

Uni-Blinds®

Innovation comes built-in



UNI-BLINDS® INTEGRAL BLINDS TROUBLESHOOTING GUIDE

Introduction

This guide has been produced to help installers of Uni-Blinds® quickly resolve common issues that can sometimes arise with integral blind systems after installation.

As every Uni-Blinds® integral blind unit is bespoke manufactured to order exclusively using the world-renowned ScreenLine® systems, end-users can have the peace of mind that their blinds represent the very best quality available. And we also work hard to maintain the highest production standards within our factory to ensure all our systems offer excellent long term operational reliability and strong visual appeal.

Despite this, however, some customers do occasionally encounter issues. The good news is that the vast majority of issues can be resolved quickly and effectively.

This guide will provide you with a solution to many of the issues you or your customer are facing. If you are unable to overcome a particular issue, however, please contact Morley Glass aftersales and we will be happy to provide all the technical support you need. If necessary, you can also arrange a site visit by one of our Service Engineers.

To help demonstrate the solutions and provide additional help with this guide we will also have demonstration videos to show the remedies.

IMPORTANT NOTES

Transportation

All Uni-Blinds® integral blind units should be transported to site upside down

That means the header rail should be at the bottom of the unit, rather than the top as it would be when installed. This is really important because it dramatically reduces the occurrence of many of the issues covered in this troubleshooting guide.

Cleaning

All glass installed must be cleaned with a suitable professional glass cleaner

DO NOT use a solvent as this leaves a film on the glass and reduces adhesion of the 3M VHB tape used to mount various external parts.

Issues applicable to all ScreenLine® systems

There are four issues which are reported by end-users that can occur with any Uni-Blinds® integral blind unit.

Issue	Cause	Solution
External condensation	<p>The thermal performance of the glass used to manufacture Uni-Blinds® is so high that it can cause condensation to form on the outside of the window at certain times of the year. This results from unusual conditions when the air outside is slightly more humid and warmer than the temperature of the window glass, and it can occur when the weather is warm or cold.</p> <p>It is actually a clear sign that the thermal performance of the window is excellent, with the condensation offering proof that the windows are preventing heat transfer from inside to the outside.</p>	This is a phenomenon that affects all high performing double glazed units – no action is possible or needed.
Venetian blind slats are not level	This is one of the most common issues and often one of the easiest to fix. End-users sometimes notice that the slats do not sit horizontally which affects the visual appearance of a door or window. There are several possible causes, but it is usually due to the way the blind has been handled or transported to site.	Lower the blind down to the very bottom of the window, shake the blind and then raise it back to the top. Repeat if necessary. If this does not re-align the blind, call Morley Glass to request a visit from a Service Engineer.

Issue	Cause	Solution
Blind gets stuck halfway down	The most likely reason for this issue is due to a change in barometric pressure and a decline in temperature. This occurrence or natural phenomenon can cause the glass panes to concave causing the blind to become stiff or trapped.	Cease immediate use of the blind to avoid additional damage. Contact Morley Glass and request a re-gas, an engineer will attend to equalise the pressure within the unit and refill any lost inert gas.
Venetian blind slats are stuck together	This is where the slats appear to stick together when the Venetian blind is tilted to the open position, rather than seeing the slats separated by the standard gap.	Rotate the slats back and forth. This should release the slats and return them to the correct position. If the slats will not release take a photo/video and request a visit from a Morley Glass service engineer.

C System

The most common issue reported with the C System is 'clunky operation', which usually results from the positioning of the cord winder mechanisms on the glass.

If you find that the cord winder is difficult to use, especially when raising and lowering the blind (stiffness), or if a grinding noise is noticed, this could be resolved by one of the following actions:

1. Check the position of the base plate

If the bottom winder mechanism is set too low there will not be enough 'play' in the cords. This means the cords will be too tight and that can make operating the blind more difficult than it should be.

Solution: reposition the base plate slightly higher up the glass so there is a bit more slack in the cords – remember the cords are not intended to be perfectly vertical and tight.

2. Check that the safety bridge on the top mechanism is not broken

The incorrect positioning of the base plate can also cause the safety bridge on the top mechanism to break. This happens when the cord tension is too high, putting too much strain on the plastic safety mechanism and causing it to break.

Solution: replace the top mechanism and reposition the base plate higher up the glass so the cords are not so tight.

3. Check the position of the top mechanism

The top mechanism contains a magnet that must align with a magnet inside the blind unit – i.e. the unit encapsulated within the sealed unit. If this is not aligned correctly, the C System cord pull will feel clunky or not work at all.

