

RTS Frequently Asked Questions

Motorization

HOW DO I KNOW IF I WANT A HARDWIRED OR PLUG-IN SHADE?

Plug-in motors are recommended for ease of installation and typically offer the best overall project value. Junction box connections are also available and should include a "quick disconnect" installed by your electrician. Battery operated motors may be an alternative for some sites which have no access to electrical.

WHAT KIND OF POWER DO I NEED FOR MOTORIZED SHADES?

Hardwired and plug-in motors require a 120 volt power source.

WHERE DO I PUT THE OUTLET/JUNCTION BOX?

Placement of an outlet/junction box will be determined by the environment. It is recommended to be within 12 inches of the motor for a window covering.

DO I NEED AN ELECTRICIAN TO INSTALL THE SHADES?

An electrician is required to install outlets or junction boxes prior to the roller shade installation. If junction boxes will be used, quick disconnects must be installed by the electrician. Once this has been done, the drapery installer can finalize the shade installation.

WHERE IS THE MOTOR? WILL I SEE IT ON THE INSTALLED SHADE?

The motors are housed in the tube of the shade on the left or right side of the window treatment. The motor head will be visible but can be concealed with a top treatment, such as fascia.

DO I NEED A SEPARATE OUTLET FOR EACH SHADE?

Yes, each motor should have it's own outlet.

WILL THE POWER CORDS BE VISIBLE?

Yes, but can often be concealed with a top treatment, such as fascia or cornice, or within a ceiling pocket.

WHERE DO I NEED TO PUT THE WALL SWITCH?

Wireless wall switches should be placed within 65 feet of the motor(s) they will operate.

HOW DOES THE WALL SWITCH GET ATTACHED?

Wall switches are mounted into a single gang, plastic box similar to a light switch in your home. Metal boxes should not be used as they will interfere with the signal. HDH does not supply or install this box into your wall.

WHAT TYPE OF SIGNAL IS USED?

RTS communicates via a radio frequency.

IS THE RADIO FREQUENCY SIGNAL FOR HDH WIRELESS REMOTES/WALL SWITCHES ON ITS OWN CHANNEL?

Yes.

WILL OTHER THINGS IN THE HOTEL SUCH AS WI-FI, MICROWAVES, OR CELL PHONE REPEATERS POTENTIALLY INTERFERE WITH THE SIGNAL?

No, wi-fi, microwaves, or cell phones repeaters will not interfere with a radio frequency signal. However, in rare cases signal interference may occur if a property is adjacent to a military base, hospital, airport, or other facility that uses multiple radio frequencies.

WHAT HAPPENS IF THE REMOTE CONTROL GETS LOST/STOLEN?

Wireless wall switches are recommended for all hospitality environments to prevent the loss of a remote. If a remote is lost or stolen the shade will need to be reprogrammed to a new remote. A master remote is recommended for any application using remote controls to simplify this process.

HOW LONG DO THE SWITCH BATTERIES LAST?

Batteries last an average of 2-3 years, depending upon frequency of use.

IS IT DIFFICULT TO CHANGE THE SWITCH BATTERIES?

Replacing batteries require the removal of 1 screw for remotes or snapping off the back cover of a wireless wall switch.

CAN OUR MOTORIZED SHADES BE INTEGRATED INTO LUTRON OR CRESTRON SYSTEMS?

Yes, a 16-channel RTS interface component will be required.