

WHISPER[®] Cellular with Hard-Wired Motorisation

Installation • Operation • Care



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IMPORTANT

PLEASE READ THESE INSTRUCTIONS ALL THE WAY THROUGH BEFORE COMMENCING INSTALLATION.

INSPECT ALL PARTS FOR DAMAGE OR MISSING COMPONENTS.

INSTALLATION WORK AND ELECTRICAL WIRING MUST BE DONE BY QUALIFIED PERSON (S) IN ACCORDANCE WITH ALL APPLICABLE CODES AND STANDARDS.

WARNING - Never install this product with power connected. DISCONNECT FROM POWER SUPPLY before installing or adding accessories to this device.

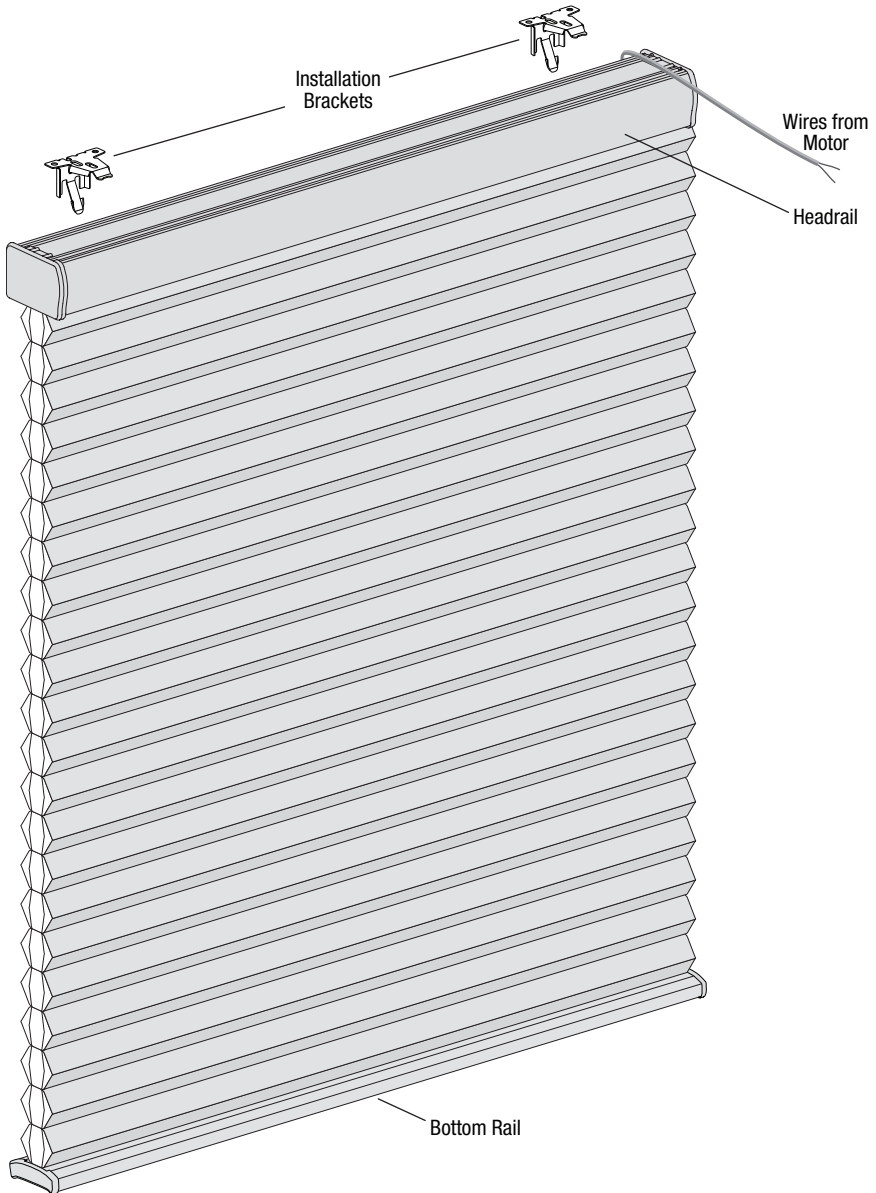
WARNING - Prior to installation inspect all parts for damage or missing components.

