

The end points have now been 'copied' to the second remote control.

15. How do you reset the motor (i.e. clear the settings)?

Press and hold the button on the motor, without interruption, for 14 seconds. The motor will move 4 times, and you hear 4 beeps. The motor has now been reset. A power failure will not cause the motor to be reset.

16. Will the end point settings be retained after resetting or clearing motor?

No, all the settings will be lost. This includes any end point settings that were configured earlier on.

17. What should I do if I run into any problems?

We recommend resetting or clearing the motor and starting again from the beginning (See: How do you reset the motor (i.e. clear the settings)?).

18. Is a battery included in my purchase of a remote control?

Yes. The remote control is supplied with a battery as a standard.

19. What type of battery does the remote control use?

The remote control uses a CR2450 battery. These are widely available in shops.

RENSON RADIO-CONTROLLED SOLAR-POWERED MOTORS

This is a motor with three cables and an antenna. It has a battery inside that powers the motor. The battery is charged by means of a solar panel. This means that the motor does not need to be connected to your home power supply. For these motors, a remote control is used to set the end points and to operate the motor.

1. How do I set the end points?

The end points for this motor can be set exactly in the same way as in the radio-controlled Renson motor.



2. Which remote control(s) can I order for use with this motor?

This motor uses the same remote controls as the radio-controlled Renson motor. The following remote controls are available: a single-channel one (Art no. 3319515) and a 15-channel one (Art. no. 33196).

3. Can the solar panel be installed any place other than on the head box?

No. The solar panel can only be installed on the headbox. It can be installed on the left or right side.

4. Can the Fixscreen Go with a solar panel be installed everywhere?

The motor of the Fixscreen Go solar runs on a battery that is charged by solar energy. Therefore, you must always ensure that the solar panel gets enough light (sunlight) to recharge the battery.

Do not install Fixscreen Go solar in the shade or under an eave or other protruding object. Solar panels are best placed facing south (south-east to south-west).

5. Can I still operate the screen in winter, or when there is little sunshine?

Just like the solar panels on your roof that provide power for our home, the Fixscreen Go solar panel needs sunlight or daylight to work properly. This means that the solar panels generate power in response to daylight. They also produce solar power in cloudy weather, although this is less than in direct sunlight. Even in winter!

6. How big is the solar panel?

W 580 x H 55 mm

7. Do Renson motors come with pre-configured end points?

No, Renson does not set the end points. It is easier if you set the end points correctly from the start, immediately after installing the screen.

During the production process, when the screen is assembled, all the motor settings will be fully cleared after pairing the motor and remote control to roll up the fabric.

8. Can I set the end points directly after installing the screen? Will the battery provide enough energy to operate the motor?

Yes. The Fixscreen Go Solar comes with a fully charged battery. You can operate the motor immediately after installation, and set the end points.

9. What happens if the battery has been completely discharged?

The battery can be recharged with a charger: the Renson RRM solar battery charger (ref. 33197).

10. The motor is not functioning. What can I do?

The battery may not provide enough power or may be completely discharged. Charge the battery for several hours and try again. Disconnect the motor from the solar panel and connect it to the battery charger. If the battery is charged and the motor still does not work, replace the motor.

11. The motor slows down when reaching the end point. Is this normal?

Yes, that is perfectly normal. The screen makes use of a 'slow stop' action.

This 'slow stop' can be switched off if needed. This part is not mentioned in the manual. The manual is available for SAV purposes only.

The speed of the screen can be adjusted to make it move slower or faster.

12. What happens if the solar panel no longer works?

The solar panel is replaceable. A panel that no longer works should be removed. The new panel can be affixed in the same place. This done with a special tape.

TOPFIX SOLAR

1. Can a Topfix Solar be used for indoor installation?

This is possible. It will, however, mean drilling an opening through the wall or roof with a diameter of 18mm. The waterproof connector is 17.8mm.

2. How many cycles can the Topfix Solar perform with a fully charged battery?

Without the panel converting solar energy into electricity, a Topfix Solar with a fully charged battery can perform 25 cycles. More energy is consumed when the screen is rolled up. A fully charging a battery lasts ± 1.5 hours.

Without solar power, the battery will be fully discharged after 6 months, discharging $\pm 10/15\%$ per month. A sticker is affixed to the battery indicating when it was fully charged.

3. Does the Topfix Solar come with a charger as a standard?

No. An optional charger can be ordered through RIO. 33178 - 12V battery charger for Topfix solar + adapter cable.

4. What should I do if the motor does not function?

First, check if the battery is fully charged. If it is fully charged, you will have to clear the motor's memory. This can be done by disconnecting the motor cable from the solar panel. After 2 seconds of disconnection, reconnect the cables. Within 8 seconds, simultaneously press the A key and the stop key until the screen makes a longer up and down movement. The remote control and end point settings will now be cleared from the motor's memory. Reset the remote control.

5. How do I add a new remote control?

- **Step 1** - Take the remote control that has already been coupled with the motor. If you are setting up a 5-channel remote: select the channel to copy. Press and hold Button A until the screen starts to move. Look at the screen to ascertain the direction in which it is moving (up or down).
- **Step 2** - Take the new remote control. If setting up a 5-channel remote: select the desired channel. Look at the direction in which the screen is moving (up or down) and press the arrow corresponding to that direction (up or down) on the new remote control. Do this within 5 seconds. The new remote control has now been added.
- **Step 3** - If the procedure was not successful, try again.

6. How do I copy remote controls?

At Remote Control 1, press the left button on the remote, then press the button at Remote Control 2 and then up or down with the arrow.

7. Which type of remote control?

Operation is possible via a single-channel remote control (ref. 33115) and a 5-channel remote control (ref. 33113). If you have opted for a 5-channel remote control, you have to choose the number for which you want to couple the screen.

8. How do I restore the factory settings?

If this concerns a remote control already in use: Use the right button on the back.

If this concerns a new remote control: Connect it to the power supply for 2 seconds. The motor will move twice. The remote control will be restored to its factory settings the second time it moves.