

Operation — Troubleshooting — Care



Soft Roman Shades PowerView® Gen 3 Automation

carole[™]

OPERATION

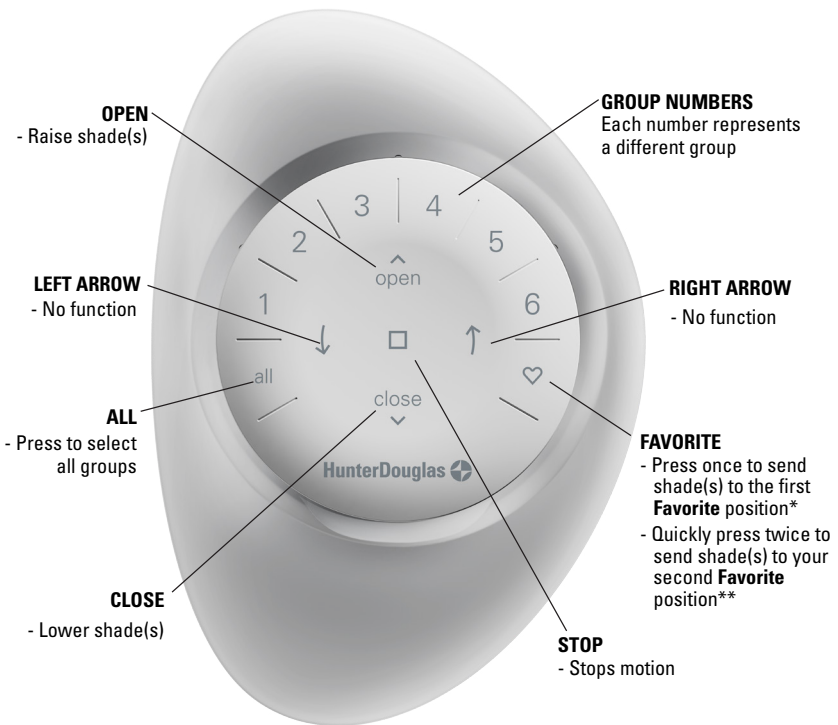
Operating the PowerView App and Gen 3 Remote

Syncing and Programming Your Remote

- Activate the remote by pulling both plastic tabs from the back battery compartment.
- Download the PowerView® App for your smartphone or tablet at hdpvapp.com.
- Open the PowerView App and follow the steps to set up your new shades and remote.
- Use the PowerView App to program and manage your PowerView Gen 3 remote(s) as accessories.
- For more details, refer to the digital [PowerView Gen 3 Automation Remote Control Guide](#).

Basic Operation

- Wake up the remote by picking it up or pressing ■ STOP.
- Press group number(s) 1, 2, 3, 4, 5, and/or 6 to select one or more groups. Selected group numbers light up white on the remote.
- Press selected group number(s) 1, 2, 3, 4, 5 and/or 6 a second time to deselect one or more groups. Deselected group numbers are not lit.



*The default first **Favorite** position is the shade at 50% open.

Both **Favorite positions can be updated in the PowerView App > Shade Settings.

Further Operation and Programming Information

PowerView® App

The PowerView® App is required to program PowerView Gen 3 shades, remotes, and gateways. The App is compatible with Apple® and Android™ smartphones and tablets. For more information regarding setup and operation using the PowerView App, refer to <https://help.hunterdouglas.com/s/powerview-gen-3-manuals>.

PowerView® Gen 3 Gateway

The PowerView® Gen 3 Gateway is used to control shades in larger projects as well as integrate PowerView Gen 3 shades with third-party integration systems. For information regarding programming of PowerView Gen 3 Gateways, refer to the digital [PowerView Gen 3 Automation Gateway Guide](#).

PowerView Gen 3 Remote

For more information regarding operation and programming of the PowerView Gen 3 Remote, refer to the digital [PowerView Gen 3 Automation Remote Control Guide](#).

Resetting the Shade (If Necessary)

Calibration Reset

The calibration reset is used to recalibrate the shade's travel limits. This action is performed in the PowerView App.

- Select Calibrate Shade in the Advanced Options section of the Shade Settings menu in the PowerView App.
- The shade will raise to the top, then finish in the closed position. When the shade stops moving, calibration is complete.

Resetting Shade Programming

The PowerView App may be used to modify or reset any shade programming to PowerView Gen 3 Remotes and Gateways. Shades may be added to or removed from Rooms in the app at any time. If necessary, shades may also be deleted from the PowerView App in the Advanced Options section of the Shade Settings menu.