WARNING - To Reduce the Risk Of Fire, Electric Shock, Or Injury To Persons, Installation Work And Electrical Wiring Must Be Done By Qualified Person(s) In Accordance With All Applicable Codes And Standards.

WARNING -

- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Young children should be supervised to ensure that they do not play with the appliance

Product View



GETTING STARTED

WHISPER® Cellular Shades with hard-wired motorisation are recommended for professional installation only. In most cases, planning and wiring should be completed before the shades are installed.

Motorised shades ship with the motor installed inside the headrail. All other components required for operation are ordered separately. Consult a home automation professional if integrating with a home automation system.

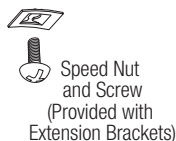
Please thoroughly review this instruction booklet and the enclosed packing list before beginning the installation. Check the packaging to be sure you have all the components needed to install the shades. Keep the packaging until the shades perform to your satisfaction. Do not remove the protective plastic cover on the headrail until after each shade is installed.

Tools and Fasteners Needed

- Flat blade and Phillips screwdriver
- Level
- Measuring tape and pencil
- Power drill, 3mm drill bit, and 6mm hex driver
- Wire stripper

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

- **#6 Hex Head Screws (Provided).** Two 38mm screws are provided per installation bracket.
- **#6 Longer Hex Head Screws (Not Provided).** If using spacer blocks, use #6 screws long enough for a secure attachment. Add 13mm length for each spacer block.
- **Screws and Speed Nuts (Provided).** Extension brackets are supplied with screws and speed nuts.
- **Drywall Anchors (Not Provided).** Use drywall anchors when mounting into drywall.



Installation Overview

To install a shade, you will need to perform the following three steps:

STEP 1: Install the Brackets

STEP 2: Install the Shade

STEP 3: Connect the Power Source

STEP 1 — Install the Brackets

- Each shade will include the correct installation brackets for the fabric pleat size.
- The number of installation brackets supplied with each shade varies with shade width, as shown in the table below.
- Shade orders may also include spacer blocks or extension brackets, if they were specified for added clearance.

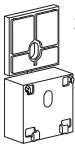
Installation Brackets



10mm and 20mm
Cell Size

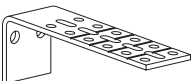
Shade Width (mm)	Brackets
610 – 915	2
916 – 1830	3
1831 – 2745	4
2746 – 3556	5
3557 – 4400	6

For Added Clearance



3mm Shim
(Break Off)

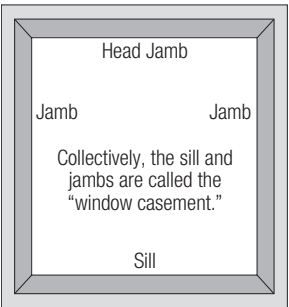
13mm Spacer
Block



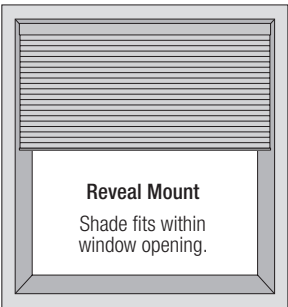
Extension
Bracket

Mounting Types and Window Terminology

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

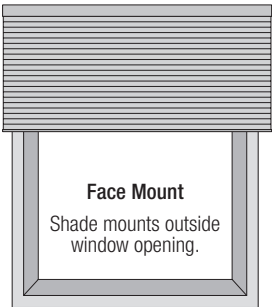


Molding



Reveal Mount

Shade fits within
window opening.



Face Mount

Shade mounts outside
window opening.

IMPORTANT: Always check local electrical codes before completing any wiring.

