

ROMAN SHADES

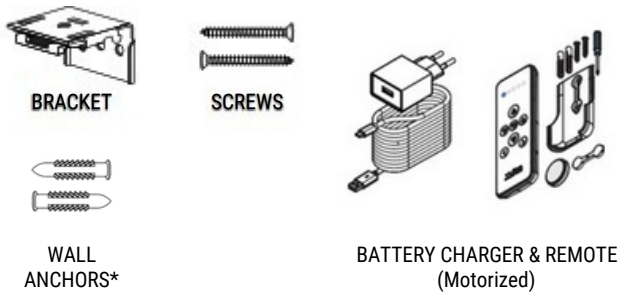
LIFT SYSTEMS: CONTINUOUS CORD LOOP | MOTORIZATION



The difficulty level of this installation is ranked at **Level 1**. *A piece of cake!*

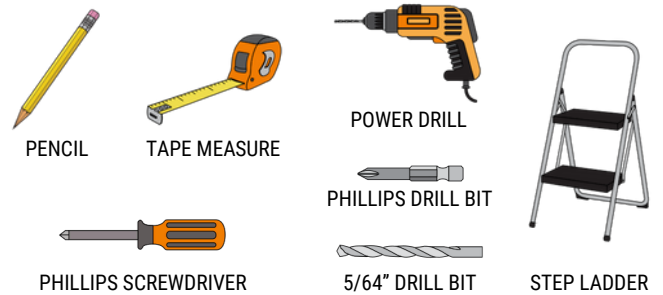
If you have questions or get stuck, call our Customer Care Team at 888-685-1735, or email info@selectblindsCanada.ca

HARDWARE AND PARTS INCLUDED



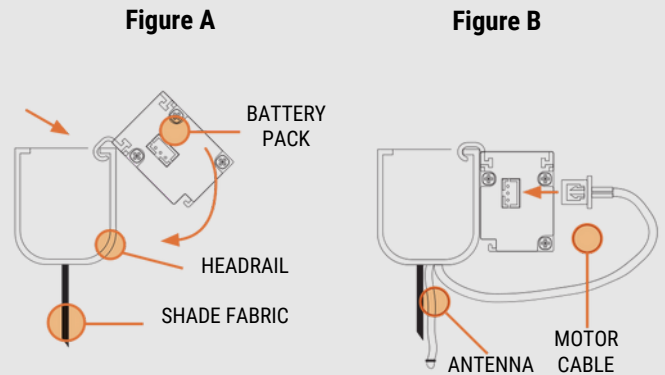
*Recommended if mounting into hollow drywall.

TOOLS REQUIRED



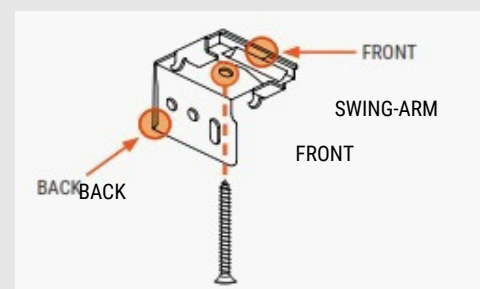
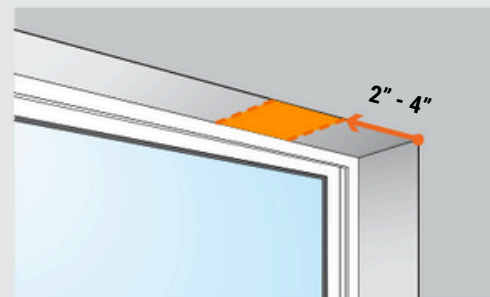
1. MOUNTING THE BRACKETS

- NOTE:** Before installing an inside mount motorized shade, you need to first attach the battery pack to the backside of the headrail.
- Figure A:** Slide the two plastic clips into place in the groove, from the side of the battery pack.
- Figure B:** Clip the motor cable into the battery pack. Be sure the antenna cable is positioned away from the headrail, and out of contact with anything metal.
- TIP:** The back of each bottom rail should have a tag with a number. This indicates the channel and remote that the shade is pre-programmed to.



