

Altair Remote Controlled Component Powerlouvre™ Window Fabricator Trouble Shooting Guide

Required Tools

Current testing tool
 Spare Remote Receivers
 Spare Standard Remote Controls
 Spare Advanced Remote Controls
 Small Philips head screwdriver
 Small head regular screw driver
 Wire cutters
 New CR2430 3V Lithium batteries

Reference Documents

Altair Powerlouvre™ Window - Breezway Approved Service Personnel Trouble Shooting Guide
 Operating Instructions – Standard Remote Control
 Operating Instructions – Advanced Remote Control
 Associating a Standard Remote Control to a Powerlouvre Window
 Associating an Advanced Remote Control to a Powerlouvre Window

Remote Control Powerlouvre Window Troubleshooting Guide

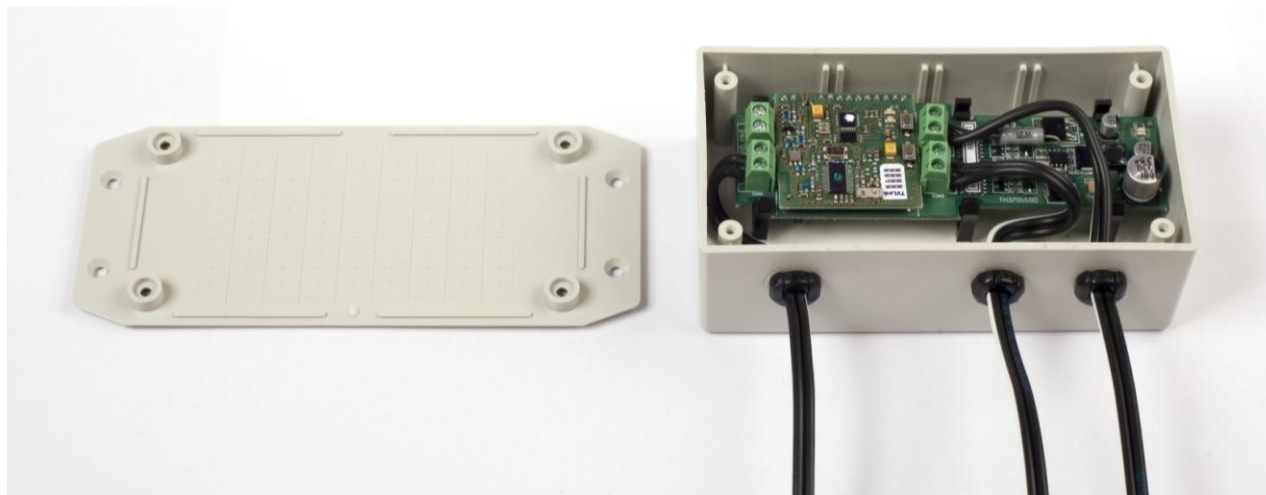
Key Functions	Checks	Solution
Is the remote control sending commands?	A red LED on the remote control should light up when a button on the remote control is pressed.	If the red LED does not light up the battery could be flat. Replace the remote control battery with a new CR2430 3V Lithium battery.
Is continuous 24V DC current being supplied to the Remote Receiver Unit?	<p>Check the distribution board and any other switches that may have turned off the current to the Remote Receiver Unit.* *To avoid re-programming the window, remote controls should not be used within the first 20 seconds after current to the Remote Receiver Unit is restored.</p> <p>Access the Remote Receiver (see appendix 1) and check whether Light 3 is shining (see appendix 2) to indicate that continuous current is being received.</p>	Ensure that 24V of DC current is being supplied continuously directly to the Remote Receiver Unit.

