

# MULTISHADE

## MANUAL AND MOTORIZED MODELS



### Installation Manual

2023 VERSION



## **PLEASE READ ME BEFORE INSTALLING YOUR SOLAR SHADE**

This section contains important warnings concerning your safety and the integrity of your MultiShade.

**BEFORE** discarding your MultiShades packaging, we recommend that you take inventory of all the parts as shown in section **1.3**.

**ATTENTION!** It is essential to follow these instructions. An improper installation of this product could result in serious personal injury or property damage.

**BEFORE** installing your MultiShade, check your installation surface to identify any potential obstructions that could interfere with it during opening such as fixtures or door handles.

**CAUTION!** Your MultiShade was not designed to withstand strong winds and accumulations of rain, snow or ice. Such buildup could cause it to fall, causing personal injury or property damage and **rendering its warranty void**.

**WHEN IN DOUBT** : consult a certified contractor.

To help make the installation easier, we are proud to direct you to our website, where you will find a range of technical videos: <https://zonepatio.ca/en/video-tutorials/>.

Please feel free to reach out to us should you have any questions or comments you would like to share by contacting our Customer Service Department at the following number : **1-866-441-4182 (CA), 1-800-736-0906 (USA)** or [csd@multipleawnings.com](mailto:csd@multipleawnings.com).

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**Contact us**

# 1 PREPARATION

## 1.1 Required tools

- Safety cutter for unpacking Type A or B
- 2 ladders or stepladders
- Measuring tape
- Carpenter's pencil or ink marker
- Philips screwdriver
- 3 mm, 4 mm and 5 mm Allen keys
- Drill bit 3/32 in
- Masonry drill bit 3/16 in
- Ratchet and socket 5/16 in
- Drill
- Level



A



B

### Optional:

- Stud finder
- Hammer
- Masking tape
- Caulking

**NOTE:** Make sure you have helpers to install your MultiShade, we recommend at least 2 people to make sure the installation process goes smoothly. We also recommend that you rent a manual lift or an electrical one such as a Skylift™.

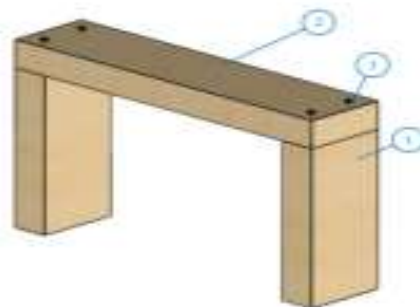
## 1.2 Unpacking your MultiShade

### From the tube - for MultiShades of 3 to 7.5 feet

- Remove all 8 drywall screws, 4 on each side. Make sure you remove all screws as they may scratch or damage the casing or fabric.
- Use a hammer and a large screwdriver to strike each of the wooden lids, near the sides, at each end of the tube to release them. Remove the wooden lids.
- Pull the MultiShade out of the tube and deposit onto a blanket or grass. You must be at least 2 people to perform this operation safely.
- Put the casing on easels or a blanket. A second person may be required for safety purposes.
- Put the hand crank aside (for manual models). Carefully remove the plastic wrap, do not use a regular knife or a self-retracting knife for this could damage the MultiShade. See the photos A and B in **section 1.1**.
- Verify the contents of the tube and make sure you have all the items listed in **section 1.3**.

### From the box - for MultiShades of 8 to 15 feet

- Your MultiShade will arrive in a long rectangular box tied to a pallet. Cut the straps and remove the cover.
- Remove the wooden arches and then cut the green straps. To remove the rest of the packaging, we suggest that you use a security knife as shown in **section 1.1**.



- Pull the MultiShade out of the box and deposit onto a blanket, grass or on trestles. You must be at least 2 people to perform this operation safely. Please make sure you have taken all the accessories packed out of the box, do not throw out your packaging until you have all the items listed in **section 1.3**.
- Once the MultiShade is safely on a blanket or on trestles for easier handling, make sure the hand crank is on top (manual models only). Remove the accessories packed on the MultiShade.
- Carefully remove the plastic wrap, do not use a regular knife or a self-retracting knife for this could damage the MultiShade. See the photos A and B in **section 1.1**.



