

Altair Powerlouvre™ Window Homeowner Trouble Shooting Guide

Check	Possible Problem	Solution
Does a red LED light up when a button on the remote control is pressed?	The remote control battery may be flat.	Replace the Remote Control Battery with a new CR2430 3V Lithium battery.
Is there a Breezway logo at the top of the remote control?	The remote control may be incompatible.	Purchase a Breezway Remote Control.
Use the SELECT button on the Advanced Remote Control to attempt to operate the window using each of the 6 channels on the Advanced Remote Control.	The Advanced Remote Control may be set to a channel not associated with the window.	Change the channel on the Advanced Remote Control. Pushing the SELECT button once will show which channel is currently selected, pushing it again will change the channel.
Was the remote control supplied with the window, or is it newly supplied.	The new remote control may not be associated with the window.	Follow the "Associating a new Remote Control with a Powerlouvre Window" instructions found on the Technical page of the Breezway website.
Does the window operate in response to the remote control when the remote control is positioned as close as possible to the window?	Metal materials may be interfering with the radio signals emitted by the remote control.	Move closer to the window when using the remote control or contact your window supplier to arrange for an additional antenna to be installed.
Is electricity being supplied to the window?	Remote Controlled Powerlouvre™ Windows require 24V DC power to be supplied constantly.	Check the distribution board and any other switches that may have turned off the power to the Powerlouvre window.* *To avoid re-programming the window, remote controls should not be used within the first 20 seconds after power to the window is restored.

Note: Due to the over-centre locking mechanism the Powerlouvre motors may operate for a few seconds before the blades appear to begin to open. Similarly, the Powerlouvre motors may continue to operate for a few seconds after the blades appear to be fully closed. This is not a fault.