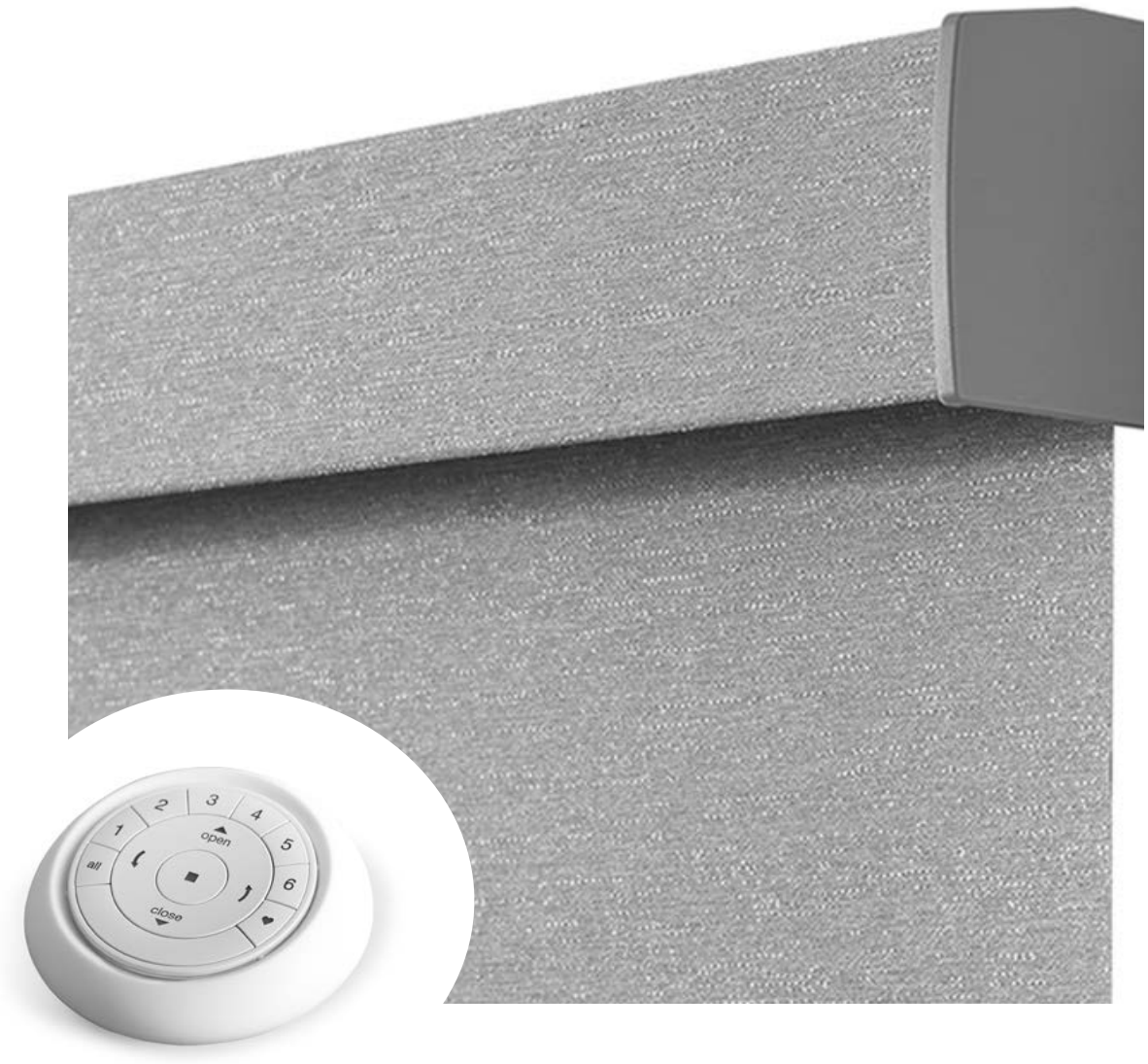
LEVOLOR®

PREMIER™

Roller & Screen Shade Collection

Smart Shades Automation Installation Instructions

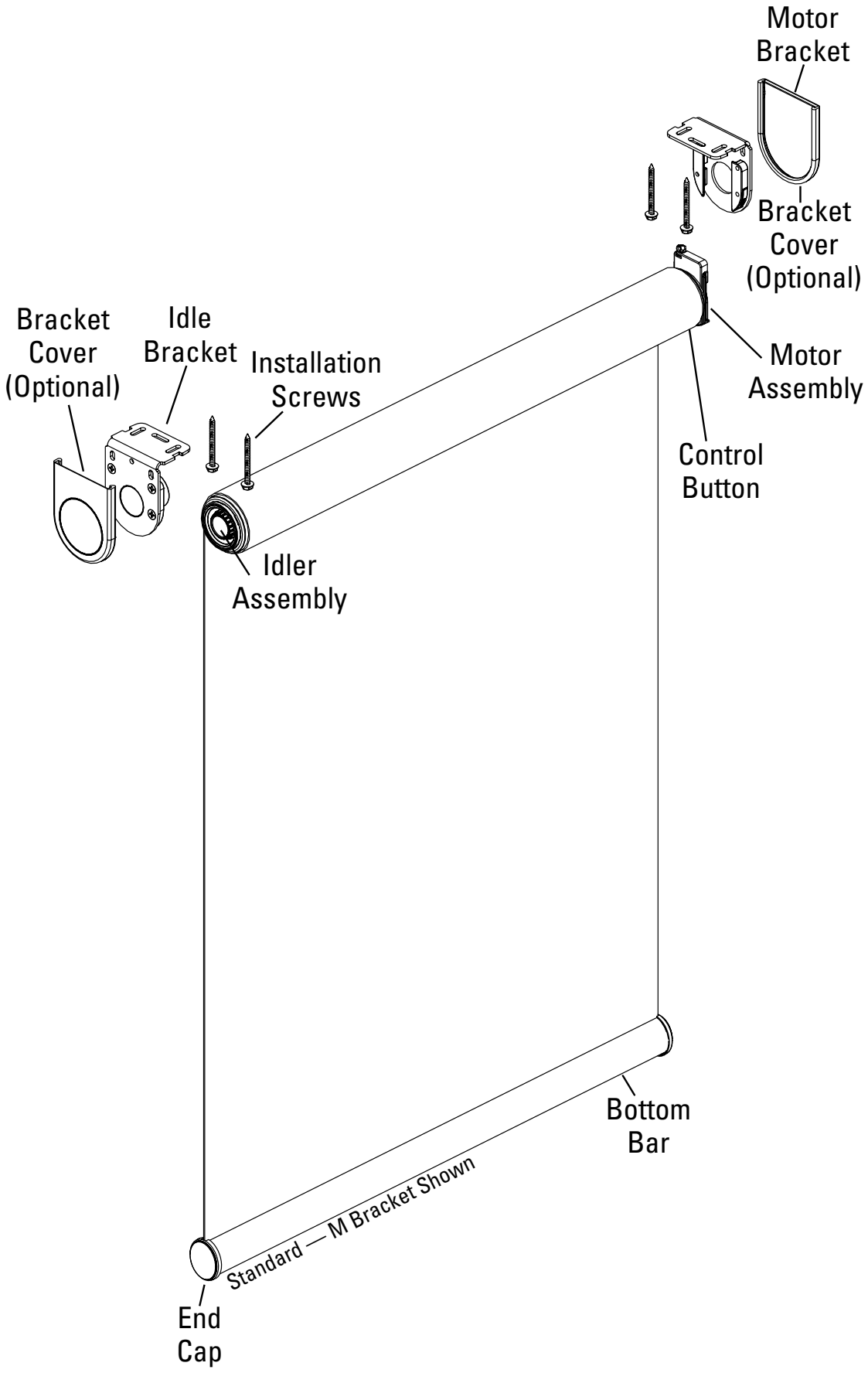


24-0025-079 January 2025

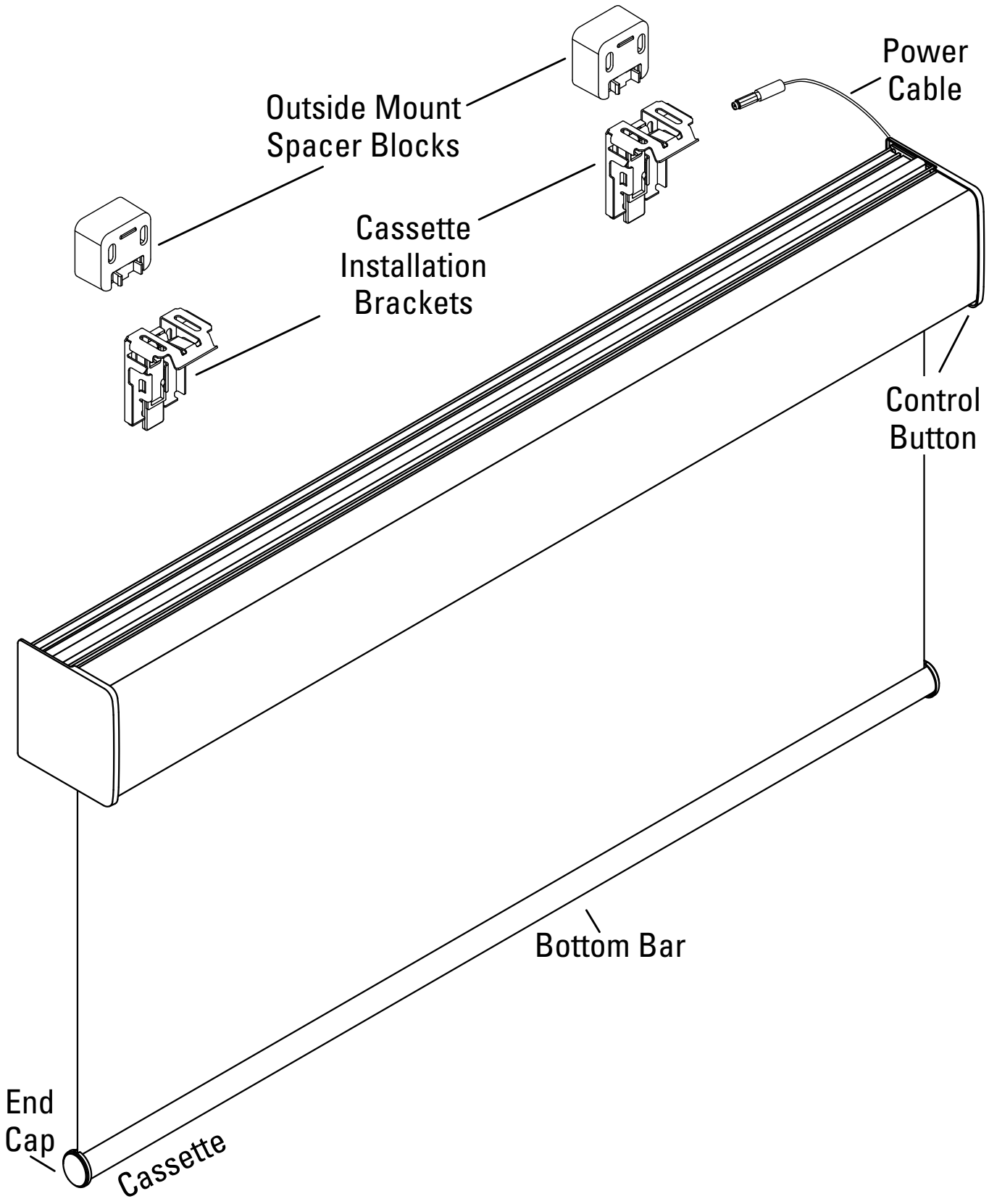
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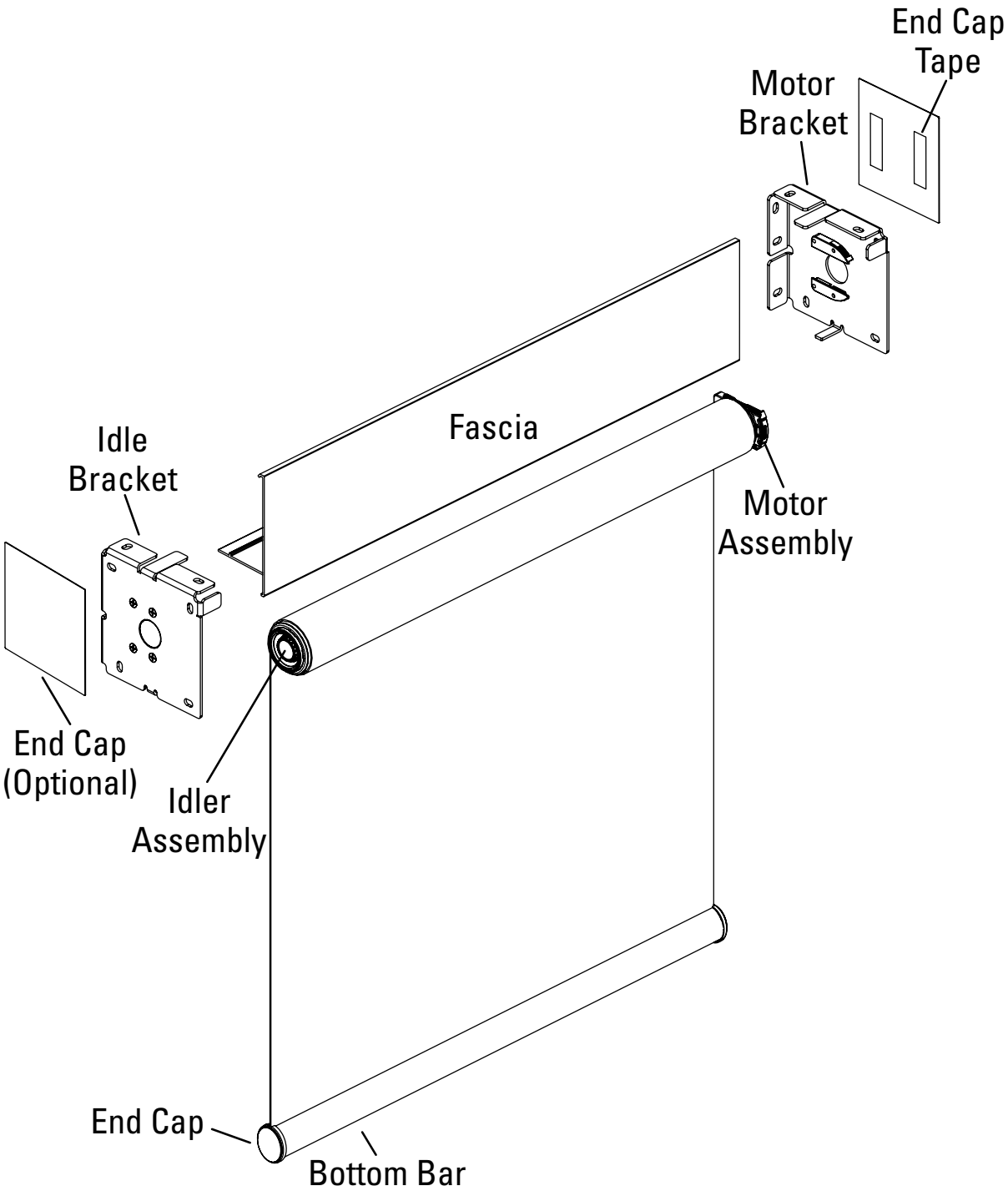
Product View - Standard Shade



Product View - Cassette Shade



Product View - Fascia Shade



GETTING STARTED

Thank you for purchasing the LEVOLOR® PREMIER™ Roller and Screen Shade Collection. With proper installation, operation, and care, your new shades will provide years of beauty and performance.

Please thoroughly review this instruction booklet and the enclosed packing list before beginning the installation.

Tools and Fasteners Needed

- Flat blade and Phillips screwdrivers
- Level (laser level is recommended)
- Measuring tape and pencil
- **Standard M and Cassette shades.** Power drill, 3⁄32" drill bit and a 1⁄4" hex driver.
- **Standard L and Fascia shades.** Power drill, 1⁄8" drill bit, and 5⁄16" hex driver.

In addition, you will need fasteners designed to work with your specific mounting surface(s).

Standard Shades

- **Standard M shades.** #6 hex head screws (provided). Two 1½" screws are provided per installation bracket.
- **Standard L shades.** #10 hex head screws (provided). Two 1½" screws are provided per installation bracket.

Cassette Shades

- **Wall mount with attached battery wand.** Use the cassette spacer blocks with the #6 x 2" or #6 x 2½"screws provided.
- **Wall mount with satellite battery pack.** If using without cassette spacer blocks, use the #7 x 1½" screws provided.
- **Ceiling mount.** Use the #7 x 1½" screws provided.

Fascia Shades

- **#10 x 1½" Phillips hex head screws (provided).** 1½" screws are provided - four screws for fascia.

STEP 1: Mount the Installation Brackets

Identify the brackets for your shade.

Installation Overview

To install your shade, you will need to perform the following four steps:

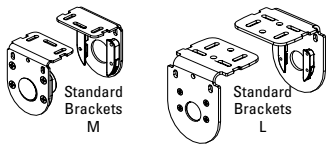