### 1.3 List of parts included

#### Wrapped with the MultiShade

- 1 hand crank – for manual models

#### Hardware Bag

- 1 remote control – for motorized models
- 2 cable guide brackets
- 2 support brackets for units less than 6 feet
- 3 support brackets for units 6 feet and more
- 1 M6 setting bolt with 1 nut per support bracket (1 x 5 mm)
- Masonry screw kit  $\frac{1}{4}$ "x  $1\frac{3}{4}$ "
- #8 wood screw kit  $1\frac{3}{4}$ "
- Installation manual



## 2 INSTALLATION ON WOOD, VINYL OR ALUMINUM SIDING

**THE INSTRUCTIONS ARE IDENTICAL FOR SOFFITS OR WALL MOUNT.**

### 2.1 Choosing the position

Groove # 1 on top of the casing is used for soffit mount.

Groove # 2 behind the casing is used for wall mount.

Determine where you wish to install your MultiShade. For a wall mount, make sure there is a free space of 5.5" above the place chosen to accommodate the casing.

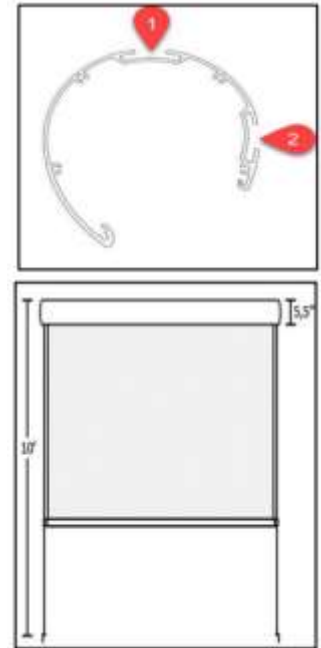
The fabric can unroll to a maximum length of 9.5'. It is important to choose a position that will give you maximum protection, while considering the length of the cable guides on each side of the fabric.

You will need to cut the cable guides according to the height of your installation. You can then program the motor to stop at the necessary height. **At the factory, the MultiShade has been programmed at a height of 7'.**

**ATTENTION!** Cut the cable guides once the installation is completed.

**NOTE:** When **installing on a wall**, you must use shims to make sure that the support bracket is perpendicular to the ground (i.e., 90°). Otherwise, you may cause the support brackets to bend, which might result in the casing collapsing. We also recommend adding caulking around the shims to prevent corrosion and water infiltration.

**NOTE:** When **installing under soffits**, you must find the position of the rafters or the metal support that will hold the support brackets. All our casings are designed so that the support brackets can be adjusted vis-à-vis the rafters or metal supports. You might have to use shims.





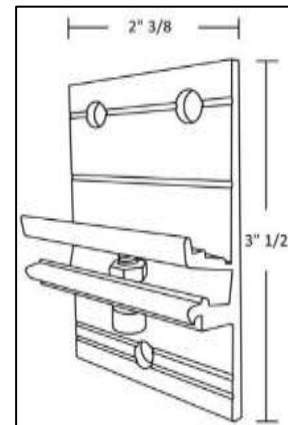
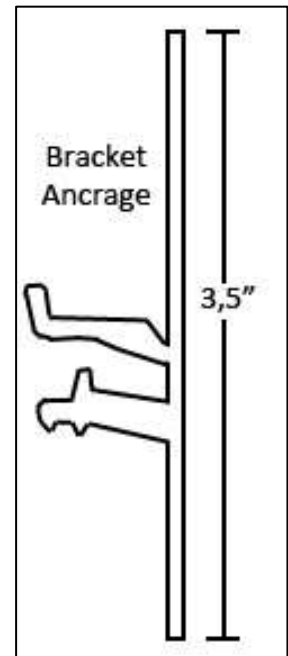
## 2.2 Installation of support brackets

1. Position the bottom of each bracket  $1 \frac{1}{4}$ " higher than the front bottom of the casing taking into consideration that the casing is 5.5" high when installed.
2. Trace a levelled horizontal line at this height. This will help with the positioning of the other brackets.
3. Trace the ends of this line on each side of the casing making sure to centre them on the window or door.
4. Position each support bracket to provide maximum support for your casing. Position each bracket 6" to 12" from each end of the casing.