INSIDE MOUNT

1. Measure 2" - 4" in from each side of the window frame, and mark once with a pencil for your outer brackets. The front of the bracket will face out from the window, and the back of it will hang down parallel to the window.
 - NOTE:** Leave marks for any additional brackets you need, evenly spaced between your first two marks. If using your own screws instead of those provided, be sure to pre-drill a small hole with a 5/64" drill bit before the final screws go in to attach brackets.
 2. Center the brackets over your marks, and set them back until the front of the bracket meets the edge of your window. Mark through the top hole in the bracket with your pencil. This is where your screws will go.
 3. Align each bracket with your screw holes and drill the screws securely into place.
- *If you are using wall anchors, pre-drill with a 1/4" bit instead, and tap the wall anchors into the holes with a hammer before drilling in the screws.



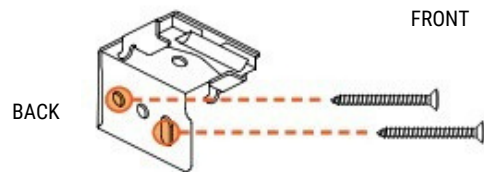
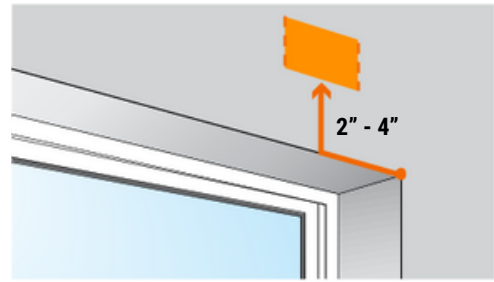
OUTSIDE MOUNT

1. Measure 2" - 4" in from each side of the window frame. From here, measure upward another 2" - 4", and make a pencil mark.

NOTE: Leave marks for any additional brackets you need, evenly spaced between your first two marks and at the same height. If using your own screws instead of those provided, be sure to pre-drill a small hole with a 5/64" drill bit before the final screws go in to attach brackets.

2. Center the top edge of the brackets on your marks. With your pencil, mark through the back holes of the bracket. This is where your screws will go.

3. Align each bracket with your screw holes and drill the screws securely into place. *If you are using wall anchors, pre-drill with a 1/4" bit instead, and tap the wall anchors into the holes with a hammer before drilling in the screws.



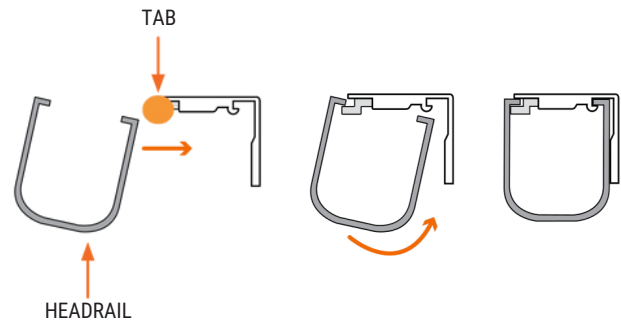
2. ATTACHING THE SHADE

INSIDE AND OUTSIDE MOUNT

NOTE: For outside mount, use your level to check that the brackets are straight before you proceed.

1. With the front of the shade facing you, and holding it at a slight downward angle, rest the lip of the headrail against the movable tab in each of the brackets. Then gently push it toward the back of the brackets, while also straightening the rail, until the hooks attach to the back lip of the headrail.

2. **IMPORTANT:** Please ensure that you fully close the headrail by attaching the headrail fabric together with the hook-and-loop fastening strip.



3. OPERATING THE SHADE

SAFETY SHIELD

NOTE: The safety shield is assembled to your shade at the factory. The shade is ready to use once finished installing. The shade can be raised and lowered by pulling on the front or the back of exposed chain.

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.

