

TROUBLESHOOTING

Problem with Installation	Solution
Can I “hard-wire” the Awning Motor into my home?	SunSetter cannot be responsible for any changes in electrical configuration of the Motorized Awning. Have your electrician contact Somfy (motor manufacturer) directly via their website www.somfysystems.com . Do not cut the cord within 2’ of the Motor connection. Note: Some maintenance procedures such as resetting communication between the Remote Transmitter and Awning require power to be interrupted. Therefore, hard-wiring the Awning may interfere with this procedure.
How low can the pitch be set?	As low as 45 degree angle. See procedure in Appendix B .
How high can the pitch be set?	Pitch is factory set for the Front Bar to be 29” lower than the top of the Roller Bar. See Figure 3 on Page 7 . If you reach the maximum adjustment and are still not happy with the height of the Front Bar, you can shim the Wall Brackets upward to raise the Front Bar further . Make sure that all Wall Brackets are shimmed evenly. See Appendix B for pitch adjustment instructions.
When I first press the button to operate the Awning, it moves open, then closes on its own and then opens correctly.	When the Awning is plugged in the first time, and anytime the Motor has been without power for more than two (2) minutes , the next command will cause the Awning to open several inches, close all the way, then the Awning will continue to open. This is a normal function.
Problem with Appearance	Solution
Fabric wrinkles when the Awning is opened or closed.	The Awning Fabric has a hem along both ends of the material; some wrinkling is a characteristic of the extra thickness along either edge. This wrinkling may be more noticeable when retracted and after prolonged periods when the Awning is not used. This condition is normal. Leaving the Awning open in warm weather should minimize the wrinkling over a period of time. Ensuring that the Awning Fabric is centered on both the Roller Bar and the Front Bar may also lessen the appearance of wrinkles in the Fabric.
One Lateral Arm is closer to the house than the other, when closed.	The Arms are independent and close slightly different. A slight adjustment of the Fabric on the Roller Bar could help balance this. See the steps below for centering Fabric on the Roller Bar.
Either Lateral Arm bangs against the Square Bar or the house, or either Lateral Arm extends beyond the Front Bar or Valance, or Fabric gathers more to one side (telescoping fabric) on the Roller Bar as the Awning retracts. or Fabric is not centered on the Roller Bar or the Front Bar.	This procedure works best with helpers . <ol style="list-style-type: none"> 1. Open the Awning all the way. 2. Unplug the power cord from the outlet. 3. Mark the Roller Bar (using pencil or tape) with the left and right positions of the Fabric. 4. Note which Lateral Arm closes closest to the house or bangs on the Square Bar. 5. Using the Crank Wand, open the Awning; continue until the Roller Bar is fully exposed. 6. Slightly move the Fabric in the direction of the Lateral Arm noted in number 4. 7. Two people hold the Fabric in place on the Roller Bar, while the third person manually cranks the Awning closed until the Fabric is tight and the Front Bar begins to close. 8. Plug in the power cord and close the Awning the rest of the way. 9. Watch how the Arms close, particularly in the last couple feet of the Awning closing. 10. Repeat the Fabric adjustment, in very slight increments on the Roller Bar, as needed. 11. If problems persist, please call Customer Service at 800-670-7071 for support.
One Lateral Arm sits higher or lower than the other, when Awning closed.	Open the Awning to the fully open position. The position of the closed Arm can be slightly adjusted, up and down. See Figure 18a , “Final Arm Clamp Adjustment” on Page 14 .
The Roller Bar and Fabric appear to bounce when opening and closing the Awning.	The Roller Bar that holds the Fabric is supported only at the extreme ends and it bows slightly toward the center. As the Roller Bar rotates, it may move up and down toward the center. This is a natural tendency of the bar and may be more noticeable with larger sized Awnings.
My Fabric is rubbing against the Arm Clamps when it is opening/closing.	The Fabric should not come in contact with the Arm Clamps when it is opening or closing. Verify the Fabric is rolling over the top of the Roller Bar (see Figures 23 & 24 on Page 22). The Fabric should be taut between the Roller Bar and Front Bar when the Awning is fully Open. If Fabric sags, the Open stop setting may need to be adjusted closer to the house.
The Manual Awning Drive Unit binds, skips, or spins freely.	The Drive Unit gears may have been stripped or damaged during operation. Please call Customer Service at 800-670-7071 for assistance and possible replacement of the Drive Unit.
Squeaks	The plastic handles of the Crank Wand may be lubricated with a small amount of light lubricant, to address squeaking that may occur. For more information, see the LUBRICATION section on Page 16 .

