



Solace Operation & Maintenance Manual

Manual Screens

Operating the Shade

Step 1: Attach Crank

When sold a manual screen you should receive a hand crank with the unit. It has a silver bell receiver at the top, which has a slot for the cassette metal bullet attached to the left or right side of the screen unit's box. The bullet has two pegs which allows the crank to lock in, prior to cranking the unit.

Step 2: How to Operate

To lower the shade, turn the crank counter clockwise. The shade will automatically start dropping down. Turn the crank clockwise to bring the screen back up to the box. If it is not moving, crank the opposite direction, but beware. If it still isn't moving you may have cranked the screen too much in the wrong direction and it could be bunched up in the cassette. A chargeable service call may be required.

Step 3: Remove Crank from Unit

It is recommended to remove the crank bell from the cassette metal bullet when done putting the screen in the desired position.

Motorized Screens

Operating the Shade

Step 1: How to Operate

Now let's operate the shade. Depending if your unit is operated by a single channel or multi channel remote, you may need to select the number on the display by using the right or left button. "0" operates all units, the individual unit programming numbers will have been assigned at the time of installation.

To lower the shade, press the down button. The shade will automatically stop at the lower limit or stop point. To raise the shade, press the up button. The shade will automatically stop at the upper limit or stop point.

Step 2: Stopping the Shade Using Remote

Somfy: Should you wish to stop the shade at any point, simply press the "my" button to stop the shade.

Solace: Should you wish to stop the shade at any point, simply press the middle button (between the "up" and "down" button) to stop the shade.

Step 3: Setting a Preferred “My” Position - Somfy only

It’s also possible to program a preferred position. In this example, I’ll set the preferred position at the halfway point. To do so I’ll need to set the shade in motion by pressing the down arrow, I will then press the “my” button to stop the shade at the halfway point.

Then to set the preferred position, press and hold the “my” button until the shade jogs. The preferred position is now set and can be accessed at any time simply by pressing the “my” button. To delete this position repeat the same process, after holding the “my” button until the unit jogs, the setting will then be deleted.

Step 4: While Screen is in Motion

When lowering screens always observe that the screen is dropping properly and there is no obstruction to prevent the unit from coming down. This is extremely important as failure to do so could damage the screen. Should you observe the screen unit not dropping at any point of your down command, push the stop command on your remote. Each screen is equipped with a safety drive at the time of manufacturing which will stop the fabric from bunching up on the roll but if the motor is left to run it may overheat. Push the up command to raise the screen approx. 12”, then clean obstruction and continue to lower the screen to its desired position.

The screens are pre-set to stop at a programmed position however you may stop the screen at any desired position by pushing the MY command on the somfy remote control.

The screens are equipped with an edge retention system to prevent the fabric from excessive movement under breezy conditions. Should you observe the side of the screen out of its edge retention call immediately for service.

Always keep sharp objects clear of the sensors as this could result in cutting or damaging to the unit. Sharp objects and open flame will result in damage to the screen.

Maintenance

Solace retractable screens are designed to operate with very low maintenance requirements. It is advised to have the company that installed your product do a yearly inspection every spring to prevent any possible operational issues during your summer use.

Solace Screen General Care:

To ensure smooth operation of your Artistic Awning Retractable Screen System, we recommend the following tips:

- The Retractable Screen fabric is made from a strong, woven synthetic material which will act similarly to a billow pocket by catching the wind. Under light wind conditions, some movement of the fabric will occur. This is a normal occurrence and will not cause any damage to your Retractable Screen; However, you must ensure that your screen is completely retracted during high wind conditions or possible damage to your Retractable Screen may occur.
- When Retractable Screens are in the fully projected position, they will perform well without loss of product integrity. However, operating Retractable Screens under high wind loads in the direction may hamper the operation of the Retractable Screen. If conditions are windy, wait until heavy winds or gusts have subsided before lowering the Retractable Screen. Upward operation of Retractable Screen can be performed even in windy conditions.
- Retractable Screen material can be damaged by sharp objects or abrasive rubbing. Keep branches and other sharp or abrasive items away from your product to avoid any unwanted friction. It is recommended that the operating person is in view of the screen as it is being operated.
- Manually operated Retractable Screens with gear operators do not have a mechanical limit to stop the downward travel of the Screen curtain. To avoid the possible extra material from flowing out of the panel box when the bottom profile has reached the fully projected position, slow down the closure rate of the screen approximately 12" from the bottom of your window or patio opening and release the crank rod operator immediately when the bottom profile reaches the fully projected position. If extra material does flow out from the panel box when the Retractable Screen is projected, simply turn the crank rod handle in the opposite direction slowly to take up the slack in the screen material.
- Your new Retractable Screen material will stretch vertically in length by up to 2" of its original height after the initial installation. This is a natural quality of the woven synthetic material, and the Retractable Screen material will stretch to its maximum limit and will not continue to stretch after this point, nor will it shrink back to its original size. To compensate for this stretch, the installer will typically set the lower (closed) mechanical limit on motorized Retractable Screens slightly higher than normal so that the bottom of the curtain will eventually stop at its proper closed position after the stretch period. The approximate time required for the Retractable Screen material to reach its stretched position is two months in hot weather and three to four months in cooler weather.
- Do not operate your Retractable Screen if covered by snow, ice or debris. Brush off all obstructions prior to use to prevent these items from causing your Screen to malfunction.
- Do not force your Retractable Screen to operate. If it is stuck in the open or closed position, and is motorized, the motor may have overheated due to continuous operation. If your screen motor does not reset itself within 1 hour, contact your Artistic Awning dealer for service.
- Do not allow children to operate your Retractable Screen without supervision.
- Never operate a manual override motorized Retractable Screen with the crank handle if power is supplied to the motor. Over-cranking in either direction may damage the motor's internal limit switches, and would not be covered under the manufacturer's warranty.



Caution: Electrically operated Retractable Screens operate on a regular 110 volt current, and it is strongly recommended that you shut off power via the circuit breaker on your building's electrical panel prior to cleaning your screens with water.

General Cleaning

Over time, dirt and debris can collect on your Retractable Screens, and may adversely affect smooth operation. This can be corrected by periodically cleaning your screens in the following manner:

The cleaning of the screen material; Use warm water and a mild detergent to remove excessive dirt and pollens that may build up on your screen product; this includes all aluminum parts along with the fabric. Should you have some stubborn stain area, use a soft brush to lightly scrub the stained area. Should you be unable to get desired cleaning results please contact the company that installed the product for advice on how to proceed. DO NOT USE high heat on pressure washers to clean the product. Never spray water or liquids into the cassette for this could damage the motors or other internal parts.

Water systems with high calcium could result in staining of the screen unit. Keeping your fabric dust and pollen free with weekly or monthly cleaning is advised.

For Professional Use:

Front side of Screen:

- Operate Retractable Screen to the down, or closed position.
- Use a garden hose to clean the panel box, guide rails, and screen curtain. Do not use a pressure washer, as the pressure may cause the zippers to pull out of the edge retention inserts.

Back side of Screen:

- Operate the Retractable Screen to the up position, completely retracted in the panel box.
- Remove the screws that hold the panel box bottom in place.
- Remove the panel box lid by carefully pulling it down to reveal the Retractable Screen curtain rolled up inside the panel box.
- Clean the exposed sides of the Retractable Screen curtain in the panel box by wiping it clean with warm water. Gently lower the Screen curtain into the down position, or closed position to reveal more of the Screen and a greater cleaning surface.
- Re-install the panel box bottom by fastening the screws.

General Troubleshooting Questions

To avoid the risk of personal injury or damage to your Artistic Awning Retractable Screen, Artistic Awning strongly recommends that you contact your Artistic Awning Authorized Dealer prior to performing any maintenance on your product.

Under normal operation, it is not necessary to perform any adjustments or lubrication to any of the components. We do recommend having a yearly maintenance to adjust limits and check the Screen tracks.



Caution: Always ensure that all outward opening windows are closed and that the guide rails and sill are free from obstructions before operating your Retractable Screen. Failure to do so will result in damage to your screen.

Your Retractable Screen is stuck in the guide rails:

Cause: The zippers on the vertical edge of the Retractable Screen curtain are sticking in the edge retention inserts within the guide rails because of an accumulation of dust within the edge retention inserts. This dust can cause an obstruction, thus preventing smooth operation of your product.