"STEP 1: Mount the Installation Brackets" on page 5

"STEP 2: Install the Battery Wand (If Applicable)" on page 12

"STEP 3: Install the Shade" on page 14

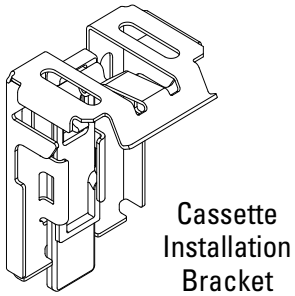
"STEP 4: Connect the Power Source" on page 17.

- **Installation Brackets for Standard Shades.** An installation bracket is placed at each end of the standard roller shade. There are two sizes: M and L.

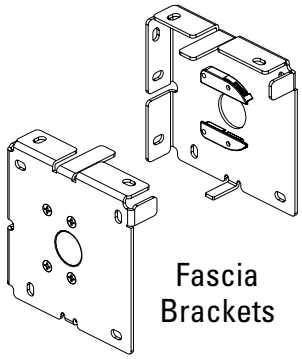


- **Installation Brackets for Cassette Shades.** The number of installation brackets required varies depending on the shade width, as shown in the table below.

Shade Width	Brackets Required
Up to 36"	2
36 1/8" – 66"	3
66 1/8" – 90"	4
90 1/8" – 120"	5

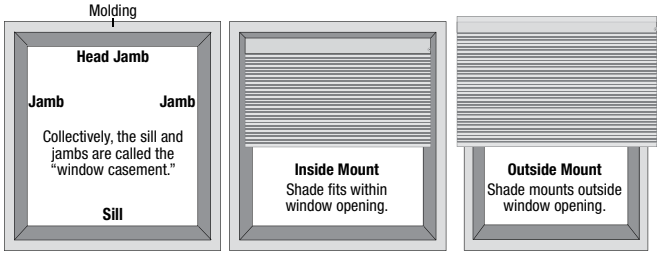


- **Installation Brackets for Fascia Shades.** An installation bracket is placed at each end of the fascia.



Mounting Types and Window Terminology

If the installation brackets are mounted correctly, the rest of the installation process follows easily. To prepare for this important first step, review the mounting types and basic window terminology illustrated below.



Refer to the appropriate page below based on the mounting type chosen for your order:

- Standard Shades
  - ➤ Inside Mount — "Inside/End Mount — Standard Shades" on page 6
  - ➤ Outside Mount — "Outside Mount — Standard Shades" on page 7
- Cassette Shades
  - ➤ Inside Mount — "Inside Mount — Cassette Shades" on page 8
  - ➤ Outside Mount — "Outside Mount — Cassette Shades" on page 9
  - ➤ Fascia Shades — "Fascia Shades" on page 10.

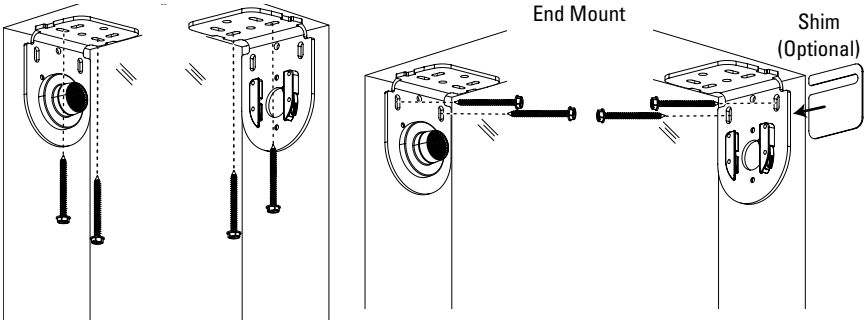
Inside/End Mount — Standard Shades

- **If you ordered bracket covers.** Center the ordered width -¼" in the window casement and mark its location.
- Shades without bracket covers. Center the ordered width -⅛" in the window casement and mark its location.
  - ➤ Standard M shades. The minimum depth required for mounting is 1⅝". For fully recessed mounting, the depth is 2".
  - ➤ Standard L shades. The minimum depth required for mounting is 2". For fully recessed mounting, the depth is 2⅞".