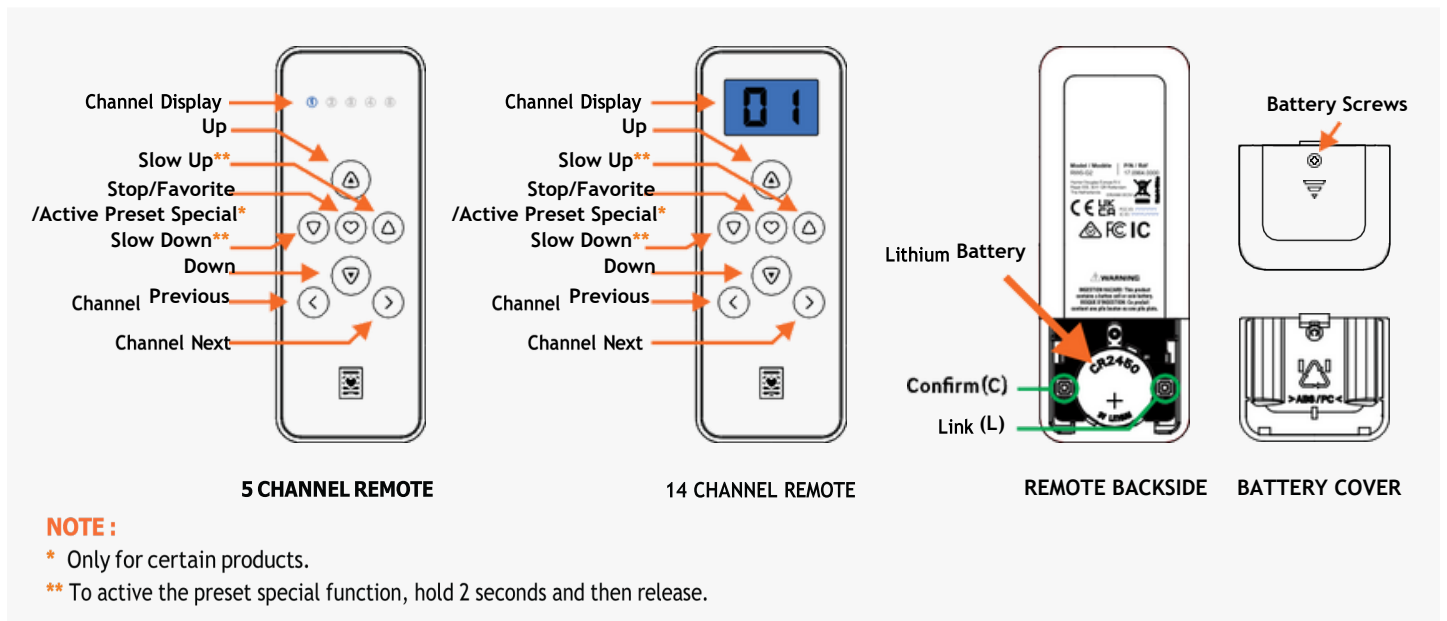
REMOTE CONTROLLER TECHNICAL DATA

- Channels 5+all (RW5-G2)
14+all (RW14-G2) 16
- Max. blinds per channel
- Supply voltage 3V,CR2350 Coin Cell
- Protect Rate Ip20
- Operation Temp -20 ... 55° C
- Frequency ASK 433.92 MHZ
- Indoor range* 35m
- Dimensions(W x H x D) 46 x 122 x 12.4 mm
- Weight** 56 grams

NOTE :

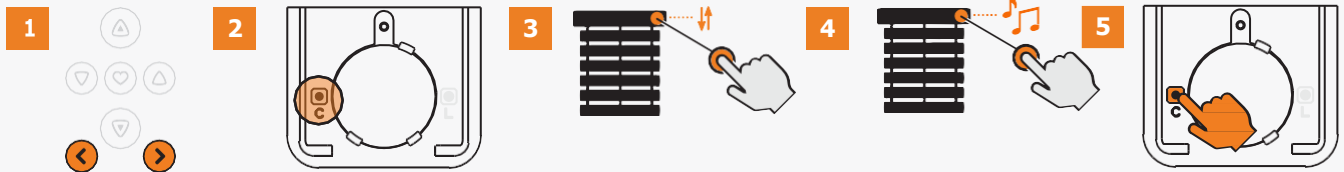
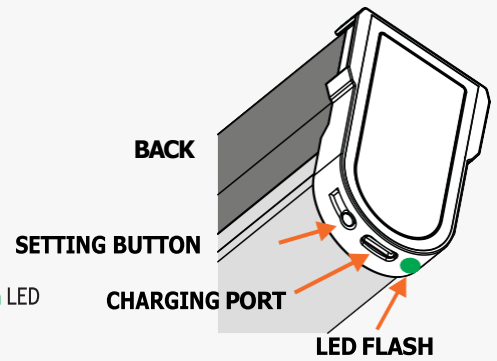
* The indoor range is typically 35m but can vary based on the thickness and material of the walls.

