

Luminette® PowerView® Motor Troubleshooting Tip

We have recently been experiencing a high volume of replacement motor requests for Luminette® with PowerView® sheers. The most current firmware revision “H” (the motor will be labeled LUML-H for a left motor location or LUMR-H for a right motor location) has been in use since September 2016.

If you have a Luminette sheer that will traverse but not tilt, please attempt the following troubleshooting steps below.

Situation: The motor traverses but does not tilt. Please go through the following steps prior to ordering a replacement motor.

Troubleshooting Steps:

1. Check to make sure you have power.
2. Confirm that the motor is revision “H”.
3. With the motor still attached to the rail’s drive assembly, perform a 6-second auto-calibration process (Basic Reset) as outlined on page 20 of the Installation, Operation and Care Guide.
4. If that doesn’t resolve the issue, then attempt an additional 6-second auto-calibration with the motor REMOVED from the rail. Note the following motor action process:
 - a. The black drive pin on top of the motor will spin in one direction for about 1 minute and 20 seconds.
 - b. Then, the black drive pin will spin the other direction for about 1 minute and 20 seconds.
 - c. Then, the silver drive pin will turn in either or both directions.
 - d. The entire reset will take approximately 2 minutes and 40 seconds and is complete after the silver drive pin has finished its rotation.
 - e. Attach the motor to the drive assembly, being sure the motor pins are in alignment with the holes in the drive assembly.
 - f. Repeat step 3 to calibrate the motor’s limits and travel time based on the track width.
5. Check operation using the remote or PowerView® App.

