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## ONE YEAR LIMITED WARRANTY:

### What is covered by this warranty and for how long:

All products are warranted against defects in materials and workmanship for a period of one (1) year from the date of purchase, provided that the product is installed according to the product instructions. We reserve the right to determine if your piece warrants repair or partial replacement of any parts. In the unlikely event that the entire piece is defective, we will replace this window covering with a new window covering of equal or superior value; this shall be your sole remedy under this warranty.

### Who and what is covered by this warranty:

The original customer in a residential application within the United States is covered under this warranty; proof of purchase is required. Removal, installation or re-installation of any window covering is not covered under this warranty. This warranty does not cover damage or defects caused by or resulting from improper maintenance, neglect or improper use, abuse, misuse, neglect, accidents, acts of god, alteration, commercial use, installation, removal or re-installation or exposure to excessive moisture.

### Your rights under State Law:

This warranty gives you the specific legal rights. You may also have other rights, which may vary from state to state. We will not be liable for **INCIDENTAL OR CONSEQUENTIAL DAMAGES** or for any other direct or indirect damage, loss, cost, expense or fee. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you

**THIS WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER OBLIGATIONS, LIABILITIES, OR WARRANTIES.**

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## WARNING

**STRANGULATION HAZARD** — Young children can be strangled by cords. Immediately remove this product if a cord longer than 22 cm or a loop exceeding 44 cm around becomes accessible.

## MISE EN GARDE

**RISQUE D'ÉTRANGLEMENT** — Les enfants en bas âge peuvent s'étrangler avec des cordes. Enlevez immédiatement ce produit si une corde mesurant plus de 22 cm devient accessible ou si le contour d'une boucle de plus de 44 cm devient accessible.

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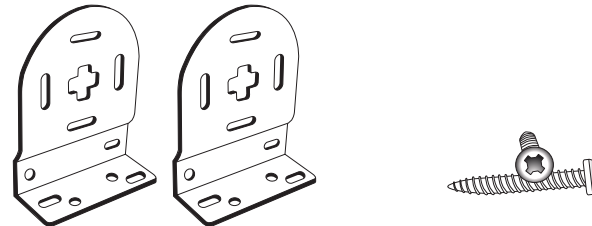
# ROLLER SHADE INSTALLATION INSTRUCTIONS

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## CHAIN AND CLUTCH ROLLER SHADE

Thank you for purchasing your custom roller shades. With proper installation your shades should look beautiful and provide years of service. Please check all parts and read these instructions, before starting installation.

### MOUNTING HARDWARE KIT INCLUDES:



Brackets

Mounting Screws

**All bead chain loops should be secured with chain shield to prevent the risk of strangulation. Keep chain loops away from children and pets.**

### TOOLS THAT MAY BE REQUIRED:

Pencil, Tape Measure, Drill, Screw Driver, Level and Step Stool

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## INSTALLING YOUR SHADE:

**NOTE:** For wallboard or plaster, use anchors designed for hollow walls (not included). For concrete, stone and brick, use a masonry drill bit and anchors designed for masonry (not included).

### STEP 1: INSTALL BRACKETS

1. Identify the clutch end and idle end brackets.  
The idle end bracket has one hole in the center, for the spring-loaded pin in the idle end. The clutch end bracket has slots that will accept the lugs on the clutch. The brackets can be installed to the wall (face mount) or to the ceiling or underside of the window recess (top mount). [Figure 1 & 2]
2. Mark the desired positions of the brackets with a pencil. Make sure the brackets are the correct distance apart. Mark the locations of the bracket holes and drill pilot holes for the screws.

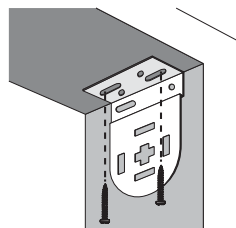


Figure 1 – top mount

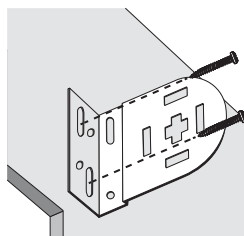
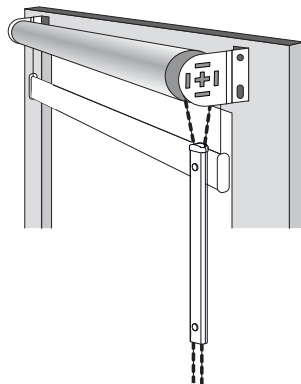


Figure 2 – face mount

Make sure that the brackets are in line with each other and level — if they are not level the roller shade may not fit correctly or it may not roll up straight. This can cause the fabric to rub against the bracket on either side, which will cause fraying of the fabric.

### STEP 2: INSTALL SHADE

Hold the shade up and insert the clutch into the clutch end brackets, making sure the lugs fit into the slots in the bracket. Then push in the spring-loaded pin on the idle end of the shade and move the shade up so that the pin engages with the hole in the idle end bracket. The pin should snap into the bracket and the shade will now be securely installed. [Figure 3]



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**NOTE:** The chain shield is assembled to your shade at the factory, the shade ready to use once finish installing.