- Refer to the appropriate page below based on the mounting type chosen for the shades:

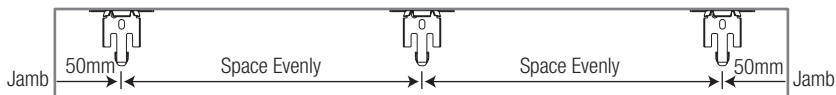
➤ **Reveal Mount — Page 4**

➤ **Face Mount — Page 5**

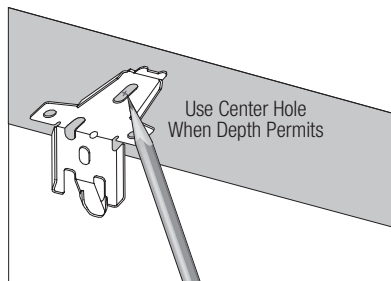
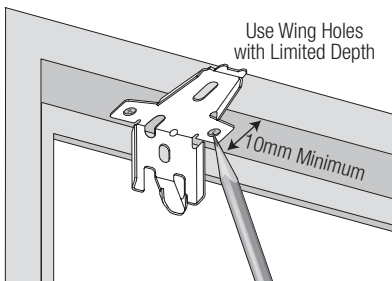
INSTALLATION

Mount the Installation Brackets — Reveal Mount

- Measure and mark the locations of the two end brackets 50mm from each jamb.
 - Space any additional brackets evenly between the two end brackets. (See the chart on page 3 for bracket requirements.) Mount into wood whenever possible.

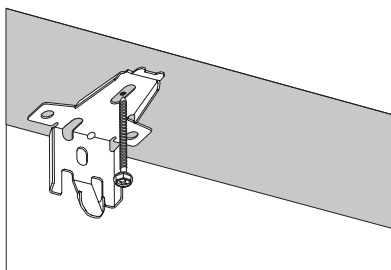
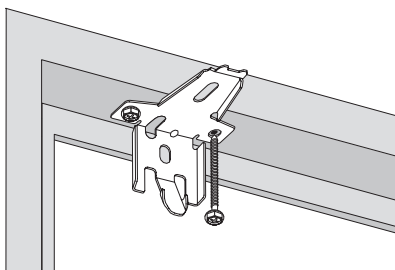


- Center the brackets on your marks, then mark the screw hole locations.
 - The minimum casement depth for installation brackets is 10mm. Mark both of the winged screw holes with shallow mounting depths.
 - The minimum casement depth for a fully recessed mount is 60mm for 10mm and 20mm cell sizes. Mark the center screw hole when depth permits.



IMPORTANT: The front edges of the brackets must be level and aligned to each other.

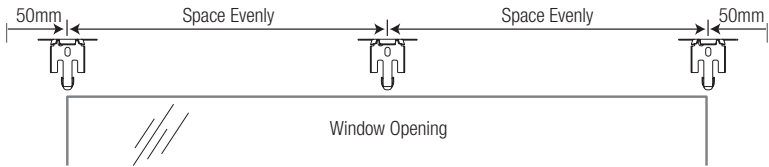
- Drill the screw holes using a 3mm drill bit.
- CAUTION:** Use drywall anchors when mounting into drywall.
- Use a level to check that the mounting surface is level. Shim the brackets if necessary.
- Attach the installation brackets using the screws provided.



Proceed to “Install the Shade” on page 7.

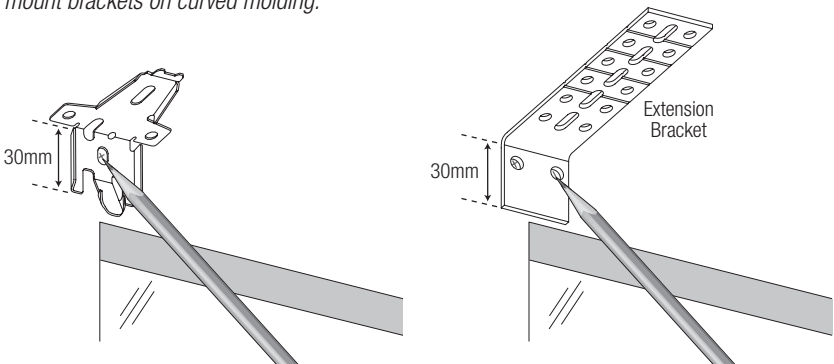
Mount the Installation Brackets — Face Mount

- Center the shade over the window opening at the desired height. Use a pencil to lightly mark each end of the headrail on the mounting surface.
 - Alternatively, measure the width of the headrail and use that width to mark the headrail end points over the window opening.
- Mark 50mm from each headrail end mark.
 - Space any additional brackets evenly between the two end brackets. (See the chart on page 3 for bracket requirements.) Mount into wood whenever possible.



