HOME DECORATORS COLLECTION®

Troubleshooting Guide

Maintenance

Questions, problems, missing parts? Before returning to the store, call
Hubspace Customer Service
8 a.m. - 7 p.m. EST, Monday-Friday, 9 a.m. - 6 p.m. EST, Saturday

1-877-592-5233
HOMEDEPOT.COM/HUBSPACE

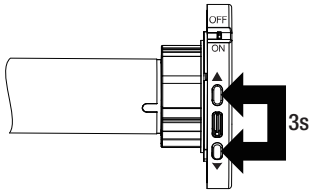
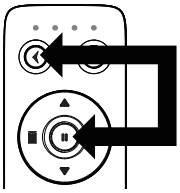
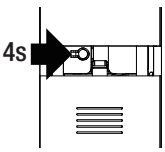
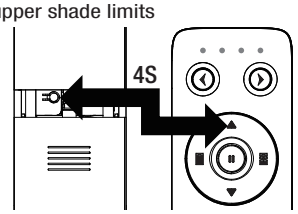
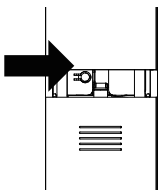
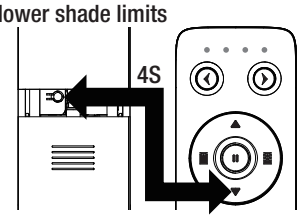
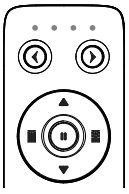
Charging

- Shade should be charged prior to use. This will ensure battery life is maximized.
- Charge shades that are not frequently used at least once a year to maintain battery health. Even when not in use, lithium batteries slowly discharge. If left uncharged for too long, battery may suffer permanent loss of ability to hold charge.
- Charging may be done with a regular USB wall adapter or power bank. Note that the charging for motor is a 5Volt / 1A charging port.

Cleaning

- Shade fabric is polyester and should only be gently spot cleaned with a cloth. Use any cleaning agent on small surface before applying to larger area

Troubleshooting

Issue	Possible Cause	Suggested Solution
Shade does not go up or down	Shade is not fully charged Shade is turned off	Verify battery is fully charged. See instructions for charging shade. Verify motor switch is in “on” position. Test shade by pressing “up” or “down” button. Shade should respond if powered and switched on
Shade moves when manually pressing the up/down buttons on the motor housing but not with remote or Hubspace app	Shade is not correctly paired to remote / Hubspace app	Follow instructions for remote pairing or use with Hubspace app (gateway required for use with app)
Shade goes up when I press the down button or down when I press the up button	Shade orientation is backwards (happens most often when mounting the fabric over the roll instead of under the roll)	Motor is setup to run in wrong direction, please follow instructions for reversing roll direction of shade Reversing Roll Direction (only needed for over-the-roll direction shade install) ①  Long press the motor [up] [Down] key for 3 seconds to enter the learning/pairing state. Motor will jitter and the LED will be long lit. ②  Hold the [channel left selection]+[Stop] button simultaneously. After the signal has been received, the motor will shake once and the motor LED will blink 3 times.
Shade is raising or lowering slower than normal	Shade battery is running low	Re-charge shade fully (recommend charging overnight). As battery level becomes low the shade speed may vary.
Different shades raise / lower at different speeds	Shades may have different power charge levels or different sizes	Re-charge all shades. As battery levels drop it is possible speed may vary. Larger shades may also raise at different speed compared to smaller ones.
Shade is responding to commands when trying to control other shades	Multiple shades are paired to the same remote or zone in Hubspace app	Remove unwanted existing pairing on shade by following the “Remove pairing” instructions in Instruction manual
When I try to raise (or lower) my shade, it just toggles up (or down) a bit then stops	The upper (or lower) limit of the shade is set incorrectly	Reset the upper (or lower) limit ● Follow instructions for putting shade in pairing mode ● Follow instructions to reset upper (or lower) limit Modifying shade settings/limits for existing paired shades  Please note that this function can also be performed in Hubspace smart app once enabled. To avoid other shades from being interfered with while setting upper and lower limits, turn the on/off switch to the “off” position for all shades that are not in limit setting mode. Only applicable for remote control that is already successfully paired with existing shades. Useful for adjusting the top and bottom shade limits. On the remote control that has paired successfully, long press the [channel setting] button of the remote control for 4 seconds. The motor of the shade will jig, and the shade LED will begin flashing and shade will be sent into pairing mode. Setting upper shade limits ①  Long press the [Channel setting]+[Up] buttons together for 4 seconds to enter setting mode for the upper limit. The motor will jig and the LED will light up. ②  Hold the [channel setting] button for 4 seconds to complete defining the lower limit. Note that pairing mode will time out after 3 minutes of inactivity. Setting lower shade limits ①  Long press [Channel setting]+[Down] buttons together for 4 seconds to enter setting mode for the lower limit. The motor will jig and the LED will light up. ②  Inch the blind by long pressing or short pressing the [Up] or [Down] button to the desired lower limit position.

Retain this manual for future use.