  IMPORTANT: The front edges of the installation brackets must be level and aligned to each other.
- Place the outside edge of the brackets on the previously made marks, then mark each of the screw holes.
- Drill the screw holes using a 3⁄32" drill bit for Standard M shades or ⅛" for Standard L shades.

  WARNING: Product is heavy. Mount into wood/metal studs or into concrete with concrete anchors. Drywall anchors are not recommended.
- Use a level to check that the mounting surface is level. Shim the brackets if necessary.

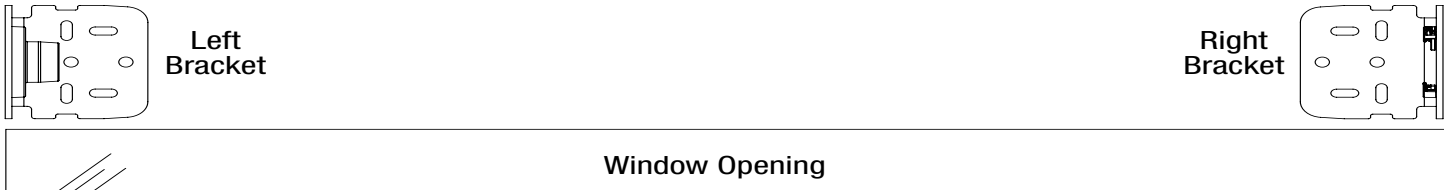
- Attach the installation brackets using the screws provided.
  - ➤ End Mount Shims (Optional). To ensure light gap is even on both sides, you may need to shim the bracket. Do not tighten the screws fully. Orient the shim as shown. Slide the shim in between the bracket and window casement. Tighten the screws fully.



Proceed to "STEP 3: Install the Shade" on page 14.

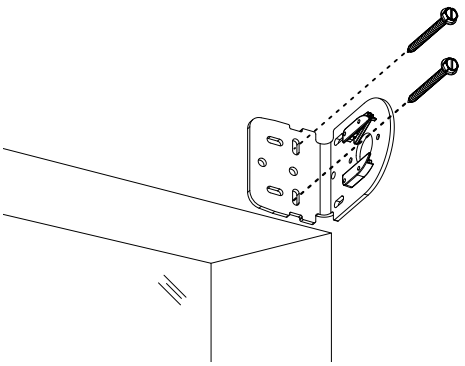
Outside Mount — Standard Shades

- Determine the bracket locations.
  - ➤ Center the ordered width -⅛" over the window at the desired height and mark its location.
- Place the outside edge of each bracket on the previously made marks, then mark each of the screw holes.
  - ➤ **Standard M shades.** A minimum 2" flat vertical surface is required to mount the brackets.
  - ➤ **Standard L shades.** A minimum 2 7/8" flat vertical surface is required to mount the brackets.
  - ➤ The top of the installation brackets should be at the desired height of the shade.



- Drill the screw holes using a 3/32" drill bit for Standard M shades or ⅛" for Standard L shades.
- Use a level to check that the mounting surface is level. Shim the brackets if necessary. Attach the installation brackets using the screws provided.

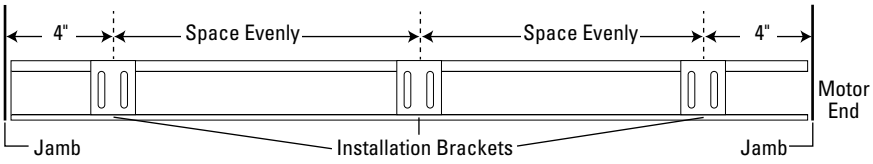
WARNING: Product is heavy. Mount into wood/metal studs or into concrete with concrete anchors. Drywall anchors are not recommended.



Proceed to "STEP 3: Install the Shade" on page 14.

Inside Mount — Cassette Shades

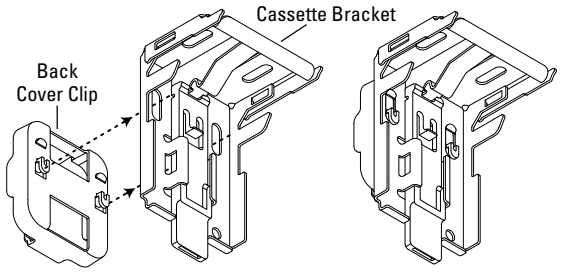
- Mark 4" from each jamb for bracket location.
  - ➤ If more than two installation brackets came with your order, space additional bracket(s) evenly between the two end brackets and mark their location. Allow a minimum of 18" from the motor end for the battery wand. Mount into wood whenever possible.



Install the Back Cover Clips (Optional)

- If you ordered shades with the back cover option, snap on each back cover clip that you received to the back of each installation bracket to ensure that the back cover remains straight and properly secured.

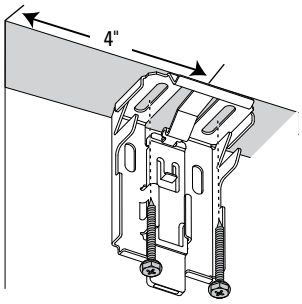
  IMPORTANT: Allow an additional ¼" spacing between the clip and the window to install the back cover.
- Align the hooks of the clips to the slots in the bracket and snap down to secure the clip to the brackets.



Install the Bracket

- The minimum mounting depth required for Automated Smart Shades:

Minimum IB Mounting Depth		
Power Supply	Both Cassettes	
	Without Back Cover	With Back Cover
Without Battery Wand	1¼"	1 13/16"
Automated Smart Shades with Attached Battery Wand	1⅞"	2 3/16"
Automated Smart Shades with Rechargeable Battery Wand	2¼"	2 9/16"



- Center the brackets on your marks, then mark each of the screw holes.

  IMPORTANT: The front edges of the installation brackets must be level and aligned to each other.
  - ➤ Fully recessed mounting for automated Smart Shades:

Minimum IB Fully Recessed Mounting Depth				
Power Supply	Small Cassette		Large Cassette	
	Without Back Cover	With Back Cover	Without Back Cover	With Back Cover
Without Battery Wand	3½"	4 1/16"	4 1/16"	4 5/8"
Automated Smart Shades with Attached Battery Wand	4⅛"	4 7/16"	4 11/16"	5"
Automated Smart Shades with Rechargeable Battery Wand	4½"	4 13/16"	5 1/16"	5 3/8"

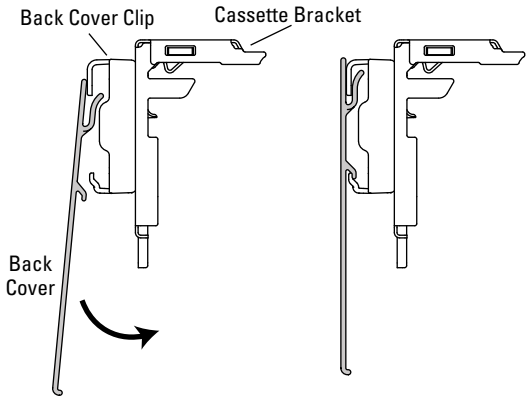
- Drill the screw holes using a 3/32" drill bit.
- Use a level to check that the mounting surface is level. Shim the brackets if necessary. Shims are not provided.
- Attach the installation brackets using the screws provided.

WARNING: Product is heavy. Mount into wood/metal studs or into concrete with concrete anchors. Drywall anchors are not recommended.

Install the Back Cover (Optional)

NOTE: For shades with the optional back cover, install the back cover onto the clips before installing the cassette into the brackets.

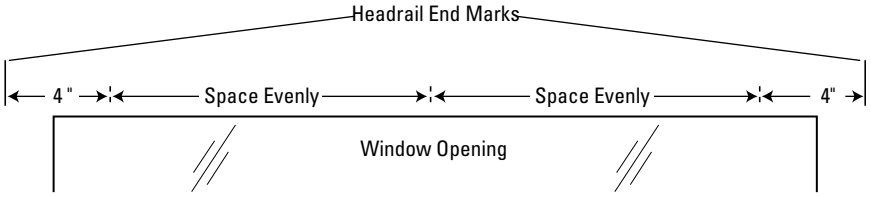
- Angle the back cover towards the window to hook the top feature of the back cover with the top tab of the clip.
- Rotate the back cover towards the room until the bottom feature snaps into the bottom tab of the clip.
- Check each clip and ensure the back cover is properly snapped and secured before proceeding to install the cassette.



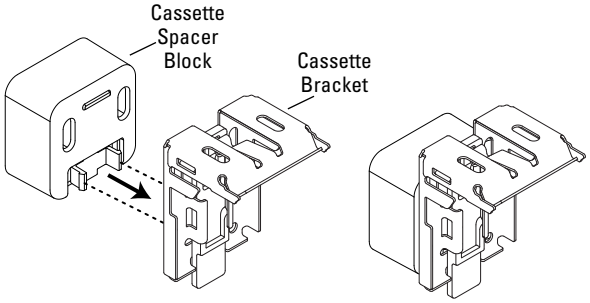
Proceed to "STEP 2: Install the Battery Wand (If Applicable)" on page 12, if applicable.
Otherwise, proceed to "STEP 3: Install the Shade" on page 14.

Outside Mount — Cassette Shades

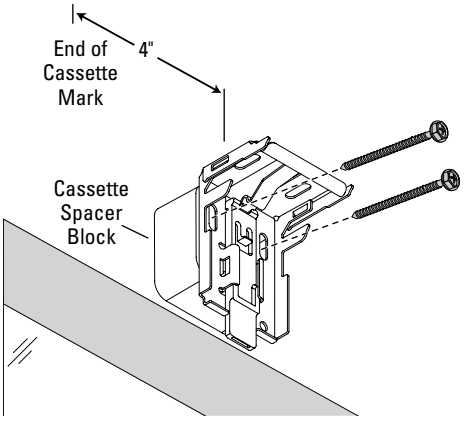
- Center the cassette over the window opening at the desired height and mark the end of the cassette.
- Mark 4" from each end of the cassette for the bracket location.
  - ➤ If more than two installation brackets came with your order, space additional bracket(s), between the two end brackets and mark their location. Allow a minimum of 18" from the motor end for the battery wand. Mount into wood whenever possible.