** Including battery.



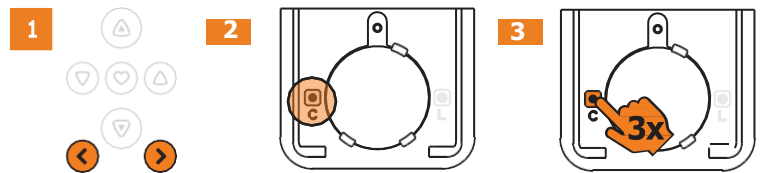
PAIR A SINGLE SHADE TO A CHANNEL

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.



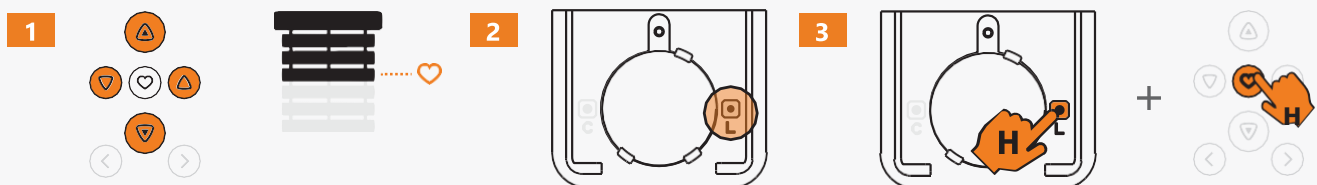
DELETE A SHADE FROM REMOTE

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.



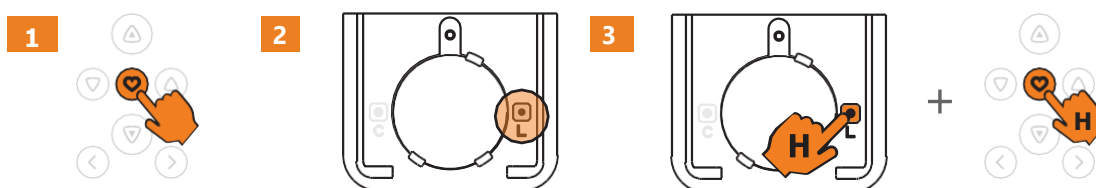
SET THE FAVOURITE POSITION

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 favourite 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 favourite position.



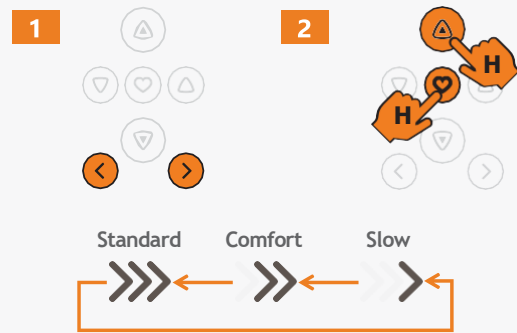
CHANGE THE MOTOR SPEED

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:

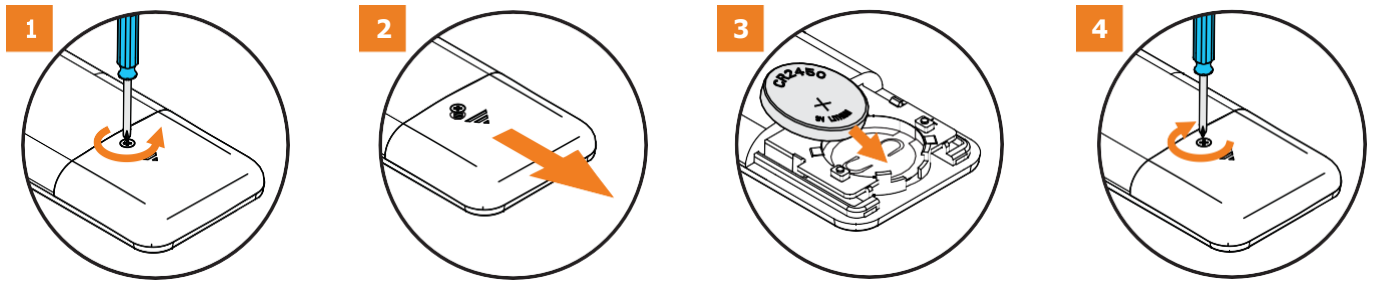
All shades on the same group channel will have their speed changed.



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

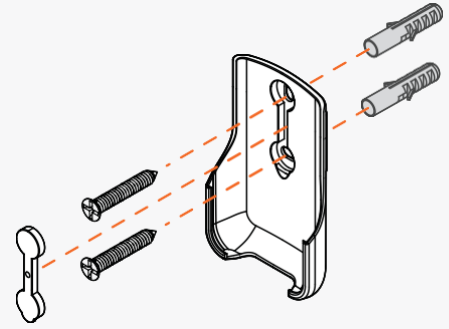
1. Use the included Philips screwdriver to turn the captive screw counter clockwise until it loosens but remains attached to the cover.
2. Slide the battery cover off gently to access the battery compartment.
3. Carefully remove the old battery and align the battery with the + symbol facing upward. Place 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"> 1. Blind has no power. Make sure the motor is awake and not in deep sleep 2. Make sure the integrated Li-ion battery of the blind is charged. 3. Check if the correct group channel has been selected.

FREQUENTLY ASKED QUESTIONS

QUESTION	ANSWER
My shades are not responding to the remote control?	<ol style="list-style-type: none"> 1. Check battery has been inserted correctly into remote control. 2. Check blinds have been added to the remote control. 3. Check battery level of the blind, via the app. Go to: Settings > Blind Status, then press 'Connect'. 4. If battery level of the blind is good, replace remote control battery.
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"> 1. Choose the group number on the remote control that you want to add the blind to. 2. Remove the battery cover on the back of the remote control and locate the button marked 'C'. 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. 4. Press the 'C' button on the remote within 15 seconds until the blind jogs. Blind is now paired to the remote control.
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"> 1. Choose the group number on the remote control that you want to add the blind to. 2. Remove the battery cover on the back of the remote control and locate the button marked 'C'. 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. 4. Press and hold the 'C' button on the remote control until the blind jogs. 5. The shade is now paired to the remote control.
How many blinds can the remote control operate?	<p>For model 5 channels remote:</p> <ul style="list-style-type: none"> • 1 remote control has 5 groups to choose from. • The maximum number of blinds that can be assigned to each group, is 16. <p>For model 14 channels remote:</p> <ul style="list-style-type: none"> • 1 remote control has 14 groups to choose from. • The maximum number of blinds that can be assigned to each group, is 16.
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



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



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.

ROMAN SHADES

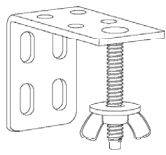
LIFT SYSTEMS: CORDLESS LIFT



The difficulty level of this installation is ranked at **Level 1**. *A piece of cake!*

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HARDWARE AND PARTS INCLUDED



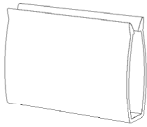
BRACKET WITH WINGNUT



SCREWS



WALL ANCHORS*



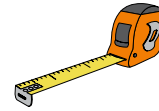
CORDLESS HANDLE

*Recommended if mounting into hollow drywall.

