

Troubleshooting

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EDU will not move

- EDU is not powered – check EDU power
- Shade fabric is caught on something – Check that shade fabric is not caught on something or binding

EDU does not fully open or fully close

- Presets have been set incorrectly – try using raise and lower buttons
- Limits have been set incorrectly – refer to "Setting Limits"
- Shade fabric is caught on something – free shade

Shade moves up when pressing lower button, and down when pressing raise button

- Open and close limits have been reversed – refer to "setting limits"

Fabric not level

- Adjust using level adjustment screw
- Check that brackets are mounted level
- Check that fabric is tracking correctly on the shade tube

Fabric not centered over window

- Center shade using center adjustment
- Check that brackets are centered
- Check that fabric is tracking correctly on the tube

Shade does not move smoothly

- Check for binding of shade fabric on side channels, fascia, etc
- Check fabric tracking

Keypad LEDs are off, keypad will not control any shade

- Check that keypad is powered

Keypad LEDs are lit, but keypad will not operate any shade

- All presets have been set to same height – try using raise/lower buttons at keypad
 - Communications Link or IR not wired to EDU – check wiring
 - EDU has been un-assigned from keypad – refer to assignment section
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Keypads will not operate shade, IR works properly

- Check that keypad is powered
 - Keypad not wired correctly – check wiring
 - EDU has been un-assigned from keypad. Refer to assignment section
 - Presets are all programmed to same location, try using raise/lower at keypad
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Can not store presets

- Preset lock enabled
 - Presets are being accidentally re-programmed –set presets, enable preset lock
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Keypad does not operate all the shades it is assigned to

- EDU has been unassigned from keypad- refer to assignment section
 - EDU has all presets set to same height, try raise/lower
 - EDU is not wired correctly
 - Keypad is not wired correctly
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IR controls will not operate shade, keypads work properly

- IR transmitter does not have line of site to IR receiver
 - Out of range – move to within 30 feet of IR receiver
 - EDU has been unassigned to IR receiver - refer to assignment section
 - IR receiver not properly installed on EDU
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Shades in a room move on their own

- EDUs are assigned to control in another room- refer to assignment section
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7200 Suter Road

Coopersburg, PA 18036

www.lutron.com

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