

# RTS Troubleshooting

## Motorization

### **BEFORE YOU CALL FOR SERVICE, PLEASE CHECK THE FOLLOWING:**

- Verify the motor is powered
- If using a battery wand, confirm the batteries are Lithium and that the wand cap is screwed on tightly
- Verify there are no kinks in any of the cables or antennas
- Verify the motor is installed correctly inside the tube (Crown & Drive correctly installed)
- Verify the motor limits are set correctly (refer to programming guide)
- Allow time for the motor to cool off after continuous operation (we recommend at least 15 min) (motors are equipped with a thermal shut off for safety)
- Verify all sensors on location are within RTS range (65 feet) and are working properly
- Check the control (wall switch/remote) batteries (LED should flash with a button press)
- Do not cut power cable shorter than 18 inches (the power cable acts as an antenna)
- Confirm the mounting distance between two motor heads exceeds 19 inches, to avoid radio interference
- Verify there is no outside radio interference on location (some examples would be airports, marinas, army bases, weather or security systems)
- In PROGRAMMING MODE the radio reception of the motor is reduced, move the control closer to the motor head during this time
- Make sure to close out of PROGRAMMING MODE, after setting and confirming the limits, by pressing and holding the PROGRAMMING BUTTON on the back of the controller until the window covering jogs