TOOLS REQUIRED



PENCIL



TAPE MEASURE



POWER DRILL



5/64" DRILL BIT



PHILLIPS SCREWDRIVER



PHILLIPS DRILL BIT



LEVEL



STEP LADDER

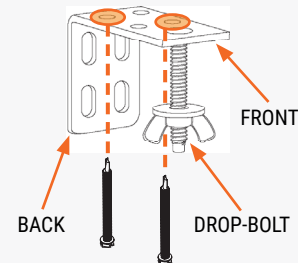
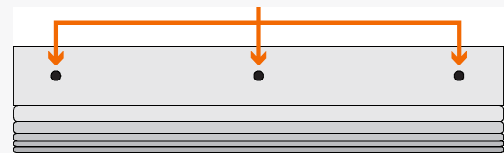
1. MOUNTING THE BRACKETS

NOTE: Cordless shades have pre-drilled holes in the top of the headrail. You will use these holes as a guide for your bracket placement. If using your own screws instead of those provided, be sure to pre-drill a small hole with a 5/64" drill bit before the final screws go in to attach brackets.

INSIDE MOUNT

1. Grasp the shade by the headrail and hold it up inside the top of the window. Set it back until the front of the shade is flush with the wall. Hold the shade in place, and with a pencil, make a mark through each hole in the headrail. Set the shade aside.
2. Take a bracket and center the drop-bolt over each mark. Use the holes in the top of the bracket to mark where your two screws will go.
3. Align the brackets with the holes, and use a Phillips drill bit to securely fasten the screws.

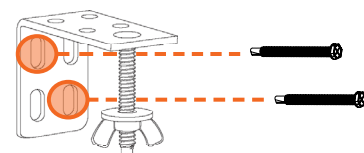
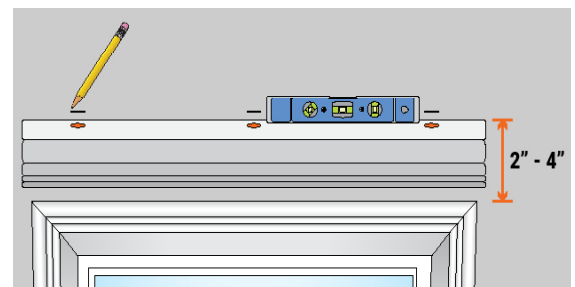
PRE-DRILLED HOLES



OUTSIDE MOUNT

NOTE: If using your own screws instead of those provided, be sure to pre-drill a small hole with a 5/64" drill bit before the final screws go in to attach brackets.

1. Center and hold the headrail at least two inches above the window. While keeping the shade level, make a small line with your pencil just above each of the pre-drilled holes in the headrail. Set the shade aside.
2. Align the top edge of a bracket along each mark, and use the holes in the back of the bracket to mark where your two screws will go.
3. Align the brackets with the holes, and use a Phillips drill bit to fasten the screws in place.



*If you are using wall anchors, pre-drill with a 1/4" bit instead, and tap the wall anchors into the holes with a hammer before drilling in the screws.

2. ATTACHING THE SHADE

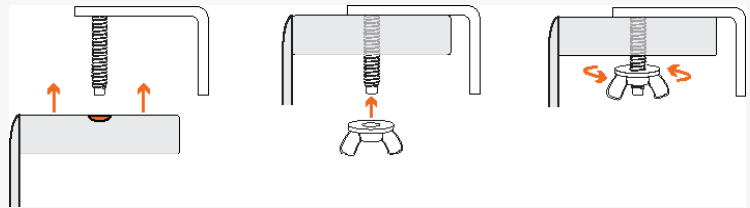
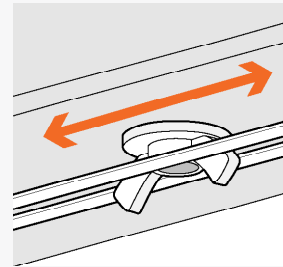
INSIDE AND OUTSIDE MOUNT

IMPORTANT: The cords running along the underside of the headrail must be able to move freely. **To avoid tangling or damage to the cords, make sure the “wings” of the wingnut are facing the sides of the window.**

1. Remove the wingnuts from the brackets if you haven't done so already.

2. With the front of the shade facing you, fit the pre-drilled holes of the headrail to each of the drop-bolts on the brackets. While holding the headrail to the brackets with one hand, use your other hand to attach each of the wingnuts to the drop-bolts. Tighten the wingnuts until the shade is firmly held in place .

3. **IMPORTANT:** Please ensure that you fully close the headrail by attaching the headrail fabric together with the hook-and-loop fastening strip.



