

Altair Powerlouvre™ Window User Trouble Shooting Guide

1. Unit won't operate with either button depressed.
 - 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 the transformer is plugged in and has power.
 - C. Check that nothing is obstructing the movement of the blades (eg furniture or a plant)
 - D. Ensure that there is no excessive grime or salt built up on the window. If so the window should be washed.
 - E. In extreme cold conditions the blades may freeze together. The system will shut down before it breaks the blades apart. Defrost the blades and try opening the window.
 - F. Check that the building automation system is operating correctly.
 - G. If you have a remote control, check that the battery still has power.

2. Unit Operates but stops before the switch is released.
 - A. Be sure that the window isn't already fully opened or fully closed.
 - B. Check that nothing is obstructing the movement of the blades (eg furniture or a plant)
 - 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 shut down before it breaks the blades apart. Defrost the blades and try opening the window.
 - E. Check that the building automation system is operating correctly.
 - F. If you have a remote control, check that the battery still has power.

3. Unit operates but won't close completely.
 - A. Check that nothing is obstructing the movement of the blades (eg furniture or a broom handle)
 - B. Check that nothing is obstructing the movement of the blades (eg furniture or a plant)
 - C. Ensure that there is no excessive grime or salt built up on the window. If so the window should be washed.
 - D. Check that the building automation system is operating correctly.
 - E. If you have a remote control, check that the battery still has power.

If all points above have been checked, please contact the supplier of the window.