### OPERATING YOUR SHADE

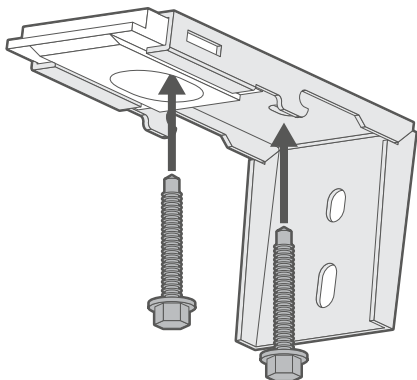
The shade can be raised and lowered by pulling on the front or the back of exposed chain

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### Fitting the brackets

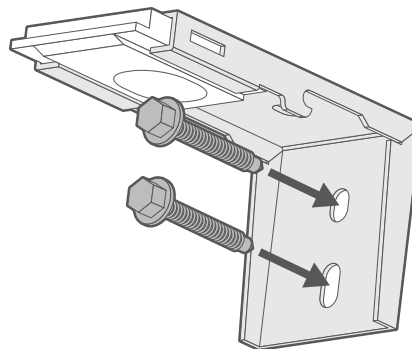
1

The brackets offer 2 methods of installation:



#### Top-Fixing

Where the brackets are screwed into the lintel (or 'ceiling' of the recess)



#### Face-Fixing

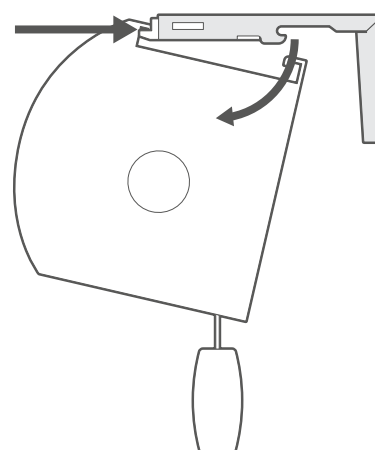
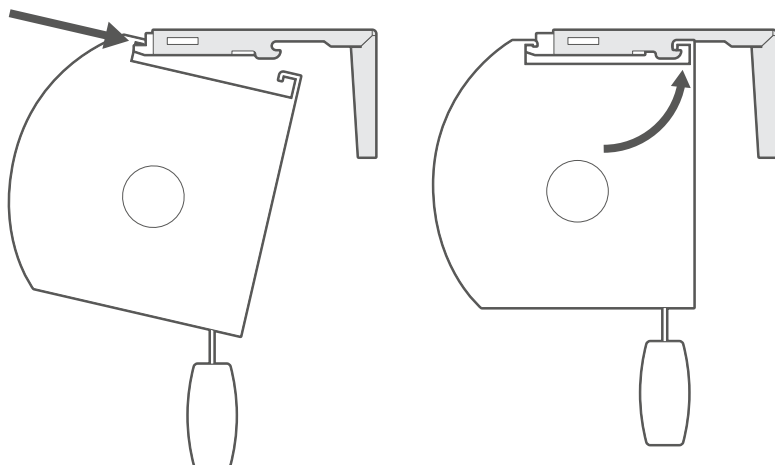
Where the brackets are screwed onto a facing surface (a wall or window frame)

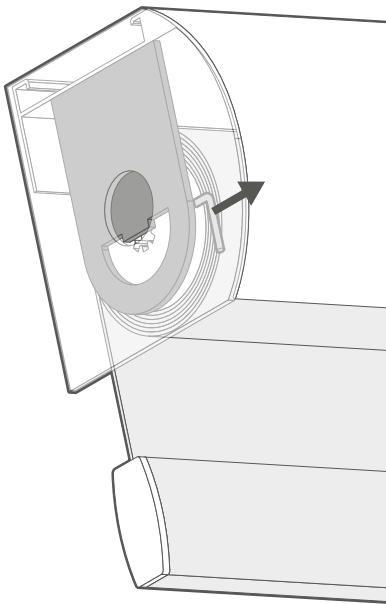
### Fitting the blind

2

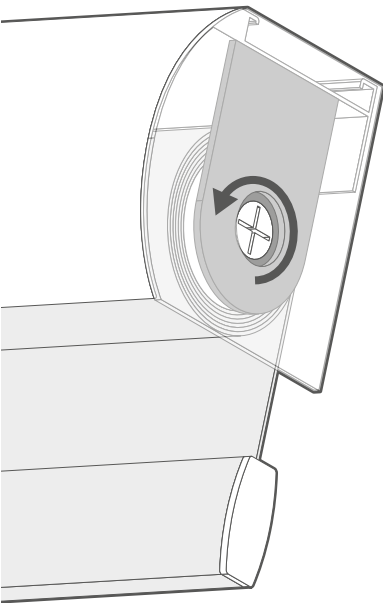
Holding the shade at an angle, hook the lip at the front of the headrail over the front hook of the bracket. Then, pushing back against the front of the headrail, raise the back of the headrail and push upwards until it snaps into place.