- Center the installation brackets on your marks and mark where to drill the screw holes.
 - A minimum flat vertical surface of 30mm is required.
 - The top of the installation brackets (or extension brackets) should be at the desired height. The brackets should be level and aligned.

CAUTION: The rear of the brackets must be flush against a flat mounting surface. *Do not mount brackets on curved molding.*



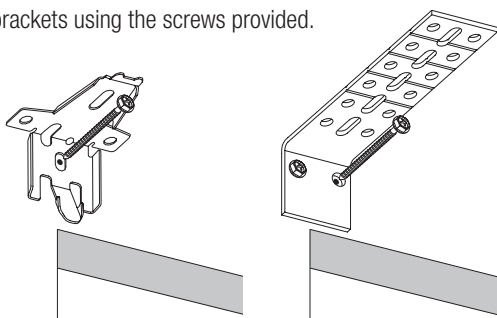
- Drill the screw holes using a 3mm drill bit.

CAUTION: Use drywall anchors when mounting into drywall.

INSTALLATION

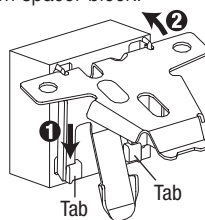
- Attach the installation or extension brackets using the screws provided.

IMPORTANT: The tops of the installation brackets or extension brackets must be level and the front edges of the brackets must be aligned.



- If using spacer blocks, first attach each installation bracket to a 10mm spacer block.

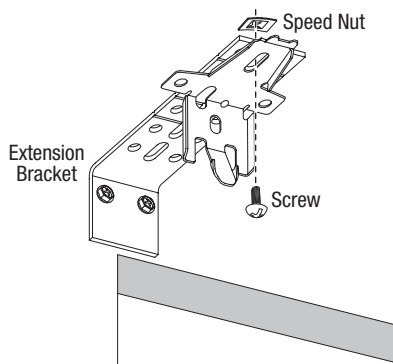
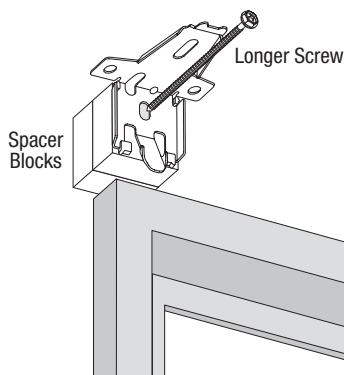
- Insert the legs of the installation bracket into the tabs on the spacer block.
- Then rotate the installation bracket back to snap it in place.
- You may stack additional spacer blocks or 3mm shims onto the back of the first spacer block, if needed.



IMPORTANT: Do not add more than 40mm of clearance using spacer blocks.

- Attach the spacer block/installation bracket assemblies using mounting screws long enough for a secure installation. (Add 13mm length for each spacer block.)

IMPORTANT: The tops of the installation brackets must be level and the front edges of the brackets must be aligned.



- If using extension brackets, attach an installation bracket to the underside of each extension bracket using the speed nuts and screws provided.

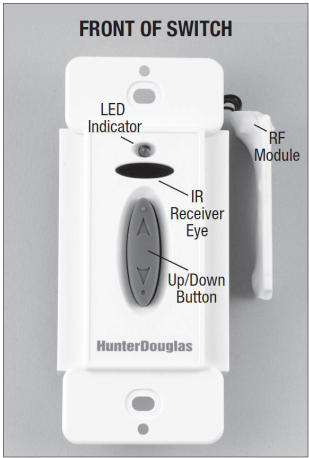
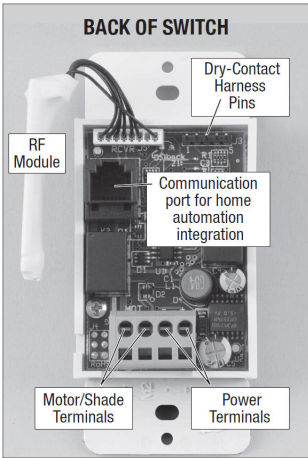
Proceed to "Install the Shade" on page 7.