- If using spacer blocks, snap each block into a bracket before installing the bracket.



- Center the brackets on your marks, then mark each of the screw holes.
  - ➤ A minimum 4" flat vertical surface is required to mount the brackets.
- Drill the screw holes using a 3⁄32" drill bit.
- Use a level to check that the mounting surface is level.
- Attach the installation brackets.
  - ➤ With cassette spacer blocks, use 2" screws provided. If not using cassette spacer blocks, use 1½" screws provided.



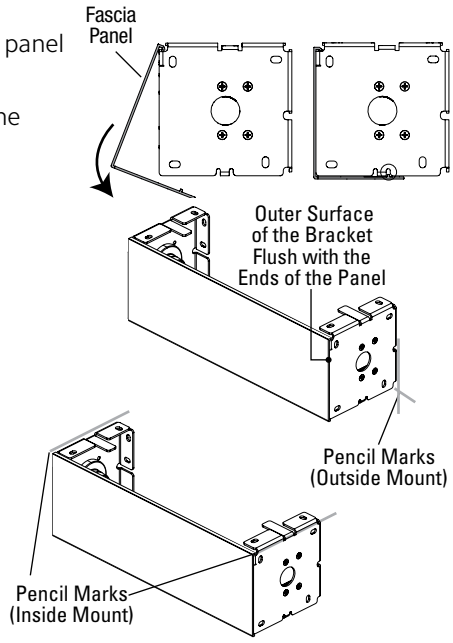
WARNING: Product is heavy. Mount into wood/metal studs or into concrete with concrete anchors. Drywall anchors are not recommended.

Proceed to "STEP 2: Install the Battery Wand (If Applicable)" on page 12.

Fascia Shades

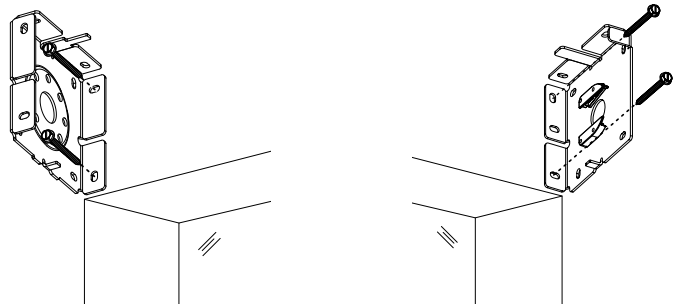
- Assemble the two end brackets and the fascia panel.
  - ➤ Place the top of the fascia panel into the top indention of the brackets. Rotate the panel down and snap it into place.

IMPORTANT: Check that the outer surfaces of the brackets are flush with the ends of the panel.



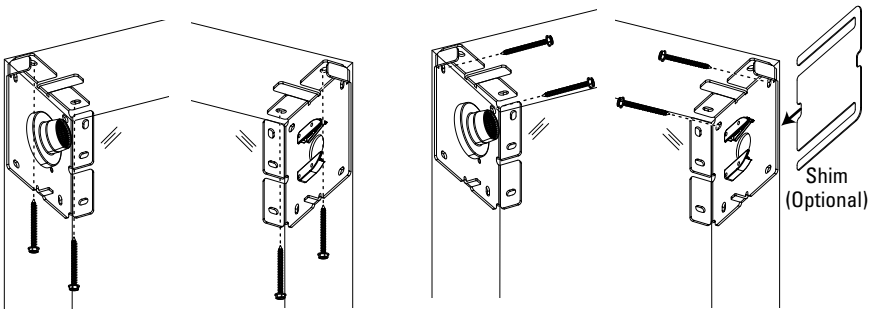
- Center the bracket and panel assembly over the window at the desired height.
  - ➤ Use a level against the bottom edge to make sure the assembly is level. Inside mounts may require a shim between the brackets and the mounting surface.
- **For Outside Mount.** Use a pencil to mark the bottom and outside edges of the brackets on the mounting surface.
- For Inside Mount. Use a pencil to mark the outside edges of the brackets on the mounting surface.
- Remove the assembly from the window.
- Remove the brackets from the fascia panel.
- **Outside Mount.** Use your marks to position each bracket and mark each of the screw holes.
  - ➤ For 4" Fascia, a minimum of 4⅛" flat vertical surface is required to mount the brackets.
  - ➤ For 3" Fascia, a minimum of 3⅛" flat vertical surface is required to mount the brackets.
  - ➤ The top of the installation brackets should be at the desired height. Use your marks to position each bracket and mark the screw holes.

    IMPORTANT: The brackets should be level and aligned.



- **Inside/End Mount.** Use your marks to position each bracket and mark each of the screw holes.
  - ➤ For 4" Fascia, the minimum mounting depth required and fully recessed depth is 4⅛".
  - ➤ For 3" Fascia, the minimum mounting depth required and fully recessed depth is 3⅛".
- Drill the screw holes using a ⅛" drill bit.
- Attach the installation brackets using the screws provided.
  - ➤ **End Mount Shims (Optional).** To ensure light gap is even on both sides, you may need to shim the bracket. Do not tighten the screws fully. Orient the shim as shown. Slide in between the bracket and window casement. Tighten the screws fully.

WARNING: Product is heavy. Mount into wood/metal studs or into concrete with concrete anchors. Drywall anchors are not recommended.



Proceed to "STEP 3: Install the Shade" on page 14.

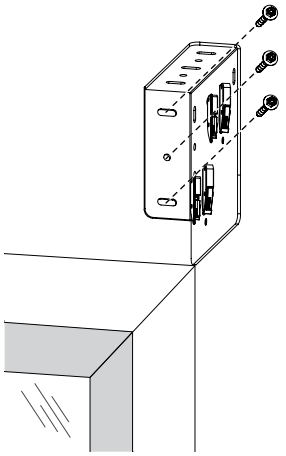
- Place the outside edge of motor-side bracket on the previously made mark and mark each of the screw holes.
  - ➤ The top of the installation brackets should be at the desired height.

  IMPORTANT: The top of the installation brackets must be level and aligned to each other.
- Use a ⅛" drill bit to drill the screw holes.

  WARNING: Product is heavy. Mount into wood/metal studs or into concrete with concrete anchors. Drywall anchors are not recommended.

  - Use a level to check that the mounting surface is level. Shim the brackets if necessary.
- Attach the installation brackets using the screws provided.

Outside Mount – Right Side



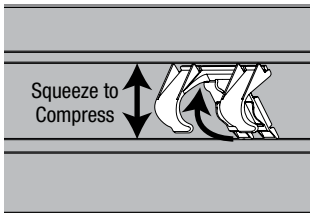
STEP 2: Install the Battery Wand (If Applicable)

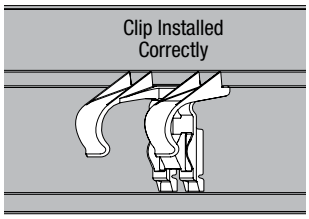
For the headrail-mounted battery wand, battery wand clips and battery wand mounts are installed before the shade is installed. Any other power options, the power source will be connected after the shade is installed.

Battery Wand

Install the Battery Wand Clips

- Attach the battery wand clip to the back of the cassette approximately 10" from themotor side.
  - ➤ Place the bottom of the clip into the lip, squeeze to compress the clip then rotate it up and hook it into the top channel.



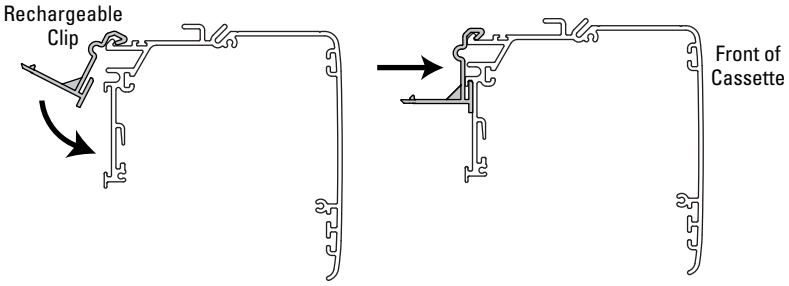


Rechargeable Battery Wand

- Install the Rechargeable Battery Wand Clips

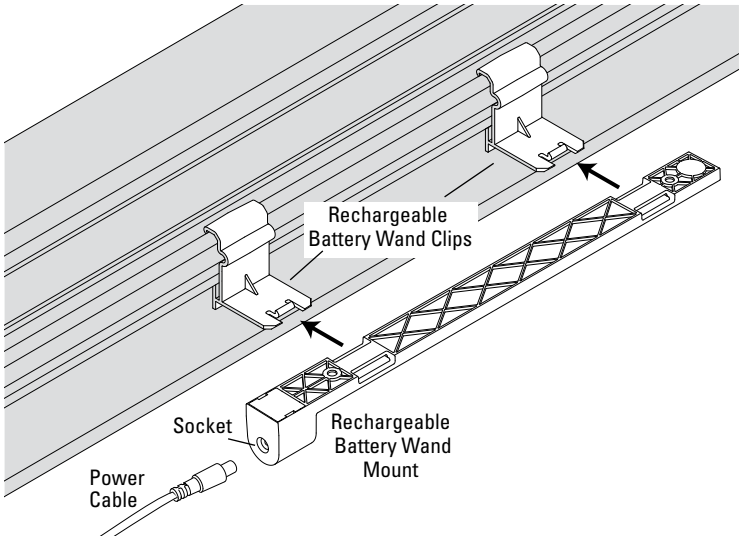
IMPORTANT: Position the clips so the battery wand is between the installation brackets.

- Attach the rechargeable battery wand clip to the back channel of the cassette.
  - ➤ Rotate the clip down until it snaps into place.



Install the Rechargeable Battery Mount into the Battery Wand Clips

- From the back of the shade headrail, connect the power cable from the motor side into the socket on the rechargeable battery mount.
- Align the slots in the battery mount with the battery wand clips.
- Push the battery mount onto the battery wand clips until it snaps into place. Check to make sure the battery mount is secure.