**NOTE:** For casings wider than 6', position the 3<sup>rd</sup> bracket as close as possible to the casing's centre. Make sure that the bracket is screwed into a structural part of the house, even if it off centres it slightly.

5. The support brackets should be oriented with the 2 screw holes facing outward. The head of the screw must be pointing down.
6. Use a  $\frac{3}{32}$ " bit to drill the 1" deep holes through the siding. Make sure that you drill into a structural part of the house.
7. Using a Phillips screwdriver, tighten the 3 x # 8  $\frac{1}{3}$ " wood screws provided, thereby securing the bracket to the wall. Depending on your situation, you may need to use longer screws.
8. While tightening the screws, keep each support bracket levelled. Do not overtighten the screws, Adjustments can be made if necessary. Shims may be required.

**WHEN IN DOUBT**, consult a certified contractor.



### 3 INSTALLATION ON MASONRY

**CAUTION!** This method is only valid for solid brick walls. **This excludes all types of decorative bricks.**

Make sure that the support bracket is perpendicular to the ground (i.e., 90°). Otherwise, you may cause the support brackets to bend, which might result in the casing collapsing. We recommend using shims if the installation surface is uneven. A flat surface is required for the support brackets.

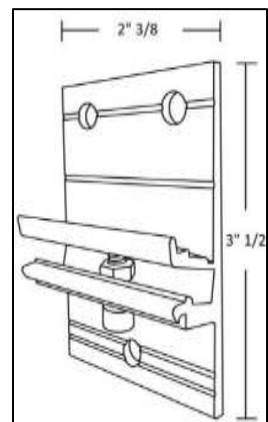
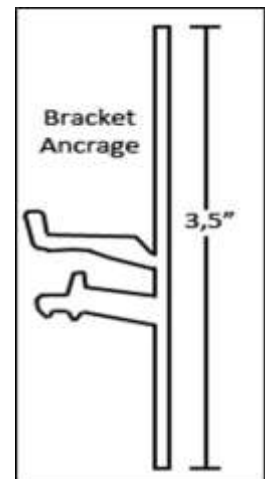
**NOTE:** It is more important to ensure good support than to follow the placement of the diagram.

#### 3.1 Installation of support brackets

1. Position the bottom of each bracket 1 ¼" higher than the front bottom of the casing taking into consideration that the casing is 5.5" high when installed.
2. Make sure that each of the necessary screws is positioned at least 1" from the edge of a brick, this criterion being more important than the desired height.
3. Draw a levelled horizontal line, making sure of the level of your window or door as well. You may need to make small adjustments.
4. Trace the ends of this line on each side of the casing and make sure to centre it on the window or door.
5. Position each bracket 6" to 12" maximum from each end of the casing.

**NOTE:** For casings wider than 6', position the 3<sup>rd</sup> bracket as close as possible to the casing's centre. Make sure that the bracket is screwed correctly in a brick, even if it off centres it slightly.

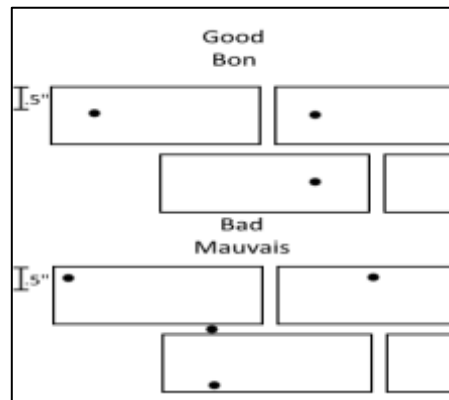
6. Position the 1<sup>st</sup> support bracket at the required height referring to the bottom line.
7. Position each support brackets with the 2 holes at the top, and mark the 3 places where the screws will hold the support bracket.
8. Repeat step 7 for the other support brackets.