Electronic Limit Adjustments

Electronic limits are set at the factory and normally do not require readjustment. For window treatments that may need additional adjustment or to set custom limit positions, go to Shade Settings in the PowerView App to adjust limits.

TROUBLESHOOTING

Troubleshooting

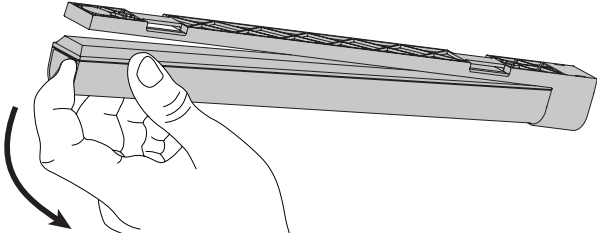
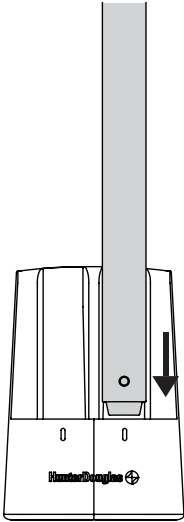
If your shade is not operating correctly:

- Review the [digital support guide](#) for your control device.
- Refer to the following troubleshooting procedures for specific solutions for your shade.

Problem	The shade will not fit into the shade installation brackets.
Solution	<p>If the shade has a battery wand, check that the wand is not interfering with the shade installation brackets.</p> <p>Check that the shade installation brackets are level and aligned. Shim the shade installation brackets to level the headrail, if necessary.</p> <p>Be sure the heads of the screws are flush against the installation bracket.</p> <p>Check that the headrail is completely inserted into the shade installation brackets.</p>
Problem	The shade does not operate when the control button is pressed.
Solution	<p>Unplug the power cable from the motor, then plug it back in. A blue LED inside the control button housing should flash to indicate the motor has power.</p> <p>Check that the batteries in the battery wand or battery pack are correctly inserted and fresh.</p> <p>Check that the battery wand, battery pack, or 18V DC Power Supply is securely connected to the power cable and the cables are not pinched or caught in the headrail or shade installation brackets.</p>
Problem	The shade does not respond to the remote.
Solution	<p>IMPORTANT: A shade will not operate until it is joined to a group.</p> <p>Check that the correct group number is selected. The LED on that group number will light up. You can also check which group number the shade is joined to on the remote in the PowerView App. You can find this under MORE > ACCESSORIES in the app.</p> <p>Check if the batteries need to be replaced. If the batteries are completely drained, none of the lights will turn on. If the batteries are running low, the inner ring buttons (open, close, right arrow, left arrow, stop) light up RED. In either case, the batteries need to be replaced. The remote takes two CR2032 batteries.</p>

Problem	The shade is operating slowly or does not raise or lower completely.
Solution	<p>The batteries may be low in the battery wand or battery pack. Check battery orientation or replace the batteries.</p> <p>Check that the battery wand, battery pack, or 18V DC Power Supply is securely connected to the power cable and the cables are not pinched or caught in the headrail or shade installation brackets.</p> <p>Shade limits may need to be reset. See “Resetting Shade Programming” — Page 3.</p>
Problem	Shade is wrinkled when installed.
Solution	Allow the shade to hang in the lowered position for a few days to reduce wrinkles.
Problem	The shade limits need to be adjusted — top limit.
Solution	See “Electronic Limit Adjustments” — Page 3.
Problem	The shade limits need to be adjusted — bottom limit.
Solution	See “Electronic Limit Adjustments” — Page 3.

TROUBLESHOOTING

Problem	Rechargeable battery wand needs recharging.
Solution	<p>There are two methods for charging the rechargeable battery wand — the dual charging station or the single charger.</p> <p>CAUTION: Rechargeable battery wand can only be charged with Hunter Douglas provided charging options — alternative charging devices may result in permanent damage.</p> <p>Removing the Rechargeable Battery Wand from the Mount</p> <ul style="list-style-type: none">■ To safely remove the rechargeable battery wand from your shade, grasp the end of the battery wand that is furthest away from the power socket.■ CAUTION: Grasp the wand firmly prior to removal.■ Using the indentation on the end of the battery wand, use your index finger to pull the battery out of the mount.■ NOTE: The mount should remain installed and plugged into the shade cable during this process. You will simply remove the wand from the mount.  <p>Recharging Via the Dual Charging Station</p> <ul style="list-style-type: none">■ Plug the dual charging station into a standard AC outlet.■ Insert the nose of the rechargeable battery wand into the dual charging station slot.■ Battery snaps firmly into place. A red indicator light confirms the battery wand is properly inserted and is charging.■ Once the battery has been fully recharged, the light indicator turns green. Charging may take up to three hours, depending on your battery level.■ Remove the battery wand from the charger.  <p>(Continued on next page.)</p>