CAUTION: Be sure the cable does not become pinched by the battery wand clips during installation. Damage or overheating of components could result.

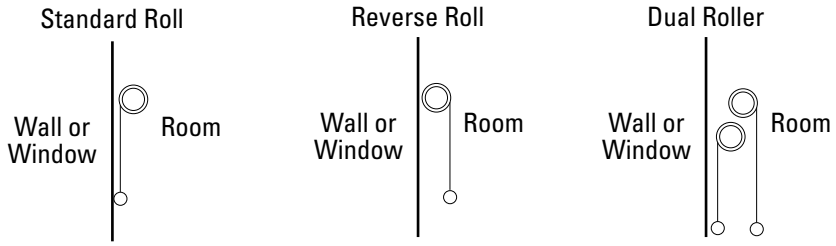
NOTE: Do not install the rechargeable battery wand into the battery mount before installing the shading. See "STEP 4: Connect the Power Source" on page 17 for instructions on inserting the battery wand into the battery mount.

Proceed to "STEP 3: Install the Shade" on page 14.

STEP 3: Install the Shade

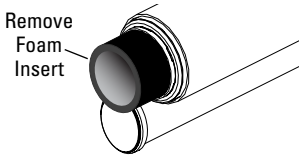
Standard and Fascia Bracket Shades

Your shade may be standard roll or reverse roll based on your order. Be sure to orient the shade correctly before installing.

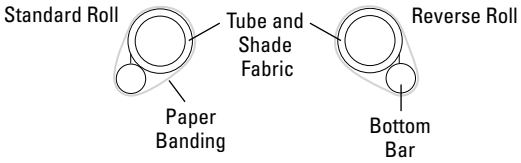


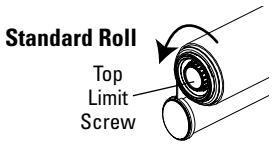
Note: Shade are lowered for clarity. The shade should be wrapped tight with the paper banding in place.

- Remove the foam insert from the idle end of the shade.



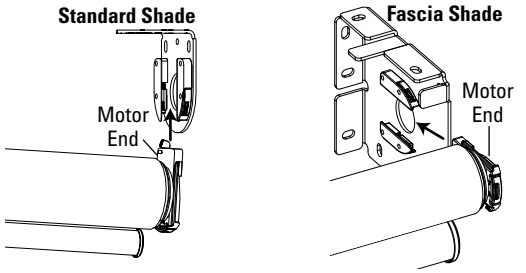
- Verify the top limit screw is screwed in completely. The screw will tighten counterclockwise for standard roll and clockwise for reverse roll.
- The shade should be wrapped tight with the paper banding in place. The bottom bar should be positioned just below the fabric in either the standard or reverse roll position based on your order.





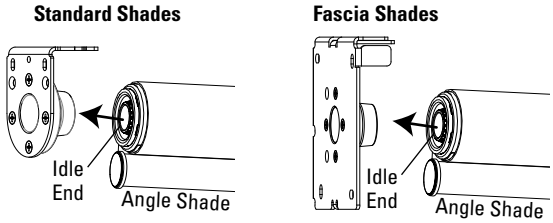


- Holding the shade to the window, rotate the shade to align the motor end with the channels on the bracket before installing the idle end.



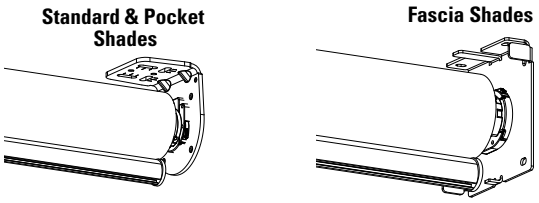
- Push the idle end of the shade onto the bracket.

  CAUTION: Do not rotate the motor in the tube manually - it will damage the motor.



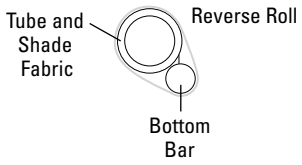
- Slide the shade into the motor bracket until it clicks into place. Refer to the images below for how to orient your shade. Gently pull back on the shade to ensure it is secure.

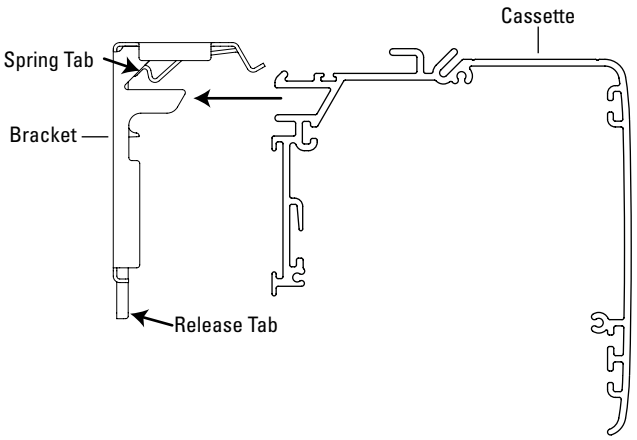
  CAUTION: Be sure the power cables are not pinched or caught in the brackets.



Cassette Shades

- Install the cassette straight into the bracket as shown to ensure the features on the bracket align with the open sections in the back of the cassette.
- Push the cassette back to snap the spring tab on the bracket.





STEP 4: Connect the Power Source

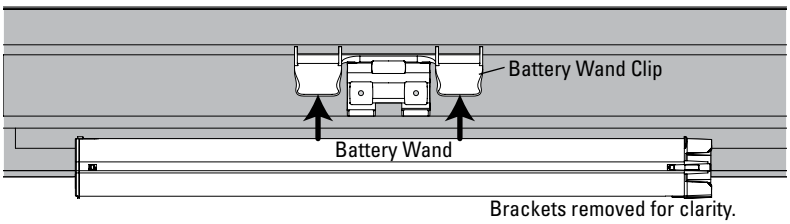
NOTE: When power is connected to the motor, a blue LED inside the control button housing will flash to indicate the shade is ready for operation.

- Refer to the appropriate page based on your order.
  - ➤ For an optional attached battery wand, see below.
  - ➤ For an optional satellite battery pack, see below.
  - ➤ For an optional headrail-mounted rechargeable battery wand, see page 18.
  - ➤ For an optional satellite-mounted rechargeable battery wand, see page 18.
  - ➤ For an optional 18V DC Power Supply, see page 19.
  - ➤ For an optional 18V DC Power Supply with daisy-chain connections, see page 20.
  - ➤ For any other Kirsch® power options, see the instructions that came with the unit.

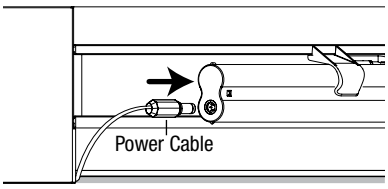
Attached Battery Wand

Plug the Power Cable into the Battery Wand

- Snap the battery wand into the battery wand clip on the back of the cassette.



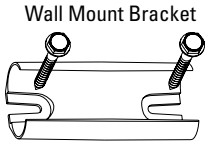
- Connect the power cable from the motor to the battery wand.

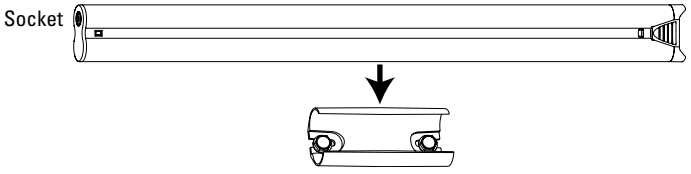


Satellite Battery Pack

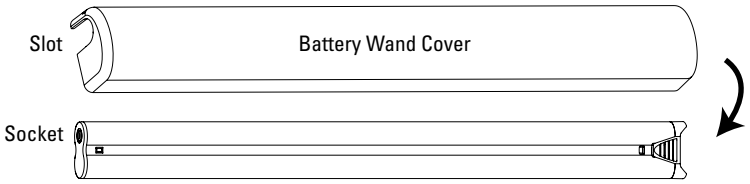
Mount the Satellite Battery Pack

- Decide where you want to mount the satellite battery pack. A satellite battery pack may be mounted in any orientation.
- Mark the screw holes for the wall mount bracket.
- Drill the screw holes using a 3⁄32" drill bit.
- Remove the backing from the double-sided tape. Press the bracket into place.
- Attach the bracket using the screws provided.
- Position the battery wand so the power cable is easily connected to the socket.
- Snap the battery wand into the wall mount bracket.





- Install the cover with the slot aligned to the socket in the battery wand.



- Plug the power cable from the shade into the extension cable.
- Plug the other end of the extension cable into the socket in the battery wand.

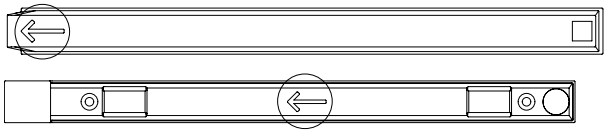
Proceed to "Testing the Shade" on page 20.

Headrail-Mounted Rechargeable Battery Wand

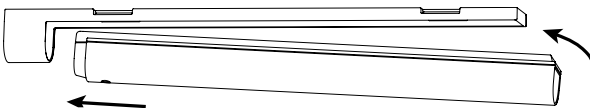
- Insert the Rechargeable Battery Wand into the Battery Mount

NOTE: The rechargeable battery wand ships fully charged, so it is ready to install out of the package.

- 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.



CAUTION: Failing to insert wand properly may cause it to fall out of the mount, posing an injury risk and potentially damaging the wand. Additionally, when mounting on a door, closing the door with excess force may cause battery wand to dislodge from the mount, also posing an injury risk and possibly damaging the wand.

Proceed to "Testing the Shade" on page 20.

Satellite-Mounted Rechargeable Battery Wand

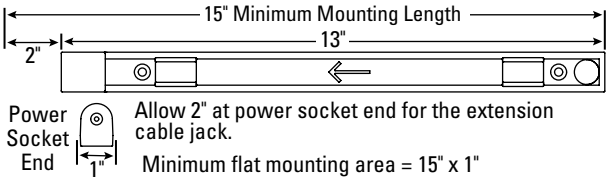
- Determine the location to mount the rechargeable battery wand.

  CAUTION: To prevent overheating, do not install the rechargeable battery wand in direct sunlight.

  ➤ The battery mount may be installed in any orientation.