9. Use a 3/16" masonry drill bit to drill all the holes approximately 1 3/4" deep into the masonry.
10. Using a 5/16" socket, install the support brackets using 1/4" X 1 3/4" masonry screws.
11. While tightening the screws, keep the support brackets levelled.
12. Do not overtighten the screws and adjust, if necessary.

**ATTENTION!** You must ensure that the masonry screws are firmly anchored in the predrilled pilot holes.

**ATTENTION!** The masonry bolts provided with your MultiShade are not designed to use in the mortar between 2 bricks. They must be installed in the body of the brick, at least 1" from the edges of the brick.



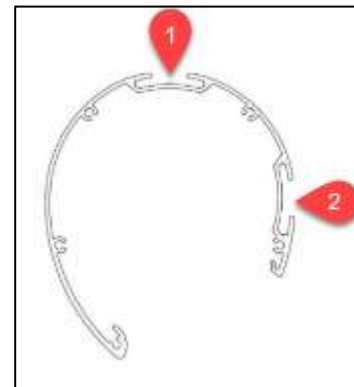
**ATTENTION!** The masonry bolts are also not suitable for hollow surfaces, decorative bricks, stucco or concrete blocks with a hollow centre.

**WHEN IN DOUBT**, consult a certified contractor.

## 4 INSTALLING THE CASING

### 4.1 Installing the casing on the support brackets

1. Carefully remove the packaging material from the MultiShade's casing unit. You may need a second person to safely extract the casing.
2. Make sure the cable guides are unrolled.
3. Using 2 stepladders, lift the casing and push the groove of the casing into the claws of the support bracket. A little pressure will be necessary.
4. To secure the casing, tighten the M6 fixing screw of each of the support brackets with a 5mm Allen key. A 6" long 5mm Allen key is easier to use when securing the M6 screw of the middle support bracket.



**ATTENTION!** Make sure to tighten M6 screw correctly to avoid the casing from slipping. For a wall mount: the M6 screws should be located under the casing. For a soffit mount: the M6 screws should be located on the front or back of the casing.

### 4.2 Installing the cable guides

At each end of the casing, there are 2 vinyl insulated cables.

1. Unroll the 2 cable guides.
2. Insert the cables into their respective holes at the ends of the load bar. Next, determine how far your MultiShade will descend, the maximum length of the fabric is 9.5' from the case.
3. Below each end, draw a horizontal line on the wall where you want to install the cable brackets. Using the cables as guides, make sure they are straight and vertical. The 2 cable guides need to be parallel to each other and secured via the cable brackets.
4. Draw a vertical line that will cross the horizontal line drawn before.
5. Locate the cable brackets and confirm whether you want to install them on the floor or on the wall, taking your structure in consideration. The cable bracket can accommodate both wood and masonry installation. Adjust the cable bracket position accordingly with a 4mm Allen key.



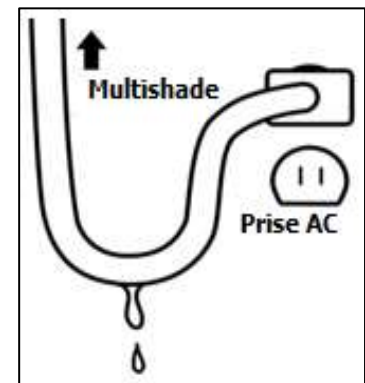
6. At the location chosen above, drill the holes necessary to support the cable brackets on each side. Then screw the brackets in place very tightly.
7. You will notice that the cable bracket has a bolt drilled through the top. Unscrew the nut (be careful not to lose it) and position the drilled bolt at the highest point.
8. Insert the cable through the hexagonal head of the cable guide's bracket mechanism and tighten with the 3mm Allen key.
9. Tighten the nut to lower the pierced bolt. This will create tension on the cable guide. You can adjust the tension with the help of the 2 bolts located on either side of the screw that holds the cable guide. You can now cut off the excess cable.

If you have a motorized model, use the remote control for the following adjustments. If you have a manual MultiShade, use the hand crank.