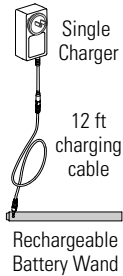
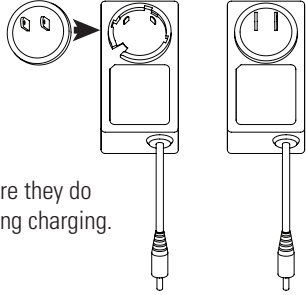
Problem

Rechargeable battery wand needs recharging (continued).

Recharging Via the Single Charger

Remove the rechargeable battery wand from the mount, or insert the single charger cable without removing from the shade.

- Attach the plug adapter to the charger.
- Attach the female end of the charging cable to the charger, and the male end to the battery wand. If additional length is required to reach the battery, attach additional charging cables as needed.
- Insert and twist cables together to ensure they do not accidentally become unplugged during charging.

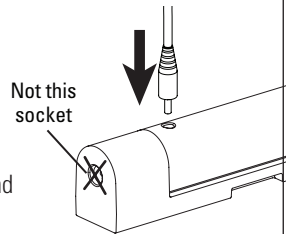


- Plug the charger into a standard AC outlet.
- Plug the charging cable into the charging outlet on the rechargeable battery wand. The charging outlet is near the nose of the wand.
- A red light indicator confirms the battery wand is properly inserted and is charging.

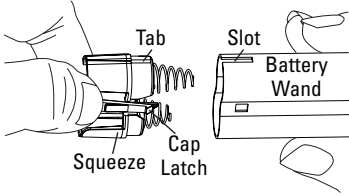
CAUTION: *Do not* attempt to plug the charging cable into the battery mount's power socket. Doing so will not only fail to charge the battery wand but could possibly cause damage to both the single charger and the battery mount.

- Once the battery has been fully recharged, the red light indicator will turn green. Charging may take up to two hours, depending on your battery level.
- Remove the charging cable from the battery wand.

(Continued on next page.)



TROUBLESHOOTING

Problem	Rechargeable battery wand needs recharging (continued).
Solution	<p>Reinserting the Rechargeable Battery Wand into the Mount</p> <ul style="list-style-type: none"> ■ Match the direction of the arrow on the underside of the battery wand with the arrow on the battery mount. ■ Insert the nose of the battery wand into the cavity of the battery mount. ■ Push the battery wand flush into the mount until the battery snaps into place.
Problem	Batteries in the battery wand need to be replaced.
Solution	<p>Replace the batteries in the battery wand.</p> <p>Squeeze the cap latch to release the cap and remove the cap from the battery wand.</p> <p>Install the batteries according to the instructions on the battery wand label.</p> <p>Press the cap on until it latches.</p> <p>NOTE: Hunter Douglas recommends AA alkaline batteries for use with our battery-powered shades. These will provide more than one year of operation, depending on usage. Lithium and rechargeable batteries are not recommended.</p> 
Problem	The shade raises or lowers unevenly or the bottom rail is uneven when fully raised.
Solution	<p>Lower the shade completely to allow it to “self-correct” skewing.</p> <p>Check that the headrail and shade installation brackets are level and aligned. Shim the shade installation brackets to level the headrail, if necessary.</p> <p>Adjust one or more of the bottom shade levelers to level the bottom of the shade. Lift up the bottom of the shade to access the shade levelers. Press the side of the leveler. Move leveler up or down to position shade leveler higher or lower. Check the shade for levelness. Be sure the cord shroud is secure.</p>

Dressing Roman Shades

NOTE: As with all textiles, the fabric on your Roman shade(s) is subject to some inherent variations. Slight dye-lot variations, puckering or wrinkling are within textile industry standards and should be considered normal.

- **After installation:** Allow shades to hang fully lowered for a few days to let wrinkles fall out.
- “Dressing” refers to easing the fabric into soft folds across the shade to create a uniform appearance.
- If a shade is left in the raised position with the folds dressed for an extended period, the folds may retain their shape over time, and may require less dressing.