To remove the shade from the brackets, push back against the front of the headrail and twist the back of the headrail downwards until it disengages from the brackets.



**Operation and spring tension****3**

The shade's spring mechanism is locked with a locking pin to prevent it unrolling during transit. Before you operate the shade for the first time, locate the locking pin and simply pull it out to remove it.



If you find that over time the spring mechanism is weakening (in that the shade does not easily retract when you raise it) then the tension can be increased very easily. Take the shade down from the brackets and locate the tension screw at one end. Using a screwdriver, turn the screw in the direction of the front of the shade. This will increase the tension in the spring and allow the shade to retract more easily. Make small adjustments (around 2 turns at a time) to avoid over-tensioning the spring mechanism.

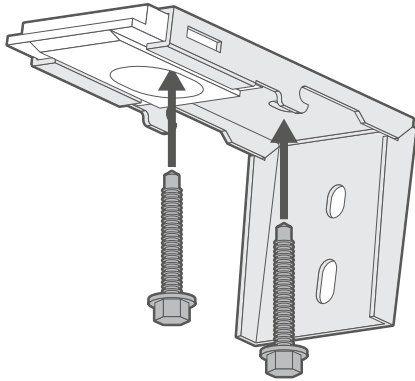
**WARNING**

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## Fitting the brackets

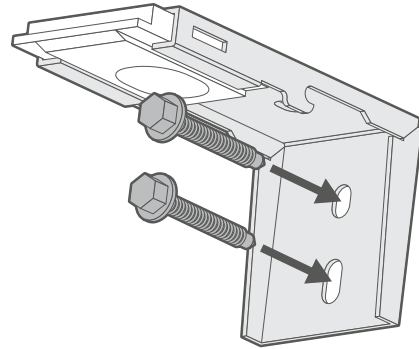
1

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### Face-Fixing

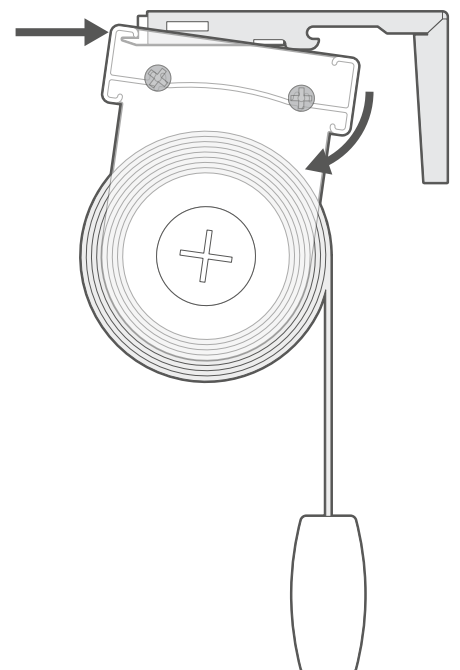
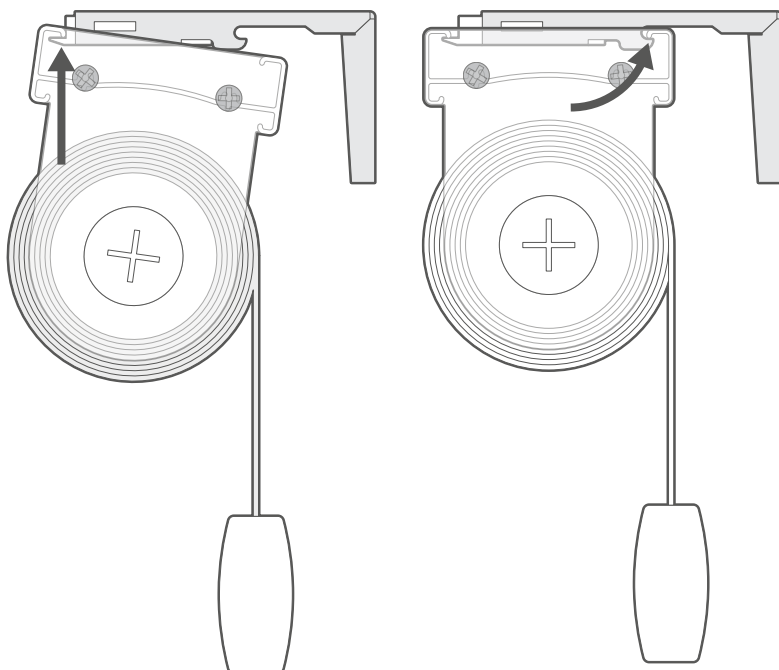
Where the brackets are screwed onto a facing surface (a wall or window frame)