Solution: Retract your Screen to the up position and remove any dust and debris that has accumulated in the edge retention inserts located inside the top of the opening of the guide rails using compressed air. Do not clear dust, debris, or obstructions with a screwdriver, knife, or any other object that may damage the edge retention inserts.

The Electrical Retractable Screen is not moving in any direction:

Cause A: The breaker or fuse for the power supply of the Retractable Screen has tripped off.

Solution: Check the components and wiring of the power circuit connected to the Retractable Screen to determine what caused the breaker to trip. Once you are satisfied that there are no short circuits in the power supply, and that the power circuit is otherwise safe to re-energize, flip the breaker to the “ON” position, or replace the fuse.

Cause B: There has been a failure, or interruption, to the power supply.

Solution: A motorized Retractable Screen will not operate without 110 VAC power, unless equipped with a manual override motor.

Caution: Never operate a manual override motor with the crank rod handle if power is supplied to the motor. If so equipped, attach the crank rod handle to the universal joint by inserting the shaped pin on the end of the universal joint into the slotted bell-cup connector on the end of the crank rod handle. While watching the direction of movement of the Retractable Screen curtain, crank the handle clockwise to raise the curtain, or counter clockwise to lower the Retractable Screen curtain.

If the curtain moves in the opposite direction of what you want, stop, and begin cranking in the opposite direction. Continue to crank the curtain until you reach the desired position, but do not over-crank the curtain in the “up” direction so that the bottom profile goes into the panel box or in the “down” direction after excessing Retractable Screen material causes the Screen to become slack. Over-cranking in either direction may damage the motor’s internal limit switches and would not be covered under the manufacturer’s warranty.

Your Motor has Overheated:

Cause: This happens occasionally when the Retractable Screen is operated continuously.

Solution: Retractable Screen motors are designed for short operational cycles. If operated continuously for more than a few minutes at a time, the motor may overheat. Your motor is equipped with a thermal overload protection switch that shuts the motor off when overheated. It will reset itself automatically when the motor has cooled off. This may take from 10 to 45 minutes, depending on the environment. In the meantime, you should move the switch to the “OFF” position. After the motor has reset itself, it is operational again. Even repeated overheating does not harm the motor in any way.



The motorized Retractable Screen stops too soon or too late when it reaches its completely rolled-up or rolled-down position:

Cause: The internal limit switches on the motor have moved by a small amount. This can be due to several causes.

Solution: Do not operate the Retractable Screen any further.

Contact your Artistic Awning authorized dealer. In most cases, the damage to the limit switches may initially be small and mostly unnoticeable, but in time the problem will grow, and the limit switches will eventually fail.

IF YOU HAVE ANY ADDITIONAL QUESTIONS REGARDING YOUR ARTISTIC AWNING RETRACTABLE SCREENS PERTAINING TO MATTERS NOT COVERED IN THIS WARRANTY & MAINTENANCE GUIDE, PLEASE CONTACT YOUR ARTISTIC AWNING AUTHORIZED DEALER.

Setting limits & Programming

(Limits will be set to product specifications upon installation by trained professionals. Only attempt if instructed to by Artistic Awning personnel. If altered and service visit is required, charges may occur)

Somfy Setting limits & Programming :



Remote control handheld on wall switch

Initiate Programming

Step 1: The first step is to initiate programming. Now all motors are shipped in factory mode, which means neither the upper nor lower limits have been set. Let's refer to the limits as the shade stop position. So to initiate programming we're going to press and hold the up and down buttons simultaneously until the shade jogs. A jog is simply a brief movement of the shade.

Confirming the Shade Direction

Step 1: The second step is to confirm the direction of the shade. To do this press and hold the down button to confirm the shade is moving in the down direction. Release and the shade will stop. If this is not the case you'll need to reverse the direction of the shade. Press and hold the "my" button for two seconds until the shade jogs. The shade direction is now corrected.

Setting the Limits

Setting the Upper Limit

Step 1: The third step is setting the upper limit, or stop position. To do so, press and hold the up button until the shade reaches the most desired upward limit or stop position. Release the button and the

shade will stop. For demonstration purposes we're stopping the shade here, however typically the shade would be stopped at the topmost portion of the window.

