

TROUBLESHOOTING THE SUREPOWER ATF-SG INTELLIGENT CONTROL BOX (ICB)

The SurePower ATF-SG Intelligent Control Box (ICB) is designed so that the shade will not operate at any voltage under 10V at start-up of the shade. During operation of the shade, if the voltage drops below 9V, the shade will shut down.

The ICB has an LED indicator on the top of the controller that provides fault codes. These codes are based off of the LED color and the number of blinks it is faulting if the unit is having a technical issue. **DO NOT OPEN THE CONTROLLER.** There is no troubleshooting that can be completed inside the controller. Any tampering with the controller will result in voiding warranty for a replacement.

IF THE SHADE DOES NOT OPERATE

STEP 1

Locate the ICB in the vessel.

STEP 2

Take note of the LED on the lid of the controller.

STEP 3

Compare light sequence with the **SurePower SG - LED/ICB Fault List document.**

STEP 4

If the above steps do not resolve the issue, disconnect all three plugs and power the controller down.

STEP 5

Reinitialize the controller using the **SurePower SG Controller - Initialization document.**

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 hard home reset should be performed – follow steps below.

HARD HOME RESET PROCEDURE:

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.

****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. ****