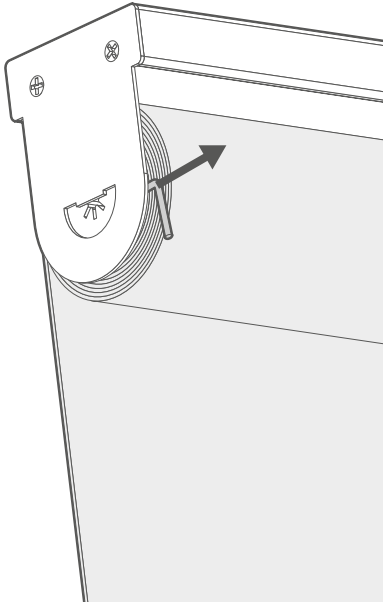
## Fitting the blind

2

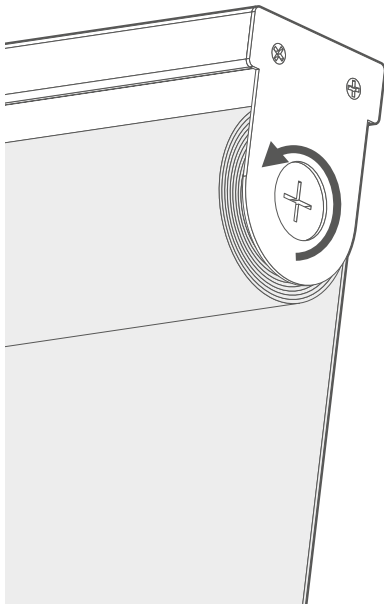
Holding the shade at an angle, hook the lip at the front of the headrail over the front hook of the bracket. Then, pushing back against the front of the headrail, raise the back of the headrail and push upwards until it snaps into place.

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## 4. PROGRAMMING AND USING YOUR REMOTE

**IMPORTANT: THE MOTORIZED SHADES WERE PROGRAMMED AND IN SLEEP MODE, PLEASE WAKE UP THE MOTORS BEFORE USING. TO DO THIS, PRESS AND HOLD THE SETTING BUTTON FOR 6 SECONDS UNTIL YOU HEAR THE MOTORS SOUND AND THE LEDS FLASH RED FOUR TIMES.**

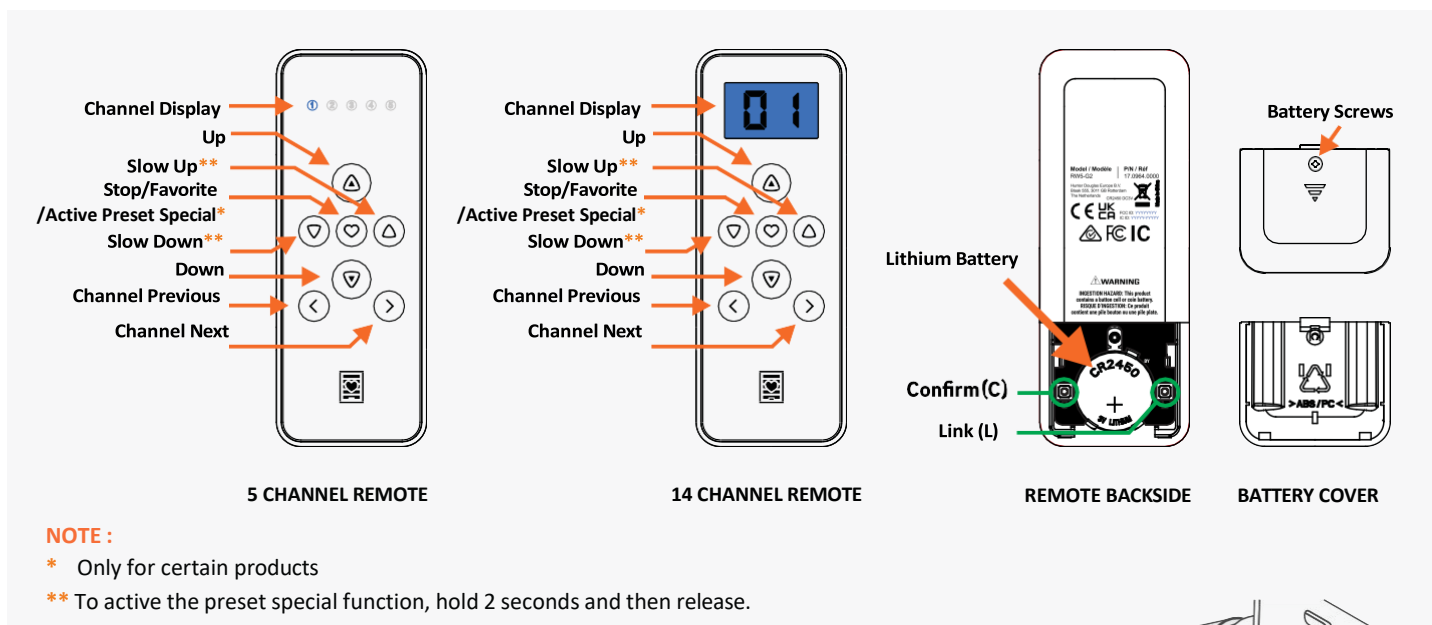
### REMOTE CONTROLLER TECHNICAL DATA

• Channels	5+all (RW5-G2) 14+all (RW14-G2)	• Operation Temp	-20 ... 55°C
• Max. blinds	16 per channel	• Frequency	ASK 433.92 MHZ
• Supply voltage	3V, CR2350 Coin Cell	• Indoor range*	35m
• Protect Rate	lp20	• Dimensions(W x H x D)	46 x 122 x 12.4 mm
		• Weight**	56 grams