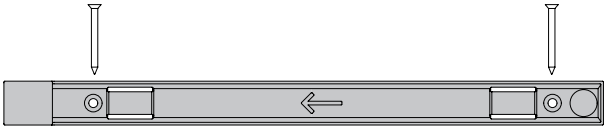
  ➤ Plan placement of the battery mount so that the cable can be plugged into the power socket. Allow at least 2" at the power socket end.

  ➤ Ensure the socket is within range of the cable.



  CAUTION: Install the battery mount on a flat surface only. Installing on a round or other non-flat surface may result in the battery wand not attaching into the mount properly. This can result in either a failure to connect the shade to power or the wand falling out of the mount.

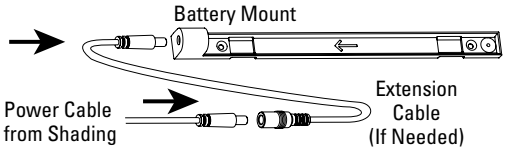
- Mark the screw holes for the rechargeable battery mount.



- Drill the screw holes using a 3⁄32" drill bit.
- Align the holes in the battery mount to the marks. Ensure that you position the battery mount so that the power socket side is closest to the shade's power cable.
- Attach the battery mount using the screws provided.

  CAUTION: Only use the screws provided with the battery mount, designed so that the screws will install flush with the mount. Protrusion of the screws could result in either the battery wand not attaching properly causing a failure to connect, or the wand falling out of the mount. Do not over-tighten.

- Connect the power cable from the shade to the power socket on the rechargeable battery mount. Use a 15", 4', 10', or 20' extension cable, if necessary.



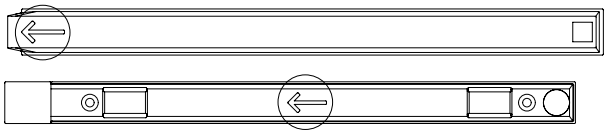
WARNING: Keep cables and small parts out of the reach of children. They can wrap cables around their necks and **STRANGLE.** They can also put small parts in their mouths and **CHOKE.**

NOTE: With longer extension cables, wire retainers (not supplied) are recommended to secure the cable.

Install the Battery Wand into the Battery Mount

NOTE: The rechargeable battery wand ships fully charged, so it is ready to install out of the package.

- 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.



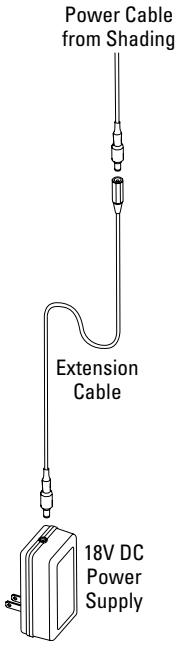
CAUTION: Failing to insert wand properly may cause it to fall out of the mount, posing an injury risk and potentially damaging the wand. Additionally, when mounting on a door, closing the door with excess force may cause battery wand to dislodge from the mount, also posing an injury risk and possibly damaging the wand.

Proceed to "Testing the Shade" on page 20.

18V DC Power Supply

NOTE: When power is connected to the motor, a blue LED inside the control button housing will flash to indicate the shade is ready for operation.

- Plug the power cable from the shade motor into the extension cable.
- Plug the other end of the extension cable into the DC power supply.
- Plug the DC power supply into a standard outlet.



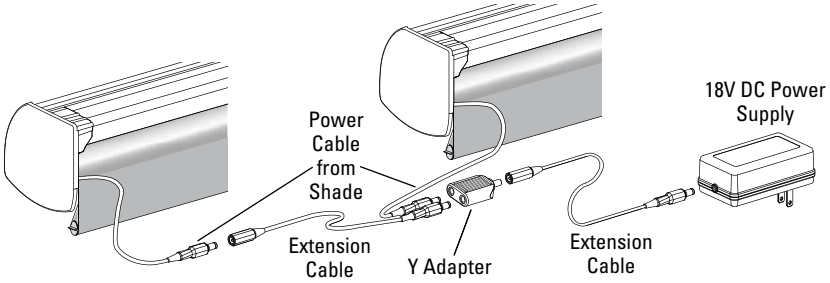
Proceed to "Testing the Shade" on page 20.

18V DC Power Supply with Daisy-Chain Connections

NOTE: The daisy-chain feature is only available with the 18V DC Power Supply option. Refer to this section if you have an 18V Power Supply with daisy-chain connections.

The daisy-chain feature allows up to three automated shades to be powered by a single 18V DC Power Supply. However, each shade can operate independently.

- Route the power cables from each shade to the Y Adapter using extension cables (if necessary).
- Plug an extension cable into the Y Adapter and the 18V DC Power Supply. A two-shade configuration is shown below.

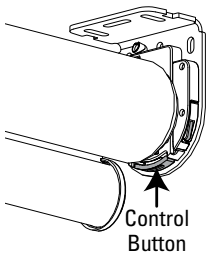


- Plug the 18V DC Power Supply into a standard outlet. An additional Y Adapter and two additional extension cables are used for three shades.

Testing the Shade

Testing the shade with the control button will allow you to ensure the motor and power source are working correctly. If the shade does not operate, see "Troubleshooting" on page 24.

- Press and release the control button (located on the bottom or front depending on your shade type) to test operation. Use a flat head screwdriver, if necessary. The shade will open, stall, and jog when reaching the top.
- Press and release the control button to fully lower the shade.
- The control button can also be used in combination with the LEVOLOR PREMIER App for control of advanced shade functions and home access. Simply open the app and then press and hold the control button to see a list of available functions. See "Operating the LEVOLOR PREMIER App and Remote" on page 21 for more information on setup with the LEVOLOR PREMIER App.



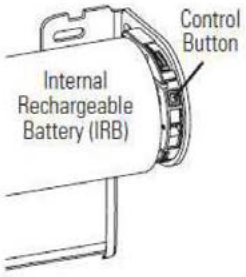
Proceed to "Operating the LEVOLOR PREMIER App and Remote" on page 21.

Deactivate Ship Mode - Internal Rechargeable Battery Only

All internal rechargeable battery shades arrive out of the packaging in Ship Mode and will not operate. Ship Mode must be deactivated before use.

Using a flathead screwdriver, press and release the control button. When the LED turns orange, press it again. When the LED turns white, press once more. When the LED turns blue, ship mode has been deactivated.

NOTE: The shade will return to Ship Mode after two hours. To prevent this, set up the shade in the LEVOLOR PREMIER App or leave the shade at least 10% closed.



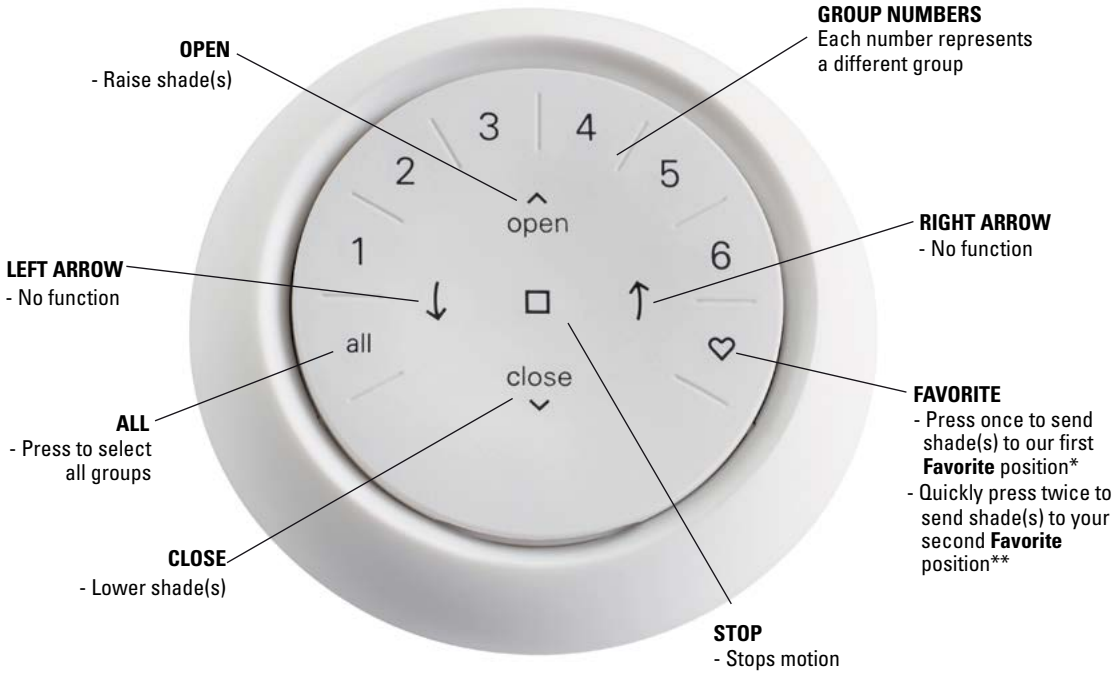
Operating the LEVOLOR® PREMIER™ App and Remote

Syncing and Programming Your Remote

- Activate the remote by pulling both plastic tabs from the back battery compartment.
- Download the LEVOLOR PREMIER App for your smartphone or tablet at getlpapp.com.
- Open the LEVOLOR PREMIER App and follow the steps to set up your new shades and remote.
- Use the LEVOLOR PREMIER App to program and manage your remote(s) as accessories.
- For more information, refer to the Remote Control Guide found on levolor.com/premier.

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 front shade(s) at 50% open.
Both **Favorite positions can be updated in the LEVOLOR PREMIER App > Shade Settings.

Further Operation and Programming Information

LEVOLOR PREMIER App

The LEVOLOR PREMIER App is required to program automated Smart Shades, remotes, and gateways. The App is compatible with Apple® and Android™ smartphones and tablets. For more information regarding setup and operation using the LEVOLOR PREMIER App, refer to levolor.com/premier.

Gateway

The Gateway is used to control shades in larger projects as well as integrate automated Smart Shades with third-party integration systems. For information regarding programming of gateways, refer to the Gateway Guide on levolor.com/premier.

Remote

For more information regarding operation and programming of the remote, refer to the Remote Control Guide on levolor.com/premier

Resetting the Shade

Calibration Reset

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

- Select Calibrate Shade in the Advanced Options section of the Shade Settings menu in the App.
- The shade will touch off on end limits, then finish in the closed position. When the shade stops moving, calibration is complete.