#### 4.3 Connect the motor to the AC outlet and operate your MultiShade

Plug the motor in making a loop near the outlet to prevent water from collecting at the AC receptacle.

We also recommend the use of a protective cover for AC receptacles that you will find in most hardware stores.



#### 4.4 The remote control and its support

We provide a wall plate for the remote control. Simply position it at the desired location, mark the location of the hole and secure it with the supplied hardware.

**ATTENTION!** Make sure not to expose your remote control to water or bad weather. This could affect its proper functioning. We recommend installing the place inside the house.



#### 4.5 Remote control channels

When using your remote control, make sure to select the correct channel. When the MultiShade leaves our factory, the remote is programmed by default on channel # 1. This is the one you must first select to operate your MultiShade.

This leaves you with 14 other channels with which you can program and operate other MultiShades or MultiShades equipped with a Dooya motor.

#### 4.6 Lower limit adjusting and solidity testing

At any time, you can stop the lowering of your MultiShade by pressing the « - » stop button on the remote control.

Test the operation of the remote control using the «▲» up and «▼» down buttons.

The motors' lower and upper limits have been programmed and tested at the factory. Upon reception of your MultiShade, your awning will open to approximately 7'.

##### 4.6.1 Adjusting the opening limit

1. Press the «▼» button once. The motor should stop its descent by itself at an approximate height of 7'.
2. Press and hold the «▼» and «▲» buttons simultaneously until the motor performs 3 beeps and 1 movement, let go of the buttons.
3. You have 10 seconds to lower the shade by pressing and holding the «▼» button to the desired position.
4. Press and hold the « - » button until the motor performs 3 beeps and 1 movement.



Your new lower limit is now successfully programmed.

##### 4.6.2 Solidity testing

1. When the shade is fully open, move the load bar and make sure the cable guides are stretched enough to avoid knocking on your window or door.
2. If you want to adjust the cable's tension, make sure to adjust the tension on the 2 cable guides retaining screw bolts on the cable bracket.
3. If you feel the cable is tight enough, you can now trim the excess. Otherwise, it is always possible to adjust the tension by loosening the small screw that holds the cable.

## 5 MAINTENANCE AND SAFETY

**CAUTION!** Before using the MultiShade, make sure that there are no objects or people obstructing its path when opening and closing it. Keep children and pets away from moving parts to avoid harm.

**CAUTION!** Items should never be hung from different parts of the MultiShade, except for the accessories supplied by the manufacturer.

**CAUTION!** Never attempt to repair or disassemble the MultiShade without following the manufacturer procedures provided with the replacement parts. Attempting to make repairs without proper instructions may cause personal injury, MultiShade malfunction, and **will void your warranty**.

**ATTENTION :** Damage to the fabric and mechanism caused by accumulation of water, rain, snow, ice or strong winds **are not covered by the manufacturer's warranty**. You should always retract your MultiShade during periods of snow, ice, rain or strong winds. Never leave an open MultiShade unattended.

**ATTENTION :** During long-term storage or non-use of a motorized MultiShade, the manufacturer suggests running the motor every few months to maintain the lubrication of the internal components.

### 5.1 Fabric maintenance

The fabric is composed of 74% PVC and 26% polyester and is coated with a specific protective solution, which delays the formation and accumulation of dirt. Use the following cleaning instructions to maintain the protective layer and maximize the lifespan of the fabric.

If there are wrinkles, time and sun will solve the problem. If you want, you can carefully use a hair dryer.

**ATTENTION :** **Never use a pressure washer** to clean the MultiShade system as it will strip the anti-mould coating, UVB protection, rip the seams and potentially damage the motor unit.

1. Using a soft brush or a vacuum cleaner remove any dust and dirt from the dry fabric.
2. Brush lightly with a mixture of lukewarm water and mild organic soap.
3. Rinse thoroughly to remove all traces of soap, let the fabric dry before closing the MultiShade.