#### NOTE :

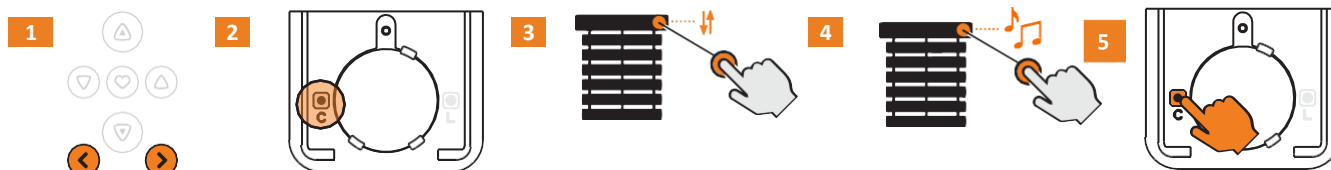
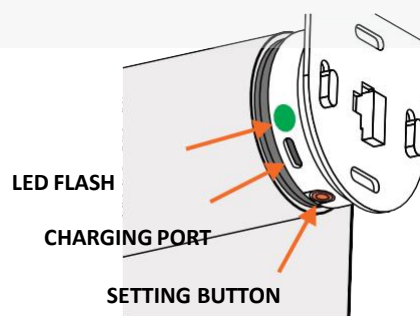
\* The indoor range is typically 35m but can vary based on the thickness and material of the walls.

\*\* Including battery.



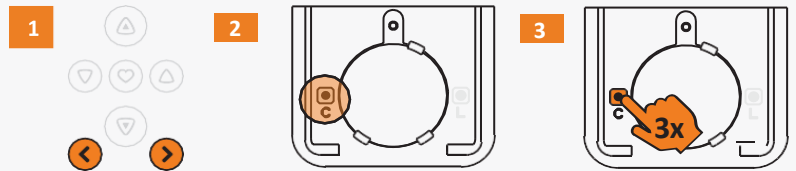
### PAIR A SINGLE SHADE TO A CHANNEL

1. Select the desired shade **channel** (channel backlight will turn off after 4 secs).
2. Remove the battery cover to access the 'C' button.
3. Hold the setting button until the shade **jogs** and the motor's **green** LED blinks.
4. Hold the setting button again until the shade **beeps** and the motor's **red** LED blinks steadily.
5. While the motor beeps (max. 15 secs), press the 'C' button. The shade will **jog**, and the **green** LED will flash to confirm successful pairing.



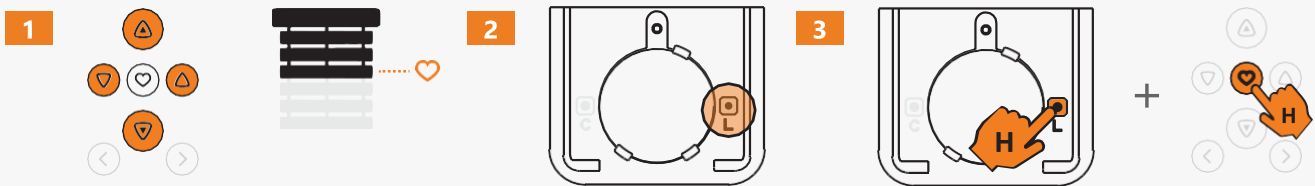
## DELETE A SHADE FROM REMOTE

1. Select the desired shade **channel** (channel backlight will turn off after 4 secs).
2. Remove the battery cover to access the 'C' button.
3. Press the 'C' button three times within 2 seconds. The shade will jog, and the **green** LED will flash to confirm deletion.



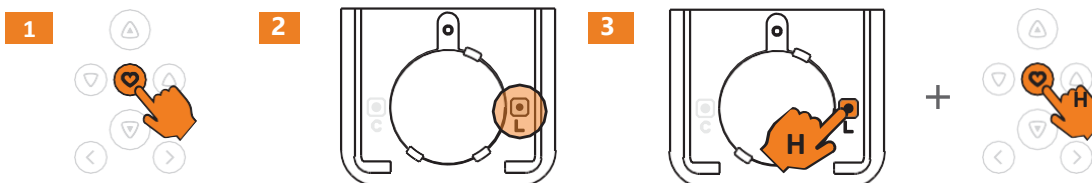
## SET THE FAVOURITE POSITION

1. Send the shade to the desired favourite position.
2. Remove the battery cover to access the 'L' button.
3. Hold the 'L' button first, then quickly hold the **Heart** button until the shade beeps and the **green** LED blinks to set the favorite position.



## DELETE THE FAVOURITE POSITION

1. Press **Heart** to send the shade to its favourite position.
2. Remove the battery cover to access the 'L' button.
3. Hold the 'L' button first, then quickly hold the **Heart** button until the shade beeps and the **green** LED blinks to delete the favorite position.

