


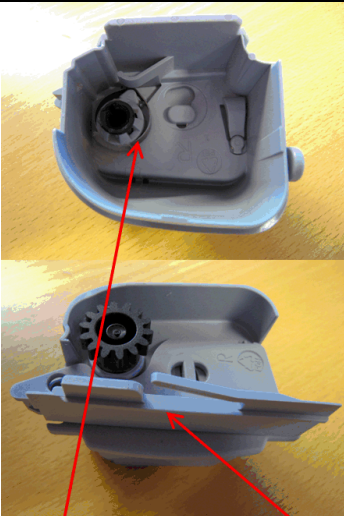







Black out blind

Problem/Symptom	Explanation	Argumentation/Solution
DSD/DSH/DSC IR The motor click when the blind is operated but the blind does not work.	The motor terminal might have been pushed into the motor.	The blind has to be changed.  S:\VELUX\A-DRA\ Prodsupp\GIS\DSL_RS
All D- - Cloth droops.	As the blind must be subject to tolerances both of the window and the product itself, the cloth may appear somewhat large. Both the window and the cloth are "working" (they enlarge and decrease because of changes in temperature).	Cloth will always droop.
	The cloth material is made of flexible textile.	Design requires that the cloth can be rolled round the roller tube.
	Gravity pulls the cloth in an inappropriate way in relation to e.g. vertical blinds, which are positioned vertically, where the gravity also pulls in this direction.	Gravity is a law of nature, which cannot be abolished.
All D-- Small marks/folds on the cloth (product has been fitted for less than two days).	The cloth has been rolled up since the blind left production. 	Leaving the product lowered for 1-2 days will by and large remove folds.
All D-- Folds/bulges at the edge of the cloth (product has been fitted more than two weeks).	"Folds/bulges" appear where the cloth is secured in the side channels by the small balls, which are fixed on cloth. "Folds/bulges" are more visible on light cloths compared to dark ones.	No solution. These balls ensure that the cloth remains fixed in side channels.
DMD/DMH/DMC/DKD/DKC Folds/tensions in the cloth when control bar is in bottom position.	The control bar is not lowered equally at both sides.	Lower the control bar simultaneously at both sides. Operate the blind at the centre of the control bar for optimum comfort and performance.
	The window may be crooked or mounted incorrectly. The folds	Check the window cross measure to see if the window is crooked.

	appear if window is crooked, as the blind will try to adjust to the window.	
DKD/DKC The handlebar will not stay at the bottom of the window.	The spring tension might not be right.	Restore the spring tension.
	The plastic ball at the cloth does not interact with the bottom cord bearing.	
DMH/DMC/DMD The blind does not work (the blind has no electricity).	If the window is in max tolerance and the blind is in min tolerance then there might not be contact between end piece and the electrical bearing at the window. 	The electrical connection between bearing and the blind can be re-established by inserting a screw or a wedge to push the parts together.
	One of the wire connections might not have contact.	Please control the wire connection at the pivot hinge.
		Please control if the wire connection through the window frame is ok.
DSD/DSH/DSC The blind can be operated up and down – but the motor do not switch off in down position. There is no problem in top position. Blind is placed in VFE/VFA.	 The "release spring" can have problems holding the "side guide" in 90°. Therefore the blind get's in "manuel release mode", and the blind keeps on running/clicking.	1) Take of the spring and bend it so it gets stronger. 2) Replace the whole unit in both sizes.
DMH/DMC/DMD The blind do not work	Blind can be connected wrongly.	Control if the motor get power when the control system is activated. If the motor get power should the connections be controlled.
	Motor is defect.	If the motor get power and the connection are ok, then you will need to change the motor.

		Control the control system if the motor do not get power.
DMH/DMC/DMD The last 10-15 cm cloth will not go into the top unit		 S:\VELUX\A-DRA\ Prodsupp\Serviceløsning
DMH/DMD/DMC IR / IO system	If a blind has been connected to an io-system, it is not possible to operate the blind on an IR-system; the blind will go down regardless how it is operated.	
DMH/DMD/DMC Interference of communication if sending signals in multi-core cables.	If using a multi-core cable to run the signals from two KUX Systems/KMX 100 to two motors (e.g. SML and DML), it can come to interference between the signals from the two control units. Consequently, they will not work.	A service solution is available. A component needs to be installed together with the brown and white wire from the motor. A change has been made for KUX from production code 38AS09. This component can be ordered as a spare part  S:\VELUX\A-DRA\ Prodsupp\Telefonkon
DMH/DMD/DMC The blind does not adjust correctly to the height of the VRW.	If the blind has been disturbed in the calibration mode and "believes" that the window is shorter than it is.	The only way to get out of this cycle is to shut off the mains to the window / IO system for approx 30 sec. and configure the system again.
DMH/DMC/DMD Larger none-VELUX control systems (e.g. WMa systems)	When more io blinds are connected in a none-VELUX control system, it can be a problem that blinds "are talking" together and they believe that they are on an IO system, and therefore will not function on the present system.	A capacitor must be mounted to prevent communication between the products. The capacitor can be ordered as a spare part.  S:\VELUX\A-DRA\ Prodsupp\Telefonkon
DMH/DMC/DMD Older control systems	Some of the older VELUX control systems are breaking	A resistor must be mounted at the control system. The resistor can be ordered at

	on undercurrent before the blind begins to run.	Product Support in Skjern.  S:\VELUX\A-DRA\ Prodsupp\Telefonkon
DSD/DSH/DSC io The blind does not operate.	If an IR battery is placed in an io blind, then the IR battery is destroyed.	Please control that it is an io battery.
DSD/DSH/DSC IR The blind does not operate.	The blind will not work if an io battery is placed in an IR blind.	Please control that it is an IR battery. The io battery can be re-used in an io DSL.