TROUBLESHOOTING - Continued

Problem with Motor or Gear Assembly	Solution
After installing, the Awning will not function.	<ul style="list-style-type: none"> • Is the Remote Transmitter set to Channel 1 (1st LED light on left), as preset at the factory? • Is there power to the outlet? Test with a known good appliance, such as a lamp. • Test the Remote Transmitter - Hold a button, the LED light should blink for at least 5 seconds. • If Remote Transmitter fails this test, replace the battery (CR2430) with a new battery.
The red LED light on the Remote Transmitter does not come on when I press and hold a button.	<ul style="list-style-type: none"> • Remove the battery and reinsert (check polarity to ensure battery is inserted correctly) in battery slot and try pushing button again, if no light, replace battery. • To replace the battery (CR2430) see “Changing the Battery” on Page 18.
The Awning closes on its own.	<p>Three conditions can cause the Awning to close on its own.</p> <ol style="list-style-type: none"> 1. The Wireless Wind Sensor has detected rapid movement up and down and has sent a “close” signal to the Awning, causing the Motor to close the Awning. The sensitivity of the Wireless Wind Sensor is set inside the device. The sensitivity is adjusted by using a small screwdriver to turn the potentiometer from the factory setting of 2 to a higher setting up to 9. When setting the Wind Sensor to be more sensitive, the setting can be set as low as 1. 2. Every 15 minutes = The Wireless Wind Sensor has low batteries, causing the Motor to Close the Awning. Change the AAA batteries. Do not use rechargeable batteries. 3. Every 60 minutes = The Wireless Wind Sensor has lost communication with the Motor. This can be caused by dead or incorrectly inserted batteries, in which case the AAA batteries must be replaced (use non rechargeable batteries). This can also be caused by a Wind Sensor being physically removed from the Awning without removing it from the Motor’s memory. <p>For more information, please see the Wireless Wind Sensor Installation Instructions.</p>
Awning works in one direction only.	Follow instructions in Appendix A to see if the preset Open or Close stop position setting can be adjusted. If this fails, please call SunSetter Customer Care at 800-670-7071 for assistance.
The Open or Close stop limit needs to be changed.	Follow instructions in Appendix A to change existing Open or Close stop limits of the motor. Appendix A requires the Awning stop on its own at the setting to be changed. If the Awning cannot reach the Open limit due to an obstruction such as a tree or structure, follow the instructions in Appendix D to completely remove and recreate new stop position limits.
Can other Remote Transmitters interfere with the operation of this motor?	No. Your Somfy Sunea motor operates on a specific frequency. In addition, each Remote Transmitter has its own unique identification code that must be manually and intentionally matched to each motor.
Can more than one Somfy Remote Transmitter control my Awning?	Yes. Your Somfy Sunea motor can be programmed by you to accept commands from multiple controllers such as the Wireless Wall Switch, Wireless Wind Sensor, All Weather Remote Control, and other Remote Transmitters. See Appendix D to add or delete additional Control Devices.
Motor stopped responding, but worked a few minutes ago.	The motor is enclosed inside the Roller Bar. Heat can become trapped inside the Roller Bar, causing the motor to overheat and turn itself off after several minutes of continuous use. This may occur in as few as 5 to 10 cycles of opening and closing the Awning. This may be more noticeable with the wider model and XL Awnings, particularly in hot weather. Please allow at least 15 minutes for the motor to cool down before attempting to operate the motor again. Meanwhile, you can open or close your Awning using the supplied Crank Wand.
The GFI outlet ‘trips’ or shuts off.	<ul style="list-style-type: none"> • Test the outlet by plugging in another appliance (such as a hair dryer or lamp) to ensure the outlet is working properly. • Test the Awning by getting power from an outlet on another circuit using an extension cord. • There may be moisture inside the motor housing causing the GFI to trip, please allow the motor to dry out over 2-3 days. The motor is designed to operate if it gets wet and dries out. • Installing the SunSetter Cover or Aluminum Hood over your Awning will reduce the risk of rain water affecting the operation of the Motor. • If Motor is wet, use a drip loop on the power cord as shown in Figures 21 and 22 on Page 18.
Button on Remote Transmitter must be held down for Awning to Open or Close.	The Motor is not in User Mode. Follow the steps in “ Additional Motor Troubleshooting ” on Page 21 to return the Motor to User Mode in which “one-touch operation” returns.

TROUBLESHOOTING - Additional Motor Troubleshooting

Problem with Motor	Solution
<p>Awning / Motor Does Not Respond to Remote Transmitter Properly <i>(First, verify that electric power is good and Remote Transmitter passes Self Test as described in the section below)</i></p> <p>or</p> <p>Awning / Motor only runs while holding down the UP or DOWN button on the Remote.</p>	<ol style="list-style-type: none"> 1. Unplug Motor, 2. Wait two seconds, 3. Plug in Motor, 4. If Motor jogs, go to Section A, 5. If Motor does not jog, go to Section B. <hr/> <p>Section A</p> <ol style="list-style-type: none"> 1. Press and Hold the CLOSE and OPEN buttons together, on the Remote Transmitter. 2. Hold until Motor jogs or moves. 3. Press and Hold the PROGRAMMING button. 4. Hold until Motor jogs or moves a little bit. <p>5. TEST for proper operation.</p> <hr/> <p>Section B</p> <ol style="list-style-type: none"> 1. Press and Hold the CLOSE and OPEN buttons together, on the Remote Transmitter. 2. Hold until Motor jogs or moves. 3. Perform Steps 9 - 18 in Appendix D on Page 26. <p>4. TEST for proper operation.</p> <hr/> <p>If Section A or B (above) does not fix the problem, then . . .</p> <p>Perform Steps 1 - 18 in Appendix D on Page 26, or call SunSetter Technical Support at 800-670-7071.</p>
<p>How to Self Test the Remote Transmitter</p>	<ol style="list-style-type: none"> 1. Press each button (CLOSE, OPEN, my) on the front of the Remote Transmitter, one at a time. 2. Hold each button for 5 to 10 seconds. 3. LED light should blink for at least 5 seconds, then stop blinking. 4. If Steps 1 - 3 work, the Remote Transmitter is good. 5. If this fails, replace the Remote Transmitter's Battery with a new Lithium CR2430. See Page 18.