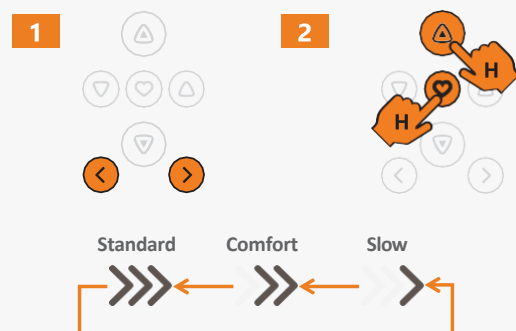


## CHANGING THE MOTOR SPEED

A shade offers three speed levels: **Standard** (default), **Comfort**, and **Slow**. Changing the speed cycles to the next available level

1. Make sure the desired shade channel is active.
2. Hold **Heart** first, then quickly hold the **Up** button until the shade beeps and the **green** LED blinks to change the speed.

**Note:**  
All shades on the same group channel will have their speed changed.

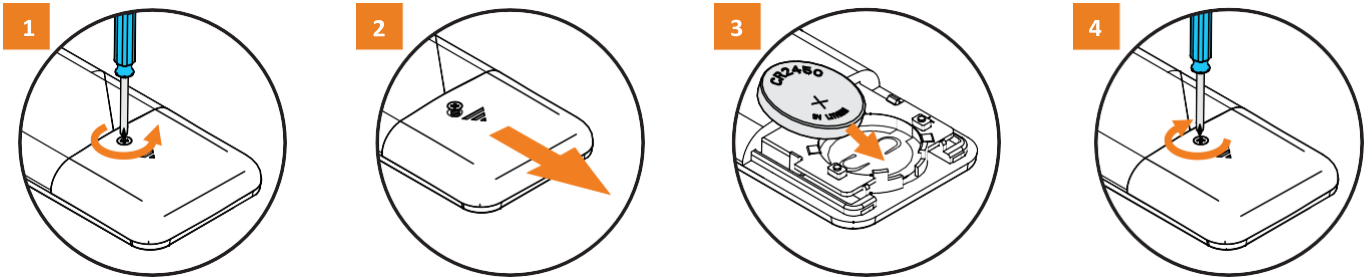




## INSTALL/ REPLACE THE REMOTE BATTERY

If the group channel number no longer lights up or the controlled product stops responding, it's time to replace the battery

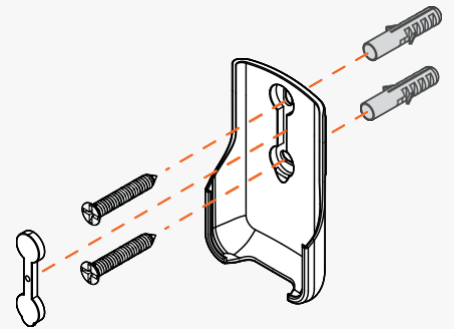
1. Use the included Philips screwdriver to turn the captive screw counter clockwise until it loosens but remains attached to the cover.
2. Slide the battery cover off gently to access the battery compartment.
3. Carefully remove the old battery and align the battery with the + symbol facing upward. Place it into the socket, ensuring it is seated securely and held in place by the plastic snap legs.
4. Securely slide the battery cover back into position and tighten the captive screw.



## MOUNT THE REMOTE HOLDER

**NOTE:** A wall mount remote holder is included with your remote, but it is optional to install it.

1. Determine where you'd like to place your remote carrier in the room. It is common to place it near a light switch, or on the wall next to the window.
2. With the holder in the upright position, insert the provided screws to secure it to our mounting surface.
3. After the screws are attached to the wall, insert the screws cap cover to the desired position in the remote holder.



## TROUBLESHOOTING

QUESTION	ANSWER
None of the backlit buttons illuminate on my remote when I press the buttons?	Check if the battery needs replacement or is inserted properly and not damaged.
When I try to add a blind to the app or remote, there's no response?	<ol style="list-style-type: none"> <li>1. Blind has no power. Make sure the motor is awake and not in deep sleep</li> <li>2. Make sure the integrated Li-ion battery of the blind is charged.</li> <li>3. Check if the correct group channel has been selected.</li> </ol>

## FREQUENTLY ASKED QUESTIONS

QUESTION	ANSWER
My shades are not responding to the remote control?	<ol style="list-style-type: none"> <li>1. Check battery has been inserted correctly into remote control.</li> <li>2. Check blinds have been added to the remote control.</li> <li>3. Check battery level of the blind, via the app. Go to: Settings &gt; Blind Status, then press 'Connect'.</li> <li>4. If battery level of the blind is good, replace remote control battery.</li> </ol>
Can I add blinds to a remote control without using the app?	<p>Yes. A remote control can be paired to a shade without using the app. To do this:</p> <ol style="list-style-type: none"> <li>1. Choose the group number on the remote control that you want to add the blind to.</li> <li>2. Remove the battery cover on the back of the remote control and locate the button marked 'C'.</li> <li>3. Press and hold the manual push button on the blind until it jogs. Repeat the process until it jogs a 2nd time and persists making audible sound.</li> <li>4. Press the 'C' button on the remote within 15 seconds until the blind jogs. Blind is now paired to the remote control.</li> </ol>
Can I copy the same information from one remote control to another?	No, it is not possible to copy stored information from one remote control to another.
Do I need a remote control to work my blinds?	For maximum flexibility and operation, one remote control per room, is recommended.
Can I assign more than one remote control to an individual blind?	<p>Yes, it is possible to assign up to a max. of 10 remotes to an individual shade. Repeat the following steps for each remote:</p> <ol style="list-style-type: none"> <li>1. Choose the group number on the remote control that you want to add the blind to.</li> <li>2. Remove the battery cover on the back of the remote control and locate the button marked 'C'.</li> <li>3. Press and hold the manual push button on the blind until it jogs. Repeat the process until it jogs a 2nd time and persists makes audible sound.</li> <li>4. Press and hold the 'C' button on the remote control until the blind jogs.</li> <li>5. The shade is now paired to the remote control.</li> </ol>
How many blinds can the remote control operate?	<p>For model 5 channels remote:</p> <ul style="list-style-type: none"> <li>• 1 remote control has 5 groups to choose from.</li> <li>• The maximum number of blinds that can be assigned to each group, is 16.</li> </ul> <p>For model 14 channels remote:</p> <ul style="list-style-type: none"> <li>• 1 remote control has 14 groups to choose from.</li> <li>• The maximum number of blinds that can be assigned to each group, is 16.</li> </ul>
Which battery type is used for the remote control?	The remote control will require a single 3V CR2450 coin / button cell battery.
Will the remote control work fresh out-of-the-box?	No. The remote control will need to be assigned either directly to the shade or via the SmartView app.

## SAFETY INSTRUCTIONS

### WARNING: IMPORTANT SAFETY INSTRUCTIONS

Follow all instructions carefully, as incorrect installation or handling can lead to severe injury.

- Do not ingest the battery. This device contains a lithium coin/button cell battery. Swallowing the battery can cause severe internal burns within 2 hours and may lead to death.
- Keep new and used batteries away from children. If the battery compartment does not close securely (or lacks a captive screw), stop using the product immediately and keep it out of reach of children.
- If a battery is swallowed or placed inside any part of the body, seek immediate medical attention.
- Replacing the battery with an incorrect type may compromise safety features.
- Do not dispose of batteries in fire, hot ovens, or crush them, as this can lead to explosions or leakage of flammable liquids or gases.
- Avoid exposing batteries to extremely high temperatures or low air pressure, as this may cause explosions or leakage.
- Keep the device dry and do not paint it.
- Do not drop, knock, or shake the device, as rough handling can damage internal circuit boards.
- Ensure the shade can move freely without obstruction from objects.
- Do not allow children to play with the remote control



Do not drill in to the device!



Do not immerse into a liquid



Never drop the device!



Avoid direct sunlight!

## BATTERY RECYCLING INSTRUCTIONS

1. To responsibly dispose of the coin cell battery in your remote control:
2. **Do Not Discard in Regular Trash:** Coin cell batteries contain hazardous materials and must not be disposed of in household waste. Improper disposal can harm the environment.
3. **Locate a Recycling Center:**
  - In the **United States**, visit [Call2Recycle](#) to find a nearby battery recycling drop-off location. Many retail stores, including home improvement and electronics stores, accept used batteries for recycling.
  - In **Canada**, check with local recycling programs or visit [Call2Recycle Canada](#) to locate a drop-off site.
4. **Prepare the Battery for Recycling:** Before recycling, tape over the positive (+) terminal of the battery with clear or electrical tape to prevent accidental discharge or short-circuiting.
5. **Follow Local Guidelines:** Some municipalities may have additional guidelines for battery disposal. Always adhere to your local regulations to ensure safe handling and recycling.
6. By recycling your coin cell battery, you help protect the environment and comply with regulations in the US and Canada.



## LEGAL INFORMATION

### CE Statement

Hunter Douglas hereby declares that the RW5-G2 and RW14-G2 Remote Controls are in compliance with the basic requirements and other relevant provisions of the Electromagnetic Compatibility (EMC) Directive 2014/30/EU, Radio Equipment Directive (RED) 2014/53/EU and Low Voltage Directive (LVD) 2014/35/EU. The full text of the EC declaration of conformity can be obtained online: [www.tuiss.com/certifications](http://www.tuiss.com/certifications)



### UK Statement

Hunter Douglas hereby declares that the RW5-G2 and RW14-G2 Remote Controls are in compliance with the basic requirements and other relevant provisions of the Electromagnetic Compatibility Regulations 2016, Radio Equipment Regulations 2017 and Electrical Equipment (Safety) Regulations 2016. The full text of the UK declaration of conformity can be obtained online: [www.tuiss.com/certifications](http://www.tuiss.com/certifications)



### FCC Statement

FCC ID: 2BMQ2RW5RW14

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

### Innovation, Science and Economic Development Canada ICES-003 Compliance

IC: 33385-RW5RW14

CAN ICES-3 (B)/NMB-3(B)

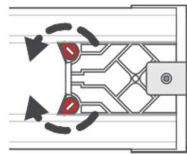
This device contains license-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's license exempt RSS(s). Operation is subject to the following two conditions:

- (1) This device may not cause interference.
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

### Installing the no-tools headrail:

Hold the no-tools headrail up against the top of the recess, then push the lever firmly upwards until the rail snaps into place. If the rail is not quite tight enough then this can be easily adjusted:

At the end of the rail opposite to the lever there is an adjustment block that allows you to fine-tune the fitting of the rail. Use a flat-head screwdriver to twist the small red plugs in toward the center of the rail. Slide the block out of the rail by a few millimeters, then twist the red plugs back into their original position to fix the block in place. **Make small adjustments only**, repeating as necessary for a tight fit.



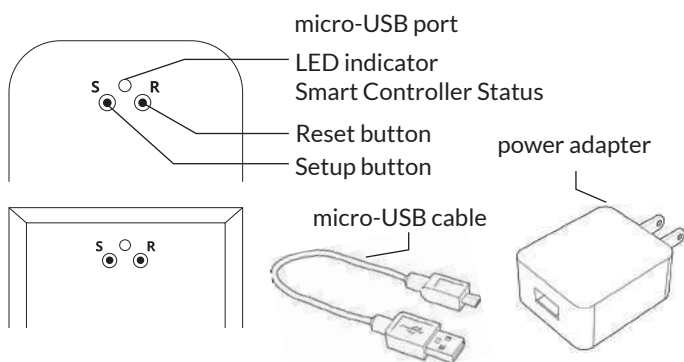
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## SETUP CODE CODE DE CONFIGURATION

SBCAN

## Getting to know your Smart Controller



**Smart Controller Status:**  
Flashing blue - Hotspot available  
Flashing green - Connecting to the WiFi network  
Pulsing cyan/blue-green - Connected to the Internet

## Getting Started

- 1 Download the Neo Smart Blinds app**

Download the app to your phone or tablet by searching **Neo Smart Blinds** on Google Play or the App Store.  
**Note:** Do not install Neo Smart Blinds Blue
- 2 Plug in your Smart Controller in reach of your home WiFi**

Choose a place not too far from your home router or a place you know has good WiFi signal strength. You will be able to change its location after, if necessary.
- 3 Create an account and choose the setup code written on the cover**

After opening the app, tap on Create one to create a new account. Enter a valid email address and choose a password, select the region time zone from the place where the Smart Controller will be located. Choose the setup code written in the cover and tap on Register.
- 4 Follow the app step by step to add the Smart Controller**

Have in hand the home WiFi password. It will be necessary to connect the Smart Controller to the Internet.  
**Note:** Some Android users won't be connected quickly to the hotspot. If it is the case, please wait about 10 seconds before returning to the app. During this time, your device may notify you that the hotspot does not have Internet access, and will prompt you whether you want to remain connected. You need to select the option that will allow you to keep connected before returning to the app.

## System requirements

- A strong WiFi signal (3 bars or more) in the location where you will setup your Smart Controller.
- The Smart Controller only supports 2.4GHz WiFi (IEEE 802.11b/g/n), not 5GHz. WiFi security needs to be set to WPA-PSK or WPA2-PSK.
- A smartphone or tablet running Android 5.0 (Lollipop) or higher, or iOS 8 or higher is needed.

## Troubleshooting

### The home WiFi doesn't appear in the step 4

Try rescanning, if the problem persists, you will need to reposition the Smart Controller to a place with stronger WiFi signal. In this case, exit the process (tap on the menu, then tap Your Rooms), replace the Smart Controller and start over.

### The Smart Controller LED in the bottom is not blinking blue

#### The process fails in the last step

Press the S button for 10 seconds, then press the R button once and start over. Pay special attention when typing the WiFi password.

## Need more help?

Visit [neosmartblinds.com/smartcontroller](http://neosmartblinds.com/smartcontroller) for detailed instructions about how to use the app and troubleshooting.

## Integrations

### Smart home devices

Visit [neosmartblinds.com/smartcontroller-integrations](http://neosmartblinds.com/smartcontroller-integrations) for detailed information about connecting to Amazon Alexa, Google Home and other systems.

### Control4

Please send an email to [tech@neosmartblinds.com](mailto:tech@neosmartblinds.com) with your name, your email and your company's name. This information is necessary to always send to you any further driver update.

### Legal Information

#### FCC

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help

#### Contains transmitter module FCC ID: COFWNMNB11

To comply with FCC/IC RF exposure limits for general population/ uncontrolled exposure, the antenna(s) used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.

#### IC

This device complies with Industry Canada's licence-exempt RSSs. Operation is subject to the following two conditions:

- This device may not cause interference; and
- This device must accept any interference, including interference that may cause undesired operation of the device.

This device meets the exemption from the routine evaluation limits in section 2.5 of RSS102 and users can obtain Canadian information on RF exposure and compliance.

#### Contains transmitter module IC: 10293A-WMNB11

This End equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body.

