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Technical Information

Troubleshooting

The shade does not roll up straight (coning)

Some shades have a tendency to cone on the tube to one side or the other when being rolled up. A common indication of this problem is a shade that slows and stops before reaching the top stopping point.

To correct this, extend the shade until you can see where the fabric is attached to the roller, apply a small piece of masking tape

(three or four inches) on the tube on the opposite end from where the shade is coning. Retract the shade and let it travel to the top. Hopefully, this will have corrected your problem. A second or even third piece can be applied to correct more extreme coning issues.

Troubleshooting Procedure for Manual Shades

Flat blade screwdriver needed. Push in adjuster with the screwdriver before adjusting.

Shades Retracting Too Fast/Slow Spring Adjuster Color Black

- Locate the black adjustment wheel for the shade in question.
- Turning the adjuster counter-clockwise will reduce spring tension.
- Turning the adjuster wheel clockwise will increase spring tension.

Shades Stopping Too High/Low AutoStop™ Adjuster Color Gray/White

- Locate the gray/white adjuster for the shade in question.
- If the shade is stopping too low you will turn the adjuster counter-clockwise.
- If the shade is stopping too high you will turn the adjuster clockwise.
  **Always test the shade by pulling it down and releasing it after any adjustment to be sure it is working properly.*

Troubleshooting Procedure for Switch Controlled Motors

1. Verify power is applied to the motor by pressing the rocker switch either up or down. (Voltage should be between 11.0 and 13.6 volts DC.) If the voltage is low, charge the chassis/coach batteries and retry shade operation. Voltage can be verified at the rocker switch or in the disconnect/butt splices in the motor wiring leads. Verify positive and negative voltage (both up and down directions) from the switch.
2. If the motor fails to move, press and hold the learning button and rocker switch for about 4 seconds. The motor will give a series of rapid beeps. Release the rocker switch and the learning wires. If the shade beeped, proceed with the directions “Switch Motor Shade Limit Adjustment.”
3. If the motor has power but still fails to move in either direction after following Step 2, please contact MCD for

assistance.

Troubleshooting Procedure for Remote Controlled Motors

1. Verify the voltage applied to the motor. Voltage should be between 11.0 and 13.6 volts DC. The positive wire is Red, the negative wire is Black. If the voltage is low, then charge the chassis or coach batteries and retry the motor operation. Voltage can be verified in the disconnect/butt splices in the shade motor wiring leads. Verify both the positive and negative voltage from the switch.
2. If the shade fails to move, attempt to reset the motor by pressing and holding the learning button for four jogs then release. If the motor does not jog, verify that the power is going to the motor. If power for the shade is not present, please correct the power problem.
3. Refer to the 2-Channel or 15-Channel programming guide to link the shade motor to your remote controller.
4. If a shade motor fails to link to the remote controller, try using a spare channel on your 15-Channel or 2-Channel remote controller. If the motor links to the remote controller on an alternate channel, please contact MCD for assistance.
5. If the motor will not program any channel on any remote controller, the batteries have been replaced, and correct voltage has been verified, please contact MCD for assistance.

Troubleshooting Procedure for Switch Controlled Motors (2007-2017)

NOTE: The most typical "problem" for ALL powered shades is the loss of Set Limits. The shade motors will retain their Set-Limit memory when the coach's power supply is kept within a normal range of 11.0 to 13.6 volts. They will also retain their Set Limits if the power supply is cut off completely from the shade motor (0 volts). However, if power is gradually drained and falls below the lower limit of 11 volts, the motors could lose their electronic Set Limits and will require reprogramming once normal power has been restored.

1. Verify power is applied to the motor by depressing the rocker switch in the up or down position. (Voltage should be between 11.0 and 13.6 volts DC.) If the voltage is low, charge the chassis/coach batteries and retry shade operation. Voltage can be verified at the rocker switch or in the disconnect/butt splices in the motor wiring leads. Verify positive and negative voltage (both up and down directions)

from the switch.

2. If the motor fails to move, short the learning wires together (see above), and apply power to the motor with the rocker switch. The motor should move approximately six inches, stop and beep. Release the rocker switch and release the learning wires. Press the rocker switch down, if the shade moves, proceed with the directions above – “Setting Limits for Dual-Range Switch Motors”.
3. If the motor has power but still fails to move in either direction after following Step 2, please contact MCD for assistance.

Troubleshooting Procedure for Remote Controlled Motor (2007-2017)

NOTE: The most typical "problem” for ALL powered shades is the loss of Set Limits. The shade motors will retain their Set-Limit memory when the coach’s power supply is kept within a normal range of 11.0 to 13.6 volts. They will also retain their Set Limits if the power supply is cut off completely from the shade motor (0 volts). However, if power is gradually drained and falls below the lower limit of 11 volts, the motors could lose their electronic Set Limits and will require reprogramming once normal power has been restored.

1. Verify the voltage applied to the motor. Voltage should be between 11.0 and 13.6 volts DC. The positive wire is identified by large lines on the insulation. If the voltage is low, charge the chassis/coach batteries and retry the motor operation. Voltage can be verified in the disconnect/butt splices in the shade motor wiring leads. Verify positive and negative voltage (both up and down directions) from the switch.
2. Does the remote control correctly operate other shades? If not, replace the remote control battery/batteries. Be certain that the batteries are inserted correctly.
3. Verify correct shade operation with the remote controller.
4. If shade fails to move, attempt to reset motor by shorting learning wires together. The motor should beep.
5. If the motor does not beep, verify power to the motor. If power is not present, correct the power problem.
6. Short the learning wires together for two long beeps and three short beeps. Repeat two more times.
7. *NOTE: Resetting the motor only removes the link between it and the remote controller(s). The motor will still retain upper and lower set-limits and correct motor direction.*
8. Refer to the proper section of this Manual and follow the directions to link the shade motor to your model of remote

controller.

9. If a shade motor fails to link to the remote controller, try to use a spare button on your 14-Channel or 2-Channel remote controller. If the motor links to the remote controller on an alternate button, please contact MCD for assistance.
10. If the motor will not program to any button on any remote controller, the batteries have been replaced, and correct voltage has been verified, please contact MCD for assistance.

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