Resetting Shade Programming

The LEVOLOR PREMIER App may be used to modify or reset any shade programming to 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 LEVOLOR PREMIER 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 LEVOLOR PREMIER App to adjust limits.

Adjust Shade Limits (If Necessary)

NOTE: Before adjusting the shade limits, cycle the shade at least twice to the fully open and closed positions to determine whether limits need adjusting.

Adjusting the Top Limit (Manually)

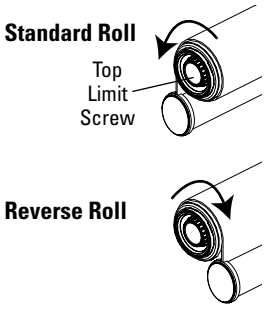
Standard Bracket and Fascia Shades

- Raise the shade fully.
- Disconnect the power and remove the shade.
- Rotate the shade manually to desired bottom rail position when the shade is fully raised.
- Verify the top limit screw is screwed in completely. The screw will tighten counterclockwise for standard roll and clockwise for reverse roll. The top limit screw should not turn more than one turn to be completely screwed in.
- Re-install the idle end.
- With the idle end installed, rotate shade until motor is aligned to insert into the bracket.

  CAUTION: Do not rotate the motor in the tube manually it will damage the motor.

  ➤ Standard roll rotate the shade toward the window.

  ➤ Reverse roll rotate the shade toward the room.



- Slide the shade up into the bracket until it clicks into place. Gently pull on shade to ensure it is secure. See "STEP 3: Install the Shade" on page 14.
- Reconnect the power and raise the shade to check new bottom bar position, if good, then lower shade and adjust bottom limit (if necessary).
- Check and adjust the bottom limit, as needed. See "Electronic Limit Adjustments" on page 22.

Adjusting Hard Top Limit (Cassette)

Attempt a calibration reset first, as explained above. If the bottom rail does not stop at the desired top limit on its way to the top, you will need to adjust the hard stop top limit.

NOTE: These instructions are for adjusting the hard stop limit for roller shades with Cassette only.

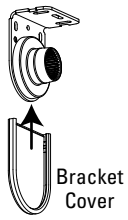
- Raise the shade fully.
- Disconnect power and remove the shade from the window.
  See "Removing the Shade" on page 30.
- Gently remove the end cap from the non-control (idle) side of the cassette headrail. The metal cassette endplate will be exposed with a hole in the middle.Insert a 3⁄16" Allen wrench into the hole in the cassette endplate. Turn ¼" clockwise for standard roll, counterclockwise for reverse role.

NOTE: A ¼" turn raises the upper limit approximately 2" to 3". Reassemble the end cap of the cassette rail.

- Re-install the shade in the window. Gently pull on shade to ensure it is secure.
  See "STEP 3: Install the Shade" on page 14.
- Reconnect the power and raise the shade to check the new raised position for the bottom bar.
- Check and adjust the bottom limit, as needed. See "Electronic Limit Adjustments" on page 22.

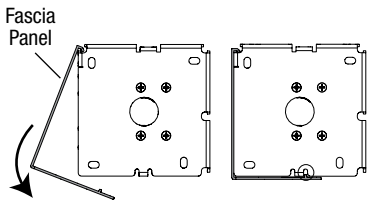
Install the Standard Bracket Cover (If Applicable)

- **If you ordered standard bracket covers.** Install the bracket covers by aligning the bracket with the channels in the bracket cover and sliding it onto the bracket.



Install the Fascia Panel

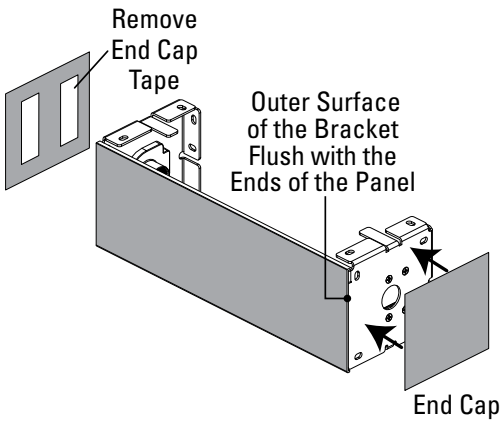
- Place the top of the fascia panel into the top indention of the brackets. Rotate the panel down and snap it into place.



- Optional. Remove the backing from the tape on the end caps and press onto the brackets.
  - ➤ Check that the outer surfaces of the brackets are flush with the ends of the panel. If not flush, loosen the brackets and move the bracket over to make it flush with the panel.

NOTE: For Internal Rechargeable Battery, the fascia panel is notched, so after it is installed the charging magnets can be accessed to charge the shade when needed.

- OPTIONAL: Remove the backing from the tape on the end caps and press onto the brackets.
  - ➤ Check that the outer surfaces of the brackets are flush with the ends of the panel. If not flush, loosen the brackets and move the bracket over to make it flush with the panel.



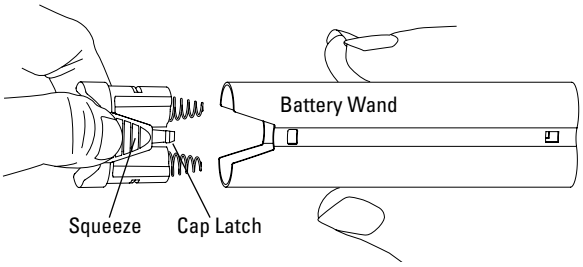
Troubleshooting

If your shade is not operating correctly:

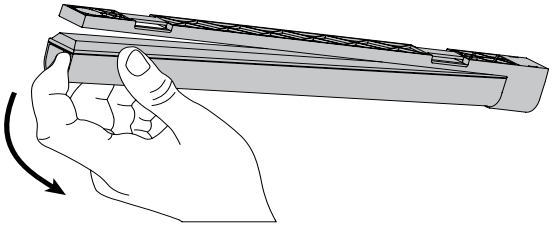
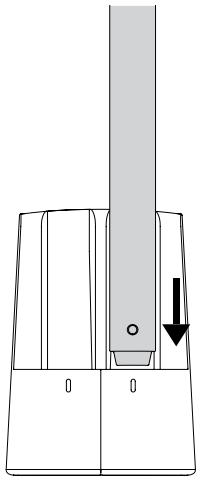
- Review the Remote Support Documents and link to levolor.com/premier
- Refer to the following troubleshooting procedures below for the specific solutions for your shade.

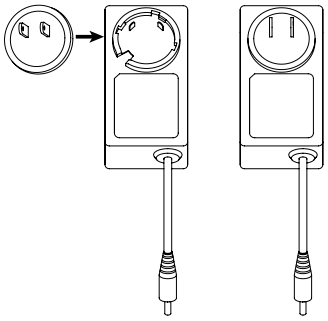
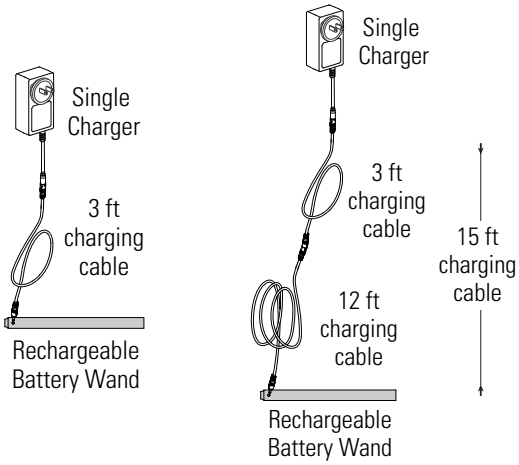
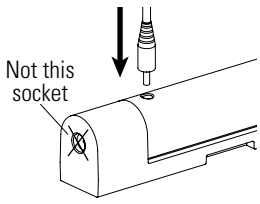
If questions remain, please contact LEVOLOR® PREMIER™ Consumer Support at **1-800-478-1538.**

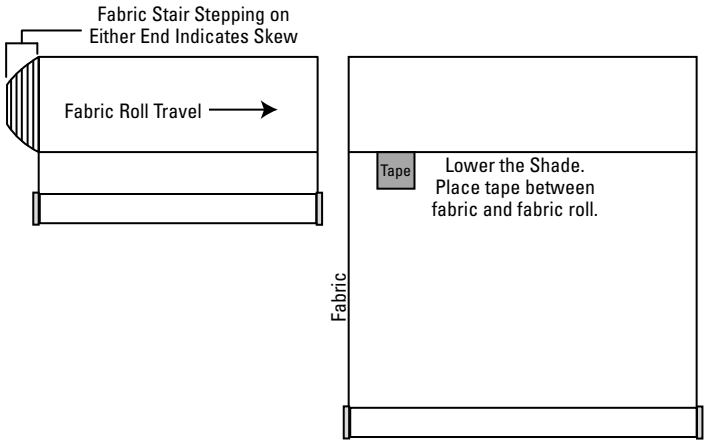
Problem	The shade will not fit into the installation brackets.
Solution	If the shade has a battery wand, check that the wand is not interfering with the installation brackets. Check that the installation brackets are level and aligned. Adjust and/or shim to level, if necessary. Be sure the heads of the mounting screws are flush against the installation bracket. Make sure that the shade fabric is not caught between the installation bracket and the headrail. Check that the headrail is completely inserted into the installation brackets. See "STEP 3: Install the Shade" on page 14.
Problem	The shade is not responding to the remote.
Solution	**IMPORTANT:** A shade will not operate until it is joined to a group. 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 LEVOLOR PREMIER App. You can find this under MORE > ACCESSORIES in the app. 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.
Problem	The shade does not operate using the control button.
Solution	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. Check that the batteries in the battery wand, satellite battery pack, or C-size satellite battery wand are correctly inserted and fresh. Check that the power source is securely connected to the power cable and the cables are not pinched or caught in the headrail or installation brackets. If you have the rechargeable battery wand, check to see that the battery wand is correctly positioned in the mount.
Problem	The shade is operating slowly or does not raise or lower completely.
Solution	The batteries may be low in the battery wand, satellite battery pack, or C-size battery wand. Replace the batteries. Check that the power source is securely connected to the power cable and the cables are not pinched or caught in the headrail or installation brackets. Check that the fabric stacks up evenly into the headrail. The shade may need to be reset. See "Resetting Shade Programming" on page 22.
Problem	The shade raises or lowers unevenly or the bottom rail is uneven when fully raised.
Solution	Lower the shade completely to allow it to "self-correct" skewing. Check that the headrail and installation brackets are level and aligned. Shim the installation brackets to level the headrail, if necessary.
Problem	The shade limits need to be adjusted — top limit.
Solution	See "Electronic Limit Adjustments" on page 22.