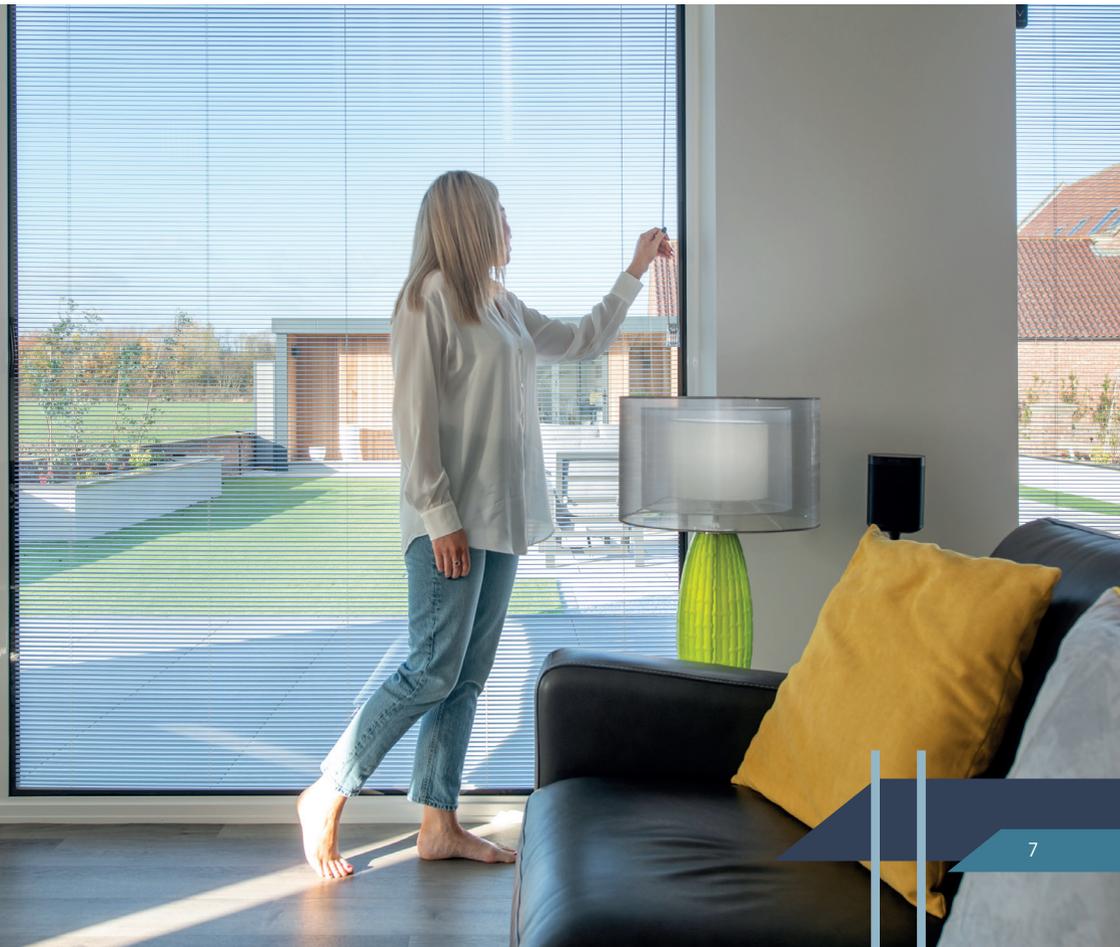
Solution: reposition the top mechanism so the magnets align correctly.

Important note: When aligning or realigning the top mechanism, use the red card template which is provided. Pop out the perforated areas and ensure the two 'ears' are pushed up into the slots at the top of the base plate.

What do I do when the blind is lowered / it appears to be locked in the closed position?

Should this issue be experienced, pull the cord in the blind 'up' direction using short sharp pulls. If this does not release the blind, it is possible that the blind is in 'lockdown'. To prevent this issue arising, it is important that users stop pulling once the blind touches the bottom of the unit. Users should be instructed to not pull until the cord hits a physical STOP, otherwise slack is put in the cords and the chance of the blind 'locking down' is increased.

Solution: Email Morley Glass to request a service engineer visit who will normally be able to release the blind using a 'super magnet'.



SV System and SV+ System

There are two common questions we are asked regarding our two magnetic slider integral blind systems.

Why is the magnetic slider coming off the glass in my hand when I lower the blind?

This is caused by the incorrect alignment of the three magnets. There are magnets inside the slider and the blind unit within the sealed unit which must line up correctly for the SV and SV+ Systems to operate correctly. The slider will only become detached when sliding it down the blind if the magnetic zone end point is reached, which is particularly noticeable on taller glass units.