**CAUTION!** If an awning is retracted while the fabric is still wet, open the awning as soon as possible to allow the fabric to dry. Although the fabric is treated against mildew, it is necessary to do this because the deposits of atmospheric pollution on the surface of the fabric are likely to develop mould in these humid conditions.

## 5.2 Motor and remote control maintenance

### Motor

The electric motor is equipped with an automatic overheating shutoff system. If you open and close your MultiShade several times in a row, the motor stops automatically before overheating. The motor will resume normal operation after at least twenty (20) minutes of cool down.

**NOTE:** The side opposite to the motor, where the tube rotates in the cap, may eventually need grease. We recommend using white grease such as Kleen Flo™ to avoid staining the fabric.

## 5.3 Battery replacement

Test the remote control by holding down 1 of the buttons. The blue light should flash for at least 5 seconds. If not, you should replace the battery immediately. You should find this type of lithium battery (3 volt CR2430) at any hardware or electronics store.

1. Unplug MultiShade first.
2. To replace the battery, use a pointy object (paper clip) to press on the little hole, as indicated in this diagram. Then simply push on the battery cover and slide it off to remove the back cover.
3. Note the orientation of the battery when removing it; this will tell you the polarity, replace the old battery while respecting the polarity.
4. Slide the back cover into place, and re-plug awning.



## 5.4 Preparing your MultiShade for winter

Unplug the power cord from the AC (GFI) wall outlet and cover the outlet to prevent rain and moisture from entering. Water and moisture could interfere with the operation of the plug and motor in the spring.



Before retracting your MultiShade for the last time of the season, make sure that the fabric is clean and dry to prevent mould formation during the winter.

Do not forget to remove the batteries from the remote control before closing the MultiShade for winter.

## 6 APPENDICES

**NOTE:** The following steps are optional and a last resort. These steps have already been programmed at the factory.

**CAUTION!** Once a motor reset is done, there is a risk of damaging your MultiShade during a wrong maneuver. Please read **Appendices 6.A, 6.B and 6.C** carefully to familiarize yourself with the procedure before you begin. They must be done in this exact order.

### 6.A Resetting and synchronizing the motor and the remote control

This procedure describes the steps to re-establish communication between the motor and the remote control or to program a new remote control.

**NOTE:** This procedure needs to be done only if the remote control does not operate the motorized MultiShade.

**IMPORTANT!** The time limit between steps 6.A.1 and 6.A.2 must be less than 10 seconds; otherwise, you will have to start over the entire procedure from the beginning.

Make sure you have previously selected the correct channel of the remote you will be using.

#### 6.A.1 Resetting the motor

1. Make sure that the remote control's LED indicator is on when you keep pressing one of the buttons. If the blue light does not come on at all or flash for less than 5 seconds, you will need to replace the battery, see **Section 5.3**.



2. Press and hold the motor adjustment button located below the fabric on the motor side until the motor makes 3 beeps and 2 movements.

3. Keep the button pressed. The motor will again make 3 beeps and 2 movements.

4. Release the button. The motor will make 2 additional movements.

5. Unplug the motor, it will beep once, this will reset the motor. Plug in the motor and it will beep once and move twice.



### 6.A.2 Synchronizing the remote control with the motor

**IMPORTANT!** ONLY IF YOUR MOTOR IS ON THE RIGHT SIDE OF YOUR MULTISHADE : when resetting you will need to change the rotation direction of the motor. To do this, simultaneously press the «▼» and «▲» buttons on the remote control until you hear 3 beeps and 1 movement. The rotation direction of the motor is now reversed.

**If you do not have access to the motor button**, unplug it for 10 seconds and plug it back in. You can now make steps 1 thru 3.

**If you have access to the motor button**, press it until the motor makes 1 beep and 1 movement. You can now make steps 1 thru 3.

1. Within 10 seconds, press the **P2** button once, the motor will make 1 beep and 2 movements.

2. Press the **P2** button again, the motor will make 1 beep and 2 movements.

3. Press on the arrow up « ▲ » **if motor is on the left**. Press on the arrow down « ▼ » **if motor is on the right**. The motor will make 3 beeps and 2 movements. The motor is now synchronized with the remote control.