Install the Shade

The Hard-wired Motorised lifting system must be wired to a motor control device to operate. The motor control device can be the Platinum Wired Wall Switch or a 3rd party motor controller. If a 3rd party motor controller is selected, the Platinum Remote Control and Wireless Wall Switch cannot be used to operate the shade.

Connect Hard-wired Motorised Shades with a Platinum Wired Wall Switch

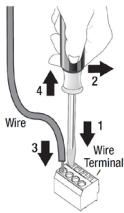
The Platinum Wired Wall Switch is used to provide control over hard-wired motorised shades.

	
<p>Simple UP/DOWN control of the blind using the front switch.</p> <p>Infrared control using the Platinum Remote Control by pointing at the IR receiver eye.</p> <p>The IR receiver eye is also used when programming an RF channel from the Platinum remote control or Platinum Wireless Wall Switch.</p>	<p>RF Module (included) allows RF Control from the Platinum Remote control or Platinum Wireless Wall Switch.</p> <p>Dry contact harness for relay/switch control from Automation systems.</p> <p>Communications port for advanced automation via RS232.</p>

INSTALLATION

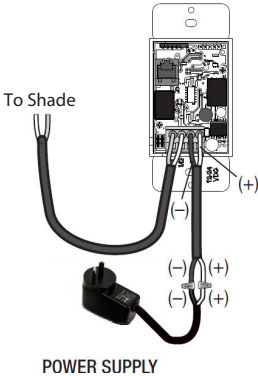
Switch Connections

■ Connect the Wires

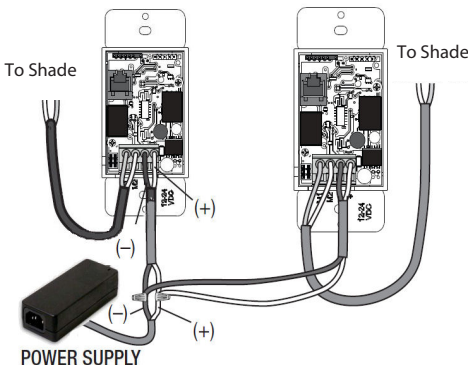


1. Insert small screwdriver.
2. Pull back on screwdriver to open the wire terminal Connection.
3. Insert wire into the circular wire terminal connector.
4. Remove screwdriver to lock the wire.

■ Wiring Diagrams



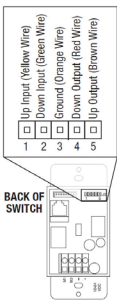
Small power supply 34.077.000 can be used for one motor/switch.



Large power supply 34.064.000 can be used for up to 4 motors/switches.

It is possible to connect multiple (up to 3 maximum motors to each individual switch. In this scenario, all motors will act as a group when travelling up/down from the switch or remote control.

■ Automation



The Platinum wall switch has both dry contact inputs and outputs to allow access to advanced control systems, as well as mechanical switches or relays.

A communications port is also available for automation systems utilising RS232 serial control.

Connect the Wires



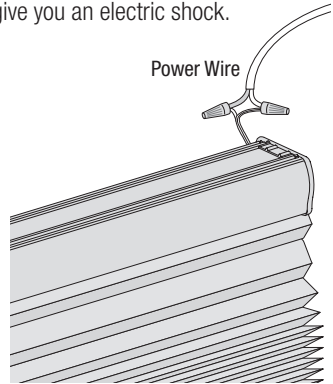
WARNING! Do not plug the power supply into the outlet until you have completed all the electrical connections. Any live power can give you an electric shock.

- Connect the wires from the shade to the power wires.

NOTE: The motor wire must be long enough to reach the power, but not so long that it could become entangled with the shade's moving parts. Trim excess wire.

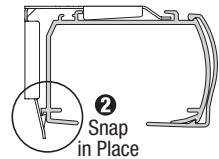
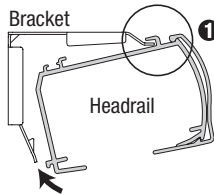
IMPORTANT: Always check local electrical codes before completing any wiring.

CAUTION: Be sure the wires do not become pinched by the brackets or headrail during installation. Damage or overheating of components could result.