Now that the desired upper limit or stop point has been set, we'll continue with this step by pressing the "my" and down button simultaneously. Be sure to press the "my" button slightly before pressing the down button, this will move the shade in a downward position to set the lower limit or stop point. Press the "my" button to stop the shade at the desired lower limit or stop position. You may adjust by pressing the up or down arrows.

Step 4: Setting the Lower Limit

To set the lower limit or stop point, press the "my" and up buttons simultaneously. Be sure to press the "my" button slightly before pressing the up button, this will send the shade to the desired upper limit that has been previously programmed.

Step 5: Confirming Both Upper and Lower Limits

The fifth step is confirming the upper and lower limits or stop points. To do so, press and hold the "my" button for two seconds. The shade will jog. The upper and lower limits, or stop points, are now confirmed.

Step 6: Exiting Programming Mode

The sixth step is exiting programming mode. To do so, locate the programming button on the back of the remote control. Then using a small screwdriver, or paperclip, press and hold the button until the shade jogs. The programming is now complete, the remote may now be used to operate the shade in user mode.

Solace Setting limits & Programming



Linking Control to Motor

Step 1: The first step is to select the correct channel on the control & power the motor on (the motor will respond with 1 audible beep)

Step 2: Press and release P2 button 2 times within 10 seconds of turning power one (the motor will respond with 1 audible beep)

Step 3: Looking at the front of the unit:

- a) Motor on the **Right**, press and release down button (the motor will respond with 5 - 7 audible beeps)
- b) Motor on the **Left**, press and release the up button (the motor will respond with 5 - 7 audible beeps)

Adding Additional Controls

Step 1: Go to the individual channel used before to set upper and lower limits.

Step 2: Press P2 button 2 times, motor will respond with 2 audible beeps

Step 3: Go to desired new channel, control or sensor

Step 4: Press P2 button 1 time, motor will respond with 4 - 5 audible deeps

Repeat the above steps to add additional channels, controls and sensors

**Note on TRS 5 channel remote all LED's flashing is automatic all channels

**Note on TRS 15 channel wall switch and remote channel 00 is automatic all channels

Setting the limits

**Arrows depict tube rotation, not upper and lower limit.

**Do not rotate micro-limit adjustments while motor is not powered

**A handheld remote or wireless wall switch must be linked to the motor before setting limits

Instructions for motor wire coming out towards the **back** of housing.

Setting the Lower Limit

Step 1: Insert the limit tool into the “↑” the micro-limit adjustment slot

Step 2: Press and release down on the control

Step 3: Quickly turn limit tool **clockwise** towards the “-” until the motor stops

**If motor doesn't stop before lower limit, press stop and run product up and repeat #2 & #3

Step 4: Now slowly turn **counter clockwise** toward the “+” until decided lower limit is reached

Step 5: Press and release stop on the control

Setting the Upper Limit

Step 1: Insert the limit tool into the “↓” the micro-limit adjustment slot

Step 2: Press and release down on the control

Step 3: Quickly turn limit tool **clockwise** towards the “-” until the motor stops

**If motor doesn't stop before lower limit, press stop and run product up and repeat #2 & #3

Step 4: Now slowly turn **counter-clockwise** toward the “+” until decided lower limit is reached

Step 5: Press and release stop on the control

Instructions for motor wire coming out towards the **back** of housing.

Setting the Lower Limit

Step 1: Insert the limit tool into the “↑” the micro-limit adjustment slot

Step 2: Press and release down on the control

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Step 4: Now slowly turn **clockwise** toward the “+” until decided lower limit is reached

Step 5: Press and release stop on the control

Wind Sensor & Wind Sensor



Screens can come equipped with automatic wind detection. Set for preterminal wind speed to retract screens under certain weather conditions.

Somfy Wind Sensor Programming

Step 1: Run screen down 1 foot

Step 2: Press programming button on back of remote and hold until motor jogs

Step 3: Press programming button on back of sensor, unit should job confirming it has linked

Step 4: Press the up button on remote run screen back up.

Programming is complete

Solace Wind Sensor Programming

Step 1: Run screen down 1 foot

Step 2: Press P2 2 times on remote

Step 3: Press P2 2 times on sensor

Step 4: Motor will beep, hit up & screen will run up.

Programming is complete

Sun & Rain typically turned off. Wind set to 40 kph