### 6.A.3 Adding multiple shades to 1 remote

When your MultiShade leaves our factory, the remote control is programmed by default to channel # 1. If you have more than one MultiShade, each one comes with its own remote.

This leaves you with 14 other channels with which you can program to operate other MultiShades equipped with a Dooya motor.

Follow the steps below to add more MultiShades to 1 remote.

1. Select one MultiShade and its remote.
2. Unplug the other MultiShades.
3. Go to MultiShade # 2 and take out the battery from that remote.
4. Plug in MultiShade # 2
5. On remote # 1, **select channel #2.**
6. Within 10 seconds, press « **P2** » on the back of your remote the motor will make 1 beep and 2 movements.
7. Press « **P2** » again, the motor will make 1 beep and two 2 movements.
8. Finally, press the « **▲** » up button, the motor will make 3 beeps and two 2 movements.
9. MultiShade # 2 is now coupled with Remote # 1.
10. Follow this same procedure for every MultiShade you want to program on remote # 1.

When using your remote control, **make sure to select the correct channel** for the MultiShade you want to operate. Keep other remotes in a safe place to use as backups if something happens to remote # 1.

## **6.B Programming the upper and lower limits**

### **Initial limit setting mode**

1. Make sure the motor is plugged in and the remote is on the proper channel.
2. Press and hold the **P2** button until the motor makes 1 beep and 2 movements.
3. Press and hold the arrow up button « **▲** » until the motor makes 3 beeps and 2 movement.
4. Press and hold the **P2** button until the motor makes 3 beeps and 2 movement.

The motor is now ready for limit setting.

### Setting the temporary upper limits

1. Press «▲» to raise the fabric up to approximately 6 inches from the casing
2. Press «-» until the motor performs 3 beeps and 2 movement.
3. The new temporary close limit is successfully set. The final limit will be adjusted after the lower limit setting.



### Setting the temporary lower limits

1. Press «▼» to lower the fabric to the desired position.
2. Once at the position, press and hold «-» until the motor performs 3 beeps and 2 movements.
3. The new lower limit is successfully set. If necessary, it can be readjusted in the next step.

## 6.C Adjusting the limits

The following steps should be made following **Section 6.B**, to adjust either the upper or the lower limit.

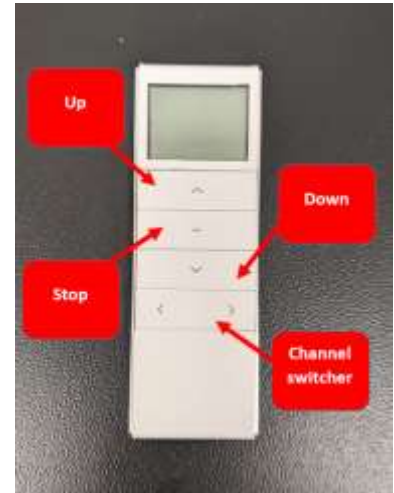
### 6.C.1 Adjusting the lower limits

1. Press the down «▼» button. The motor must stop its descent by itself down to the lower limit previously set. If not, you must repeat the limit adjustments; see **Section 6.B**.
2. Press simultaneously on the down «▼» and «▲» up button until the motor makes 3 beeps and 2 movements.
3. Open the awning by holding or pulsing the down «▼» button until the desired height has been reached.
4. Press and hold the «-» stop button until the motor makes 3 beeps and 2 movements.

The new lower limit is now successfully programmed.

### 6.C.2 Adjusting the upper limits

1. Press the close «▲» button. The motor must stop its descent by itself down to the upper limit previously set. If not, you must repeat the limit adjustments; see **Section 6.B.**
2. Press simultaneously on the down «▼» and «▲» up buttons until the motor makes 3 beeps and 2 movement.
3. You have 10 seconds to lower the fabric to the desired position by holding or pulsing the «▲» up button.
4. Once at the position, press and hold «-» until the motor performs 3 beeps and 2 movements.



The new open limit is now successfully programmed.