3. ATTACHING THE LIFT HANDLE

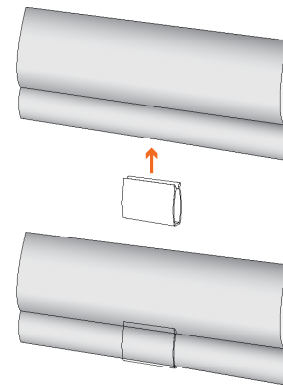
CORDLESS ROMAN SHADES

NOTE: Cordless roman shades come with a clear plastic handle to help protect the fabric over multiple uses.

1. At the bottom pleat of the roman shade, locate the sewn-in hem bar.

2. Clip the handle to the center of the bottom hem bar.

3. To operate, grab the handle with your hand, and gently lift or lower the hem bar; the shade will stay in place when released.



CLEANING INSTRUCTIONS

NOTE: All fabrics are different and some may be easier to clean than others. We recommend cleaning your shades as often as once a month. Here are some general guidelines on how to do so:

1. For regular maintenance, use a duster or a vacuum with a brush attachment and run it over the front and back of the shade.
2. To spot clean stains, use a damp rag with a very mild, gentle detergent or soap. Dab at the affected spots; do NOT rub! Let the dampened area air-dry and repeat as necessary.
3. If your roman shade has wrinkles, you can use a basic steamer to remove them. Hold the steamer roughly six inches away from the fabric and wave the steamer back and forth over the wrinkled areas.

WARRANTY AND REPLACEMENT

To learn more about our product warranties, please visit: <https://www.selectblindscanada.ca/warranty>

For replacement parts, and/or to file a warranty claim for a product that is damaged, defective, or missing parts, please call our Customer Care Team at 888-685-1735, or email info@selectblindscanada.ca.

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.

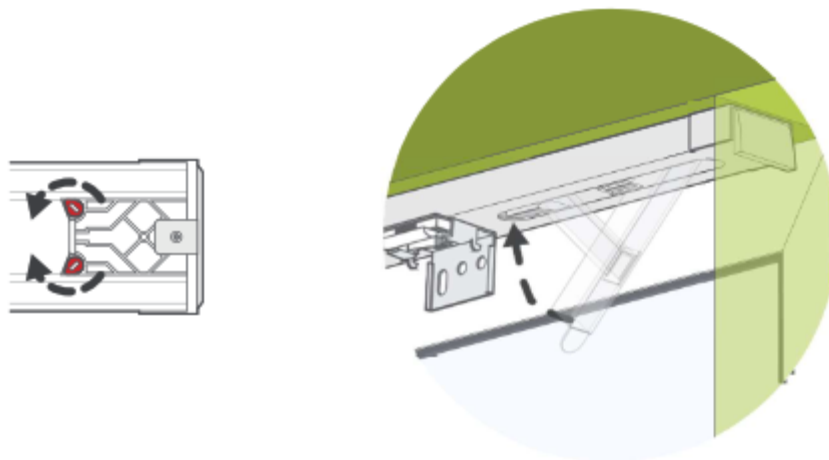
ROMAN SHADES

NO-TOOLS HEADRAIL

1. 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.



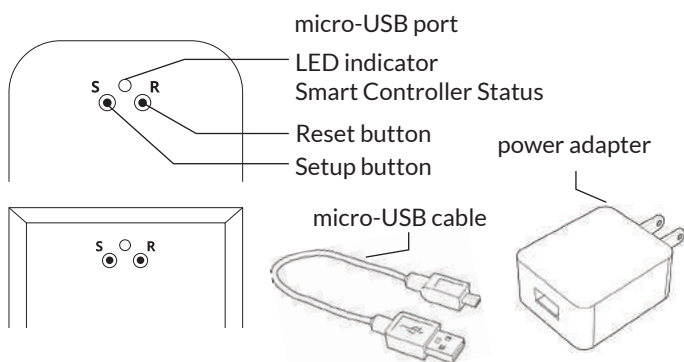
WARNING

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.

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 for detailed instructions about how to use the app and troubleshooting.

Integrations

Smart home devices

Visit 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 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.