Solution: Re-align the external mechanism.

Why is the magnetic slider stiff and difficult to operate?

There are three reasons why this issue could arise.

1. In many cases, where the magnetic slider does not move particularly easily or smoothly within the first few months of the SV or SV+ System being installed, this is simply because when the magnets are new, the magnetic attraction is at its strongest. But this does reduce over time – so the slider should move easily within a few months of use.

Solution: no action needs to be taken; the issue will resolve itself through use.

2. When the slider feels stiff it could be because it is rubbing against the glazing gasket, thus increasing friction and the effort needed to move the slider.

Solution: Make sure when installing units that there is enough space for slider to go up and down freely without rubbing the gasket. Deglaze the sealed unit and slightly move the operation track away from the gasket. Reglaze and check that the external operating device moves freely.

3. When the slider feels like it is moving around too much, this is likely to be a result of the slider not being fitted on the track correctly. The sliders are handed and must be fitted with the small square cut outs on the underside of the slider to the track side.

Solution: Make sure the external magnetic device is aligned with the internal magnetic device, and that the horizontal groove on the external magnetic device is running along the groove of the external side track.



W Smart System

The most common questions we receive relating to the W Smart System are:

Why does my W Smart System not work when it is first installed?

This is usually one of two reasons:

1. Batteries not charged prior to installation

The W Smart control modules contain rechargeable batteries which are 'topped up' daily through solar power. However, when the W Smart System is first installed, the batteries must be initially charged fully by connecting to a mains power source using the USB cable provided. This is because the solar panel – given its modest size – is purpose-designed only to top-up the battery charge – not charge from zero level.

Action needed: connect the battery module to mains power using the USB cable until fully charged and the blind should operate normally from that point. Please note, in certain cases where the W Smart blind is used a lot, it may be necessary to charge the power module via the USB cable from time to time.

2. Incorrect wiring

The wires on the battery module backing plate need to be connected to the wires on the sealed unit, but it is important to understand the correct way to do this.

If you are mounting the battery module backing plate on left hand side of the glass, and hence using the wires coming out of the left hand side of the sealed unit, the grey wires should connect to the orange wires.

If you are placing the battery module on the right hand side, the grey wires should connect to each other and the same for the orange wires – i.e. orange to orange, grey to grey.

Action needed: check the wiring connections between the backing plate and sealed unit are correct. If the battery module is mounted on the left hand side of the window, its grey wire should connect to the orange wire. For battery modules positioned on the right hand side the wiring should be orange to orange, grey to grey.

Why is the battery not recharging via the solar panel?

This is usually because the wiring connection between the battery module backing plate and the wires to the solar panel are incorrect or have become detached.

Solution: check the wiring connections are correct (as above).

Why does the battery module backing plate not stick to the glass?

The battery module backing plate is mounted onto the glass using self-adhesive pads which are designed to stay in place throughout the lifespan of the W Smart System. The adhesive is super-strong, but it will not stick if the glass is not cleaned before applying. Contaminants such as grease from the gaskets will prevent the adhesive working.

Solution: request new self-adhesive pads, clean the surface of the glass thoroughly and re-apply.

When the batteries are placed on charge the lights go solid green straight away.

In this situation, the battery charging function is not working correctly.

Solution: Switch the power off and a yellow up arrow will come up. Wait while it goes off, then switch the power back on. The green arrows will then come on and start to pulse bright green to nothing – this shows that the batteries are charging, and when they are solid green the batteries are fully charged.



MB System

The most common end-user issues with the MB System are the following:

Blind stops working on opening 'traffic' doors

If the MB System initially worked fine but then it stops working, this is usually due to one of the wires becoming disconnected, typically on the traffic door of a bi-fold arrangement. This can happen when an insufficient amount of slack has been left in the wires connected to the spring loaded magnets in the tappet contactor. The magnets are designed to move slightly when they connect and disconnect during the opening and closing of the door sash, so it is important not to make the wiring too tight.

Solution: remove the tappet contactor, increase the amount of slack on the wires connecting to it and re-connect.

Blinds do not work on sliding doors

Unlike bi-folding doors where the magnetic contacts for the power supply are vertically mounted on the frame, the tappet contactors on sliding doors must be installed inside the top of the frame. This means it is crucial to ensure the position of the contacts on the sliding sash aligns properly with those mounted on the frame when it is in the closed position. If not, the magnets will be misaligned and there will be no electrical contact