

## Altair Powerlouvre™ Window Installer Trouble Shooting Guide

- I. If the unit won't operate with either button depressed or stops before reaching the fully opened or closed position, please undertake the following checks.
  - A. Hold each button down for at least 10 seconds as the motor will turn for a few seconds before the window begins to open, and similarly will turn for a few seconds after the window is fully closed before cutting out.
  - B. Check that nothing is obstructing the movement of the blades.
  - C. Ensure that there is no excessive grime or salt built up on the window. If so the window should be washed.
  - D. In extreme cold conditions the blades may freeze together. The system will current overload before it breaks the blades apart. Defrost the blades and try opening the window.
  - E. Check at the switch that, when activated, 24V DC is supplying the operating unit. The polarity of the power supplied will change depending on whether the window is being opened or closed.
  - F. If the window does not operate satisfactorily after the checks are carried out above, the power entering the Operator PCBs should be checked, as well as the power going to the electric motors. The Operator PCBs and motors can only be accessed when the louvres are open. The Weather Strip under the Head Section will need to be removed for access (see fig 1). If there is no power coming out of a Operator PCB then it will need to be replaced by qualified Breezway Service Personnel.
  - G. If all of the above points have been checked and the system does not operate when power is applied in the correct polarity then a motor or mechanics are faulty and the entire drive system will need to be replaced by qualified Breezway Service Personnel.

Fig 1 - Weather Strip Removal