Is the Remote Receiver Unit receiving signals from the remote control?	Open the Remote Receiver Unit to access the Remote Receiver (see appendix 1) and press a button on the remote control, if the Remote Receiver and remote control are associated and the Remote Receiver is receiving the signals from the remote control then Light 2 on the Remote Receiver (see appendix 2) will light up.	To associate the remote control to the Remote Receiver press and hold Button 1 until Light 1 lights up (see appendix 2). While still holding Button 1, press and hold OPEN on the remote control. Release Button 1 and OPEN when Light 1 flashes. Repeat for TOGGLE and CLOSE. <i>Note:</i> If the Remote Receiver Unit is in an inaccessible position: Follow the “Associating a new remote control with a Powerlouvre Window or Remote Receiver Unit” instructions found on the Technical page of the Breezway website.
	The window only operates in response to the remote control when the remote control is close to the Remote Receiver Unit.	Metal materials may be interfering with the radio signals emitted by the remote control. Install an additional antenna. Open the Remote Receiver Unit to access the Remote Receiver (see appendix 1) and attach a piece of wire to the “Ant” connection on the Remote Receiver (see appendix 2). Lay the wire out within the Remote Receiver Unit casing or, if possible, extend the wire outside the casing. This will increase the sensitivity of the Remote Receiver and should increase the range at which the remote control will function.
Is the Remote Receiver sending power to the Powerlouvre motors?	All bays do not operate: Open the Remote Receiver Unit to access the Remote Receiver (see appendix 1) and check whether current is being outputted from the Remote Receiver (see appendix 2) when OPEN or CLOSE are pressed on an associated remote control.	If current is not being outputted when OPEN or CLOSE signals are received from the Remote Control even though continuous current is being supplied to the Remote Receiver then the Remote Receiver will need to be replaced.
Are all the Powerlouvre motors receiving power sent from the Remote Receivers?	Check for current at each Powerlouvre motor when the OPEN or CLOSE buttons on the remote control are pressed.	Fix any breaks in the parallel wiring between the Remote Receiver Unit and the Powerlouvre motors.
Has the Remote Receiver Bridging Pin been dislodged?	Are the all the Powerlouvre™ Motors connected to one of the Remote Receiver Unit outputs working while all the Powerlouvre™ Motors connected to the other Remote Receiver Unit output are not working?	The bridging pin on the Remote Receiver may have become dislodged, thereby deactivating the second grouping of Powerlouvre™ Windows. Open the Remote Receiver Unit to access the Remote Receiver (see appendix 1) and re-install the bridging pin (see appendix 3).
	Does pushing the TOGGLE button once causes all the Powerlouvre™ Motors connected to the ‘Group 1’ output of the Remote Receiver Unit to stop working until the TOGGLE button is pushed a second time?	The bridging pin on the Remote Receiver may have not been removed, therefore pressing the TOGGLE button transfers control to the non-existent second grouping of Powerlouvre™ Motors. Open the Remote Receiver Unit to access the Remote Receiver and ensure that the bridging pin on the back of the Remote Receiver has been removed.

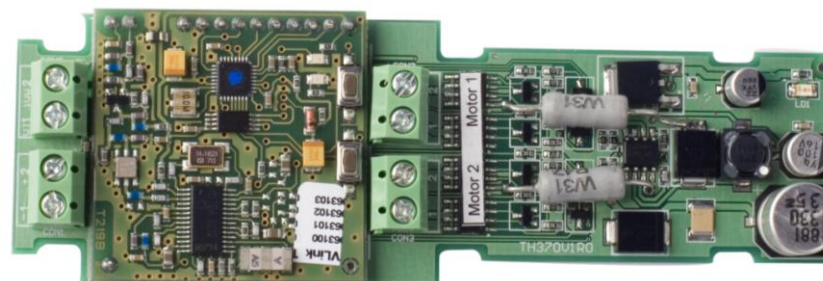
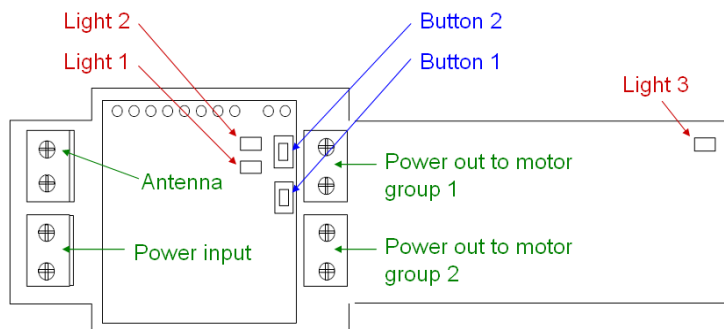
Next Actions: If the Remote Controlled Powerlouvre Window is still not functioning correctly after the checks listed above have been carried out, please return any parts believed to be faulty to Breezway for testing. As per the Breezway Warranty, faulty parts will be repaired or replaced.

Appendix 1: Accessing the Remote Receiver .

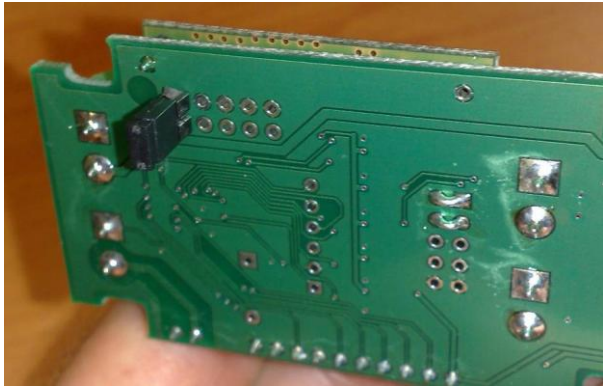
Remove the screws in the base of the casing in order to access the Remote Receiver.



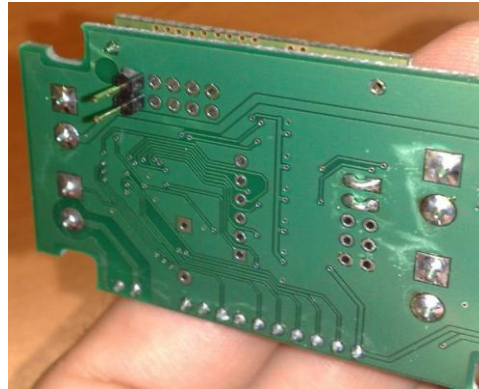
Appendix 2: The Remote Receiver



Appendix 3: Remote Receiver Bridging Pin



Bridging pin installed



Bridging pin removed.