

SUREPOWER SILENT GLIDE ICB FAULT LIST

LED COLOR	Indication	Action Required
Solid Green	Controller is ready to operate	Shade is operable
Blinking Yellow	Rocker Switch Fault or stuck relay	Troubleshooting needed
Solid Yellow	Low voltage (<9VDC)	Check power supply
Solid Red	Indicates shade hit something during movement	Hard Home Reset required
Blinking Red	Failed motor/encoder or wiring	Troubleshooting needed.

ELECTRICAL FAULT – CONNECTION ISSUE:

Need to check all wire connections if receiving this fault code. Check all pins to deutch plugs as well as connection to both actuators/motors.

*Version 4.0 will only flash **7 reds**.*

Version 4.2 and later only for faults below.

- 1 Red Blink** Port Side Encoder Failure (could be faulty wiring and not encoder)
- 2 Red Blinks** Starboard Encoder Failure (could be faulty wiring and not encoder)
- 3 Red Blinks** Both Port and Starboard Encoders
- 4 Red Blinks** Port Motor Disconnected or Internal Failure
- 5 Red Blinks** Starboard Motor Disconnected or Internal Failure
- 6 Red Blinks** Both Port and Starboard Motors Disconnected or Internal Failure
- 7 Red Blinks** **Shade is Racked** – Hard Home Reset Required
- 1 Yellow, 7 Red Blinks** Shade is Racked due to Port Side – Hard Home Reset Required
- 2 Yellow, 7 Red Blinks** Shade is Racked due to Starboard Side – Hard Home Reset Required

If you are receiving a fault code of **4-12 YELLOW BLINKS** repeatedly at time of initialization, this indicates an internal failure and the controller will need to be replaced. Please fill out a service request form and a service coordinator will reach out within 24-48 hours of receipt of form. **(This only applies to the SurePower RF controller, not the SurePower Bluetooth Controller)**

HARD HOME RESET PROCEDURE:

SurePower RF Controller (Orange Sticker on Lid, Uses Remote)

In the event the shade does not return all the way to its home position and a retract command does not resolve this issue, a Forced Hard Home can be initiated. After power up, press both extend and retract buttons simultaneously on the remote for more than 13 seconds, hold until the shade returns to the home location, count to 3 then release. The status LED will be **SOLID RED** when both buttons are depressed then **SOLID GREEN** when the reset is accomplished.

When you simultaneously press 1 & 2 on key fob light should turn **SOLID BLUE** and LED on control box should turn **SOLID RED**. If this does not occur, try depressing the number 2 button 1/10th of a second before the number 1 button.

SurePower Bluetooth Controller (Blue Sticker on Lid, Uses Phone App)

In the event the shade does not return all the way to its home position and a retract command does not resolve this issue, a Forced Hard Home can be initiated. After power up, launch the **SureShade Control App**. Press the "Home Reset" Button. This will bring you to the home reset screen. Press and hold the button down. The timer will begin to countdown. When it reaches 0 the shade will start to retract. Keep holding the button till the shade retracts fully. The status LED will be **SOLID RED** when Home Reset button is being pressed then **SOLID GREEN** when the reset is accomplished.

****Diagnostic Tip**

If there is a solid green light upon boot up press and hold ext or Ret (on remote, APP or rocker switch) and do not let go, even after the shade stops. Observe the LED. Light flash will give you the running fault, as long as button is held. Compare with fault list.

****A hard home reset is always required to be performed in the event you are having a technical issue. Please unplug all connectors to the controller. Leave the controller unplugged for 30 seconds. Go through the initialization process to confirm there is no fault in the controller itself, then perform a Hard Home Reset. This will reset the controller once both actuators return to the full home position. After completing the Hard Home Reset, the unit should extend to programmed length with no issue. ****

If you are still experiencing issues after following this document, give us a call at (877) 333-8323.