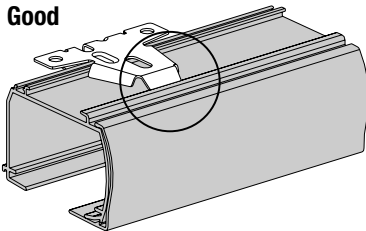
Mount the Headrail

- Fit the front channel on top of the headrail onto the front lip of the installation brackets.
- Push the headrail up and back until it snaps into place.

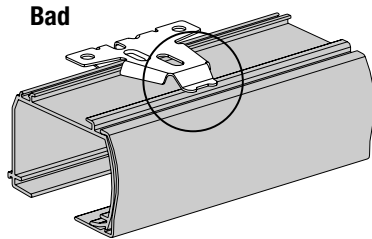


- Check to ensure the headrail is securely in the brackets.
 - Check that the bottom of the headrail is snapped into the base of each bracket.
 - Check that the front lip of each bracket is in the front channel of the headrail.
 - If any brackets are not installed correctly, release the shade and reinstall. See "Removing the Shade (If Necessary)" on page 12.

Good



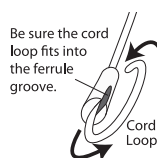
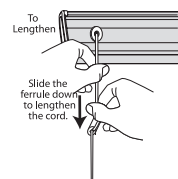
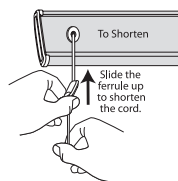
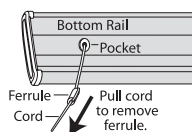
Bad



Shade Height Adjustment

Shade height and adjustments to level the bottom rail can be made by adjusting the cord on the underside of the bottom rail. Locate the ferrule, seated in a pocket in the bottom rail. Remove the ferrule by pulling on the excess cord. If the cord has been trimmed, you will need to use needlenose pliers to access it.

- To shorten the cord, hold the cord tight under the ferrule. Then slide the ferrule up toward the pocket. Image
- To lengthen the cord, hold the cord tight between the pocket and the ferrule. Then slide the ferrule down.
- After adjusting, place the ferrule fully back into the pocket. Once you are certain of the final adjustments, tape the extra cord length to the bottom rail, or into the groove on the bottom rail (for future adjustments).
- If the ferrule has come off the cord, thread the end of the cord into the tapered end of the ferrule. Loop the end around the ferrule and back through the tapered end. Make sure the loop fits into the groove on the side of the ferrule.



Operate the Shade

- Lower and raise the shade using the control device(s) for your particular installation.

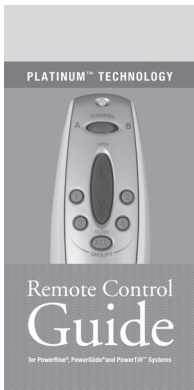
References

Platinum Technology Remote Operation

For information regarding operation and programming of the Platinum Technology remote control, refer to your *Platinum Technology Remote Control Guide*.

Platinum Technology Hard-Wired Wall Switch Operation

For information regarding operation and programming of the Platinum Technology Wall Switch, refer to your *Platinum Technology Wall Switch Guide for Hard-Wired Systems*.



Troubleshooting

If your shade is not operating correctly;

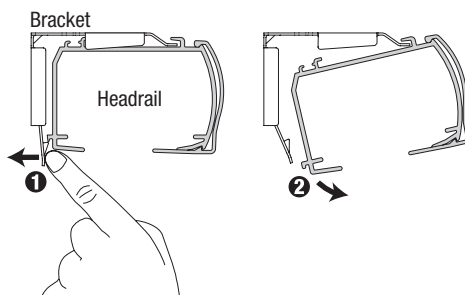
- First, refer to the table below for specific solutions for your shade.
- Next, review any guides that came with your motor control devices.
- If questions remain, please contact your fabricator motorization specialist.