The open and close limits are now set, press once on the up «▲» button to verify that the MultiShade closes correctly.

## 7 REMOVING THE MULTISHADE FROM ITS SUPPORTS

Before removing the MultiShade from the support brackets, it is important to completely close it, unplug it and tie it in the closed position with rope or bungee cords.

Then, remove the cable guides from the floor brackets, taking care to wrap the cable guides.

Using a 5mm Allen key, unscrew the M6 fixing screw from each support bracket. The MultiShade is now ready to be removed from the bracket.

## 8 TROUBLESHOOTING GUIDE

FABRIC	
<b>Problem</b>	<b>There are creases on the fabric</b>
<b>Solution</b>	This is normal, time and the sun will be your allies. You can also use a hairdryer but with caution.
<b>Problem</b>	<b>The edges of the fabric seem to be fraying</b>
<b>Solution</b>	<p>Each thread has a thick PVC coated polyester fibre core. When the mesh is cut, sometimes a thread is cut in half and the fibres inside the coating fray.</p> <p>This fraying will not spread to the rest of the fabric. You can simply cut off the protruding end with scissors.</p>
INSTALLATION ISSUES	
<b>Problem</b>	<b>Can I hardwire my awning directly to my house's electric system?</b>
<b>Solution</b>	<p>It is indeed possible to hardwire your awning's motor directly to your house's electrical system; for that matter, you will need to cut out the AC plug at the end of the cable, but do bear in mind that <b>this will void the warranty on the motor</b> and can also cause programming issues with the motor and become more difficult.</p> <p>Also, please make sure to have a power switch accessible near the assembly to facilitate the programming procedure.</p>
FUNCTIONING ISSUES	
<b>Problem</b>	<b>My remote control does not make my MultiShade open or close.</b>
<b>Solution 1</b>	<p>If your shade stops while opening or closing or immediately after it has moved, this could indicate the overheating protection has been triggered.</p> <p>If this is the case, wait for at least 20 minutes and make a second attempt. It could be longer if it is hot outside.</p>
<b>Solution 2</b>	<p>Check if the AC outlet used is functional by plugging something else like a lamp into it.</p> <p>If the AC outlet is indeed functional but the awning still refuses to work, verify the remote control.</p>

	<p>Verify if the remote control batteries are working. Press on one of the remote's buttons. Does the LED illuminate? A remote control with weak batteries will take more time to light up the LED and will have a reduced range. If the remotes' LED does not light up, replace the batteries with new ones.</p> <p>If the issue persists, see <b>appendice 6.A</b></p>
<b>Problem</b>	<b>My motor is not responding, but was working a few minutes ago.</b>
<b>Solution 1</b>	<p>If your awning stops while opening or closing or immediately after it has moved, this could indicate the overheating protection has been triggered.</p> <p>If this is the case, wait for at least 20 minutes and make a second attempt. It could be longer if it is hot outside.</p>
<b>Problem</b>	<b>My MultiShade stops before being completely open or opens too much.</b>
<b>Solution</b>	The open and close limits have to be redone.
<b>Problem</b>	<b>The MultiShade only opens or closes when I hold the buttons of the remote control.</b>
<b>Solution</b>	The motor is in « program mode ». The open and close limits have to be redone. See <b>appendice 6.B</b> .
<b>Problem</b>	<b>Can other remotes interfere with my awning?</b>
<b>Solution</b>	No, each remote control has to be "added" to a specific awning. Other remotes like the one for your garage door cannot communicate with your awning.
<b>Problem</b>	<b>Can I add more than 1 remote to my awning?</b>
<b>Solution</b>	Yes, the Dooya motor can memorize more than 1 remote control. See <b>appendice 6.A.3</b> .
<b>Problem</b>	<b>I cannot program my new remote</b>
<b>Solution</b>	See <b>appendice 6.A.2</b>
<b>Problem</b>	<b>I am trying to open my MultiShade, but the load bar does not lower or one of the load bar's side is lower than the other.</b>

<b>Solution</b>	The guide wire is not perpendicular to the casing or not parallel to each other. Check your installation.
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