

## Motor Limit Changes:

### Motor recalibration is part of regular maintenance and not covered under warranty.

At Outdoor Blinds and Awning, we pride ourselves on using only the best motors for your shading systems—including outdoor blinds, folding arm awnings, pivot arm awnings, conservatory awnings, retractable fabric roofs, and louvre roofs.

When we complete the installation of your new motorised system, we make sure you're confident in using it. We provide training, a snapshot of our warranty, and invite you to inspect the system to ensure you're fully satisfied.

However, from time to time, clients reach out with concerns that their motorised blinds, awnings, or roof systems aren't retracting fully or stopping at the wrong point. The good news? It's usually not a fault with the motor itself—but rather a need for recalibration or adjustment.

Below, we've outlined six common reasons this can happen—and how to troubleshoot them.

#### 1. Power Interruptions or Voltage Fluctuations

**Cause:** A power outage or sudden voltage fluctuation can cause your motor to reset or shift its memory settings.

**Solution:** Ensure your system has a stable power supply. We recommend using a surge protector to protect the motor from fluctuations.

#### 2. Manual Adjustment or Accidental Reprogramming

**Cause:** Someone may have accidentally adjusted the limits via the remote control or wall switch.

**Solution:** Check the settings on your remote or control panel. If limits have been changed, you may need to reprogram them following the manufacturer's instructions.

#### 3. Obstruction Detection & Safety Features

**Cause:** Many motors are designed with built-in safety features. If they detect resistance—whether from wind, debris, or fabric tension—the system may stop early or adjust its limits for safety.

**Solution:** Inspect the system for obstructions. Ensure the fabric is properly aligned and the mechanism can move freely.

#### 4. Motor Wear & Memory Drift

**Cause:** Over time, and with regular use, motors with electronic limit settings can experience minor memory drift.

**Solution:** Resetting and reprogramming your motor's limits periodically is part of routine maintenance.

#### 5. Radio Interference or Cross-Signals

**Cause:** RF-operated motors (e.g., Somfy RTS, Simu, or Alpha remotes) can be affected by interference from nearby wireless devices or other RF systems.

**Solution:** Confirm your remote is correctly paired with its motor and minimise interference from other devices.

#### 6. Temperature & Environmental Factors

**Cause:** Extreme temperatures can cause materials—such as fabric and cables—to expand or contract, which can subtly affect the motor's stopping point.

**Solution:** Recalibrate your system's limits seasonally, particularly if you experience large temperature variations.

Important

## Note on Warranty & Service

In most cases, these issues are related to recalibration or environmental factors, not a fault with the motor itself. If the motor runs smoothly but needs recalibrating, this is considered a maintenance issue and is **not covered under warranty**.

If you require assistance with recalibration, we're happy to help! Please note that this service requires a technician call-out and is a chargeable service.

## What to Do Next

- Check for power fluctuations and ensure your voltage supply is stable.
- Inspect the system for any obstructions like debris or fabric misalignment.
- Reprogram your motor's limits as per your user guide.
- Confirm the motor and remote are free from interference.
- Take note of any patterns—like changes in weather—that may be affecting the system.

## Need Professional Assistance?

If you've tried these steps and are still experiencing issues, our qualified team at Outdoor Blinds and Awnings is ready to assist. Whether it's troubleshooting or booking a service call, we're here to help you get the best out of your shading system. Contact Us today to schedule a service.