Problem	The shade will not fit into the installation brackets.
Solution	<p>Check that the headrail is completely inserted into the installation brackets. See “Install the Shade” on page 7.</p> <p>Check that the installation brackets are level and aligned. Adjust and/or shim if necessary.</p> <p>Check the heads of the mounting screws are flush against the installation brackets. Tighten if necessary.</p> <p>Check that the shade fabric is not caught between the installation bracket and the headrail.</p>
Problem	The motor does not operate.
Solution	<p>Check that the DC power supply is securely plugged into the wall outlet and that the outlet has power.</p> <p>Check that the batteries in the control device are fresh and installed correctly.</p> <p>Check that the control device is programmed correctly. Refer to the documentation that came with the control device.</p> <p>Check that all wire connections are secure and properly connected.</p> <p>With power off, reverse the polarity of the motor wires and try operating the shade again.</p> <p>Check that wiring run guideline lengths have not been exceeded.</p>
Problem	The shade operates opposite of the button pressed on the wall switch. (The shade goes up when you press the Down ▼ button, or goes down when you press the Up ▲ button.)
Solution	<p>With power off, reverse the polarity of the motor wires.</p>

Problem	The motor seems to be running with difficulty, or sounds like it is straining.
Solution	<p>Check that inside-mounted shades are not installed too tightly into the window opening. Make sure there is clearance between the ends of the shade and the window casement.</p> <p>Check that the shade fabric is not caught between the installation bracket and the headrail.</p> <p>Check that the installation brackets are level and aligned. Adjust and/or shim if necessary.</p>
Problem	The shade raises or lowers unevenly, or the bottom rail is not level.
Solution	<p>Check that the installation brackets are level and aligned. Adjust and/or shim if necessary.</p> <p>Level the bottom rail, if necessary. See “Level the Bottom Rail (If Necessary)” on page 8.</p> <p>Check if the window may be out of square by measuring the diagonals. The measurements should be equal. If not, shim the headrail or adjust the bottom rail to obtain the best possible result.</p>
Problem	Adjacent shades do not stack evenly.
Solution	<p>It is considered normal if the stack-up on both shades is within 8mm of each other. If one shade stacks up tighter than another, lower and raise both shades several times.</p> <p>Check that the shade fabric is not catching on any brackets or components.</p> <p>Check that the fabric stacks evenly. If uneven, see “Level the Bottom Rail (If Necessary)” on page 8.</p>
Problem	The shade does not raise or lower completely.
Solution	<p>Press the Up ▲ or Down ▼ button again. If the shade then raises or lowers completely, an intermediate stop has been set. Refer to the documentation that came with the control device or motor control to remove the stop, if desired.</p> <p>Check that the shade fabric is not catching on any brackets or window components.</p>

Removing the Shade (If Necessary)

- Lower the shade approximately 100mm.
- While holding the headrail, push back on the bottom tab of the installation bracket to release the bottom edge of the headrail.
- After releasing the bottom edge, roll the back of the headrail down and out from the bracket.



Cleaning Procedures

WHISPER® Cellular Shades are made of anti-static, dust-resistant fabric which repels dirt and dust. For most honeycomb fabrics, the following cleaning options are available.

Dusting

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

Vacuuming

- For deeper cleaning, vacuum gently with a brush attachment.

CAUTION: Do not vacuum blackout fabrics .

Compressed Air/Hair Dryer (Cool Setting)

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

Spot-Cleaning

- 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 gone. Do not rub the fabric.
- Allow the shade to dry in the completely lowered position.

CAUTION: Do not spot-clean blackout fabrics or the fabric-covered valance.

Bathtub Cleaning/Water Immersion

- Immerse the shade in a basin or bathtub filled with warm water and a mild detergent. Never immerse the headrail into the solution.
- Rinse with clean water.
- Before removing from the rinse water, fully raise the shade and tilt it to allow excess water to drain off.
- Dry the shade completely in the lowered position.

CAUTION: Do not immerse fabric-covered valance, Daybreak, Dusk, Sunterra and all blackout fabrics in all fabric ranges.

Ultrasonic Cleaning

- Some honeycomb fabrics can be ultrasonically cleaned by a professional.
- Specify that a mild detergent solution be used.
- Never immerse the headrail into the solution.
- Dry the shade completely in the lowered position.

CAUTION: Do not ultrasonically clean fabric-covered valances. Do not ultrasonically clean all blackout fabrics.

Notes

[illegible]

Notes

[illegible]