Cleaning Procedures

The following options are available for cleaning your shade:

Dusting

- Light dusting with a feather duster is usually all the cleaning needed.

Vacuuming

- Vacuum on low suction for dust removal.

Steaming

- When steaming, a hand-held steamer on a low setting is recommended.

DECLARATIONS

FCC Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Consult the dealer or an experienced radio/tv technician for help.

Note: Changes or modifications not expressly approved by the manufacturer responsible for compliance could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference and (2) this device must accept any interference received, including interference that may cause undesired operation.

ICES-003

This Class B digital apparatus complies with Canadian ICES-003.

- Operation is subject to the following two conditions: (1) this device may not cause harmful interference and (2) this device must accept any interference received, including interference that may cause undesired operation.
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NMB-003

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

- L'utilisation de ce dispositif est autorisée seulement aux conditions suivantes : (1) il ne doit pas produire de brouillage et (2) l'utilisateur du dispositif doit être prêt à accepter tout brouillage radioélectrique reçu, même si ce brouillage est susceptible de compromettre le fonctionnement du dispositif.
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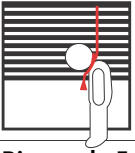
CE Statement

Hunter Douglas Window Fashions, One Duette Way, Broomfield, CO 80020, USA

Hunter Douglas hereby declares that the PV34 is in compliance with the essential requirements and other relevant provisions of Electromagnetic Compatibility (EMC) Directive 2014/30/EU and Radio Equipment Directive (RED) 2014/53/EU. A copy of the DoC can be obtained online:

www.hunterdouglas.com/RFCertifications.



⚠ WARNING/ADVERTENCIA**Window Blind Cord Strangulation Risk**

Window blinds with a damaged or loose tension device or retractable cord that fails to fully retract pose a strangulation risk to children. To avoid this potential strangulation risk, consider purchasing cordless products or products with inaccessible cords.

Riesgo de Estragulación en Cuerdas de Persianas

Las persianas con un dispositivo tensor suelto o dañado o con una cuerda retractable que no se ajusta completamente representan un riesgo de estrangulación para los niños. Para evitar un posible riesgo de estrangulamiento, considere comprar productos inalámbricos o productos con cuerdas inaccesibles.

Carole Fabrics Corporation Limited Warranty

Carole Fabrics Corporation (“Carole Fabrics”) warrants to the original retail purchaser that its fabricated products (including draperies, Roman shades, cornices and valances), if properly measured and installed in a residential dwelling, will be free from defects in materials and workmanship for a period of three (3) years from the date of sale to the original purchaser. Motors (excluding batteries) are so warranted for a period of five (5) years from the original retail sale date.

The obligation of Carole Fabrics and its dealers is limited to repair or replacement (at Carole Fabrics’ discretion) of the internal mechanisms, components, brackets, fabric and stitching found to be defective during the warranty period, and excludes shipping charges, trip charges and the cost of removal, measuring, disassembly, and reinstallation of the product. Repairs will be made with like or similar parts. Discontinued components, fabrics or colors will be replaced with the closest equivalent current product, as determined by Carole Fabrics.

The warranty does NOT cover any conditions or damages caused by normal wear and tear or resulting from accidents, alterations, misuse, misapplication, exposure to elements (e.g., sun damage, wind/water/salt/moisture), irregularities typical of soft decorative fabrics (e.g., slubs, minor missing threads, minor pattern bias), discoloration or fading over time, blackout lining perforations created in the sewing process, or failure to follow Carole Fabrics’ instructions for measurement, installation, cleaning, or maintenance. This warranty also does not apply to any condition or damage resulting from removal of the product or reinstallation in the same or another window or application. This warranty also does not cover fabric sold by length, including cut yardage, or to batteries included with motorized shades.

In no event shall Carole Fabrics or its dealers be liable or responsible for incidental or consequential damages, or for any other direct or indirect damage, loss, cost, expense or fee. Some states do not allow the exclusion or limitation of accidental or consequential damage, so this exclusion or limitation may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

To obtain warranty service, contact an authorized Carole dealer. The dealer will work with Carole Fabrics to promptly repair or replace (at Carole Fabrics’ discretion) any defective parts or components without charge. Warranty claims must be accompanied by proof of purchase, as well as details regarding the nature of the issue, location of the product, etc. Photographs of the product claimed to be defective may be required to enable Carole Fabrics to understand the nature of the issue and, where applicable, to determine the appropriate remedy. If you require further assistance, contact Carole Fabrics at customer.service@carolefabrics.com or at the address provided below.

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