Problem	The shade limits need to be adjusted — bottom limit.
Solution	See "Electronic Limit Adjustments" on page 22.
Problem	The shade limits need to be adjusted — middle rail bottom limit (Top-Down/Bottom-Up and Day/Night only).
Solution	See "Electronic Limit Adjustments" on page 22.
Problem	Batteries in the battery wand need to be replaced.
Solution	Replace the batteries in the battery wand. Squeeze the cap latch to release the cap and remove the cap from the battery wand. Install the batteries according to the instructions on the battery wand label. Press the cap on until it latches. **NOTE:** LEVOLOR® PREMIER™ 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. 
Problem	The battery is charged but the shades does not operate.
Solution	If your rechargeable battery wand is charged but not working, it may be due to its physical location in your window. The rechargeable battery wand can operate in temperatures up to 176 °F (80 °C). If the temperature in your window exceeds this, its safety feature will shut the battery off temporarily. The battery will turn back on once the temperature lowers into the operable range. If you anticipate the rechargeable battery wand consistently exceeding this temperature limit, please reinstall in a location that avoids direct sunlight.

Problem	The Internal Rechargeable Battery needs recharging.
Solution	■ Connect the provided charging adapter to the charging cable.  ➤ If you are unable to reach your shade to charge, please screw the provided Extension Pole Attachment onto your provided Painter's Pole. ■ The charging adapter will fit snugly into the attachment for you to raise the cable up and connect to the shade. ■ For IB/Ceiling Mount shades, orient the adapter so the rounded feature is facing the room. Use the top magnets to connect to the motor as shown.  ■ For OB/Wall Mount shades, orient the adapter so the rounded feature is facing the room and use the side magnets on the adapter to connect to the shade as shown. ■ Charging will initiate when the adapter magnetizes and connects to the motor's charging port. The charger's LED (located at the power outlet) will turn red to indicate that the battery is charging. The LED will turn green when the battery is fully charged.  ■ **IMPORTANT:** An occasional static discharge may occur when connecting the magnetic charging adapter to the shade motor. This is normal and should not be cause for concern.

Problem	Rechargeable battery wand needs recharging.
Solution	There are two methods for charging the rechargeable battery wand — the dual charging station or the single charger. **CAUTION:** The rechargeable battery wand can only be charged with these LEVOLOR® PREMIER™ provided charging options. Attempting to charge battery wands with an alternative charger may result in permanent damage. **Removing the Rechargeable Battery Wand from the Mount** ■ 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.  **Recharging Via the Dual Charging Station** ■ Plug the dual charging station into a standard AC outlet. ■ Insert the nose of the rechargeable battery wand into one of the slots of the dual charging station. ■ The battery will firmly snap into place. A red light indicator on the front of the charging station will turn on when the battery wand has been properly inserted and being charged. ■ Once the battery has been fully recharged, the red light indicator will turn green. Charging may take up to three hours, depending on your battery level. ■ Remove the battery wand from the charger. 

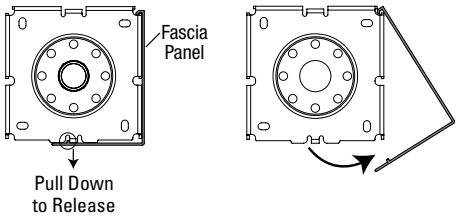
Problem	Rechargeable battery wand needs recharging (continued).
Solution	**Recharging Via the Single Charger** Remove the rechargeable battery wand from the mount, or insert the single charger cable without removing from the shading. ■ Attach the plug adapter to the charger. ■ Attach the female end of 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. **Reinserting the Rechargeable Battery Wand into the Mount** ■ 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	The rechargeable battery wand is charged but the shade does not operate.
Solution	If your rechargeable battery wand is charged but not working, it may be due to its physical location in your window. The rechargeable battery wand can operate in temperatures up to 176 °F (80 °C). If the temperature in your window exceeds this, its safety feature will shut the battery off temporarily. The battery will turn back on once the temperature lowers into the operable range. If you anticipate the rechargeable battery wand consistently exceeding this temperature limit, please reinstall in a location that avoids direct sunlight.

Problem	The fabric is skewing as the shade is being raised.
Solution	Adding tape to the fabric tube when the shade is fully lowered will help stop the fabric from skewing.  ■ Lower the shade to the fully closed position. ■ Lift up on the fabric slightly to place the tape between the fabric and tube. ■ Place the tape on the opposite end of the roll the fabric is skewing to. ■ Raise the shade to check for fabric skew. Repeat steps to add more tape if fabric skew still occurs. 

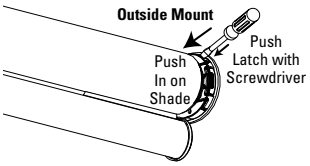
Removing the Shade

CAUTION: Before removing the shade, the shade should be fully raised.

- **Fascia Shades Only.** Remove the front/bottom cover of the fascia by pulling down on the bottom of the cover, near the installation brackets, to release it from the tabs on the installation brackets.
  - ➤ Rotate the cover up and remove it.
- **Standard Bracket Shades with Bracket Covers.** Remove the cover on the motor-side.



NOTE: Standard Bracket shades are shown in the illustration, but the process is the same for all shades types except Cassette shades shown below.

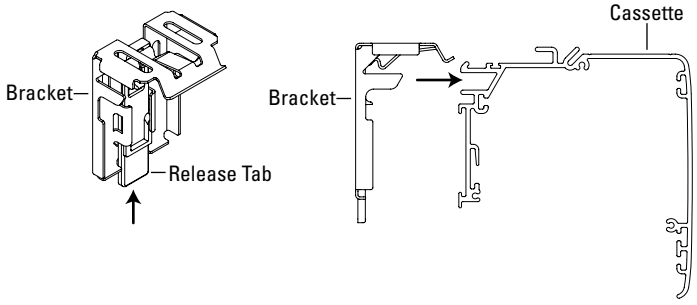


- Disconnect power and make sure cables are not caught before attempting to removing shade.
- You will use a screwdriver to push the latch. First, push the shade away from the screwdriver until the latch moves (depending on your mounting type you may need to push up or in), and then press the latch.
- Slide the shade out of the motor bracket.
- Pull the shade from the idle bracket.

Cassette Removal

- Move the shade to the fully raised position and disconnect the power.
- While keeping one hand on the cassette at all times, push up on the plastic release tabs of the cassette bracket on the end until you hear it click and see that it stays in place.

  NOTE: Push up on the release tabs of the end brackets first and then on the center bracket(s).
- Place both hands in the middle of the cassette (along the front bottom) and pull straight out.



Cleaning Procedures

LEVOLOR® PREMIER™ shades are made from dust-resistant materials which repel dirt and dust. The following options are available if your shade needs cleaning.

Dusting

- Regular light dusting with a feather duster is all the cleaning needed in most circumstances.

Vacuuming

- Use a hand-held vacuum with low suction for more thorough dust removal.

Compressed Air/Hair Dryer (Cool Setting)

- Use compressed air or a hair-dryer on a cool setting to blow dust and dirt off of shades.

Spot-Cleaning

CAUTION: Do not spot-clean Alustra® Woven Textures® fabrics.

- Prepare a solution of warm water and a mild detergent.
- Dampen a clean cloth in the solution and wring it out.
- Dab the spot with the dampened cloth until it is removed. Do not rub the fabric.
- Allow the shade to dry in the completely lowered position.

DECLARATIONS

FCC Statement

NOTE: 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.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- 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.

Responsible party:
LEVOLOR® PREMIER™
1 Duette Way
Broomfield, CO 80020
USA
levolor.com/premier

ISED Canada Compliance Statement

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence exempt RSS(s).

This Class B digital apparatus complies with Canadian ICES-003

Operation is subject to the following two conditions: (1) This device may not cause interference. (2) This device must accept any interference, including interference that may cause undesired operation of the device.

Cet appareil contient des émetteurs/récepteurs sans licence qui sont conformes aux RSS sans licenced'Innovation, Sciences et Développement économique Canada.

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

Le présent appareil est conforme aux CNR d'ISDE Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

CE and UKCA Compliance Statement

LEVOLOR PREMIER, One Duette Way, Broomfield, CO 80020, USA

Hunter Douglas hereby declares that the PV33 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 upon request at levolor.com/premier.

10-Year Limited Warranty

LEVOLOR® PREMIER™

COVERED

by a 10-Year
Limited Warranty

- LEVOLOR® PREMIER™ products are covered for defects in materials, workmanship or failure to operate for 10 years from the date of purchase (unless a shorter period is provided below), provided that the original retail purchaser continues to own the product.
- All internal mechanisms.
- Fabric delamination.
- Components, brackets and operational cords.
- Repairs and/or replacements will be made with like or similar parts or products. Fabric style, color or components may vary depending on original purchase date.
- LEVOLOR PREMIER motorization components are covered for 5 years from the date of purchase.

NOT COVERED

by a 10-Year
Limited Warranty

- Any conditions caused by normal wear and tear.
- Abuse, accidents, misuse or alterations to the product.
- Exposure to the elements (sun damage, wind, water/moisture, salt air) and discoloration or fading over time.
- Normal maintenance associated with motors and related accessories including, but not limited to, recharging and replacement of batteries.
- Failure to follow our instructions with respect to measurement, proper installation, cleaning or maintenance.
- Shipping charges, cost of removal and reinstallation.

LEVOLOR PREMIER (or its licensed fabricator/distributor) will repair or replace the product or components found to be defective.

TO OBTAIN WARRANTY SERVICE:

- Contact your original dealer (place of purchase) for warranty assistance.
- Contact LEVOLOR PREMIER at 1-800-478-1538 for technical support, certain parts free of charge, for assistance in obtaining warranty service or for further explanation of our warranty.

NOTE: In no event shall LEVOLOR or its licensed fabricator/distributor be liable or responsible for incidental or consequential damages or for any other indirect damage, loss, cost or expense. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above 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.

Different warranty periods and terms apply for commercial products and applications.

LEVOLOR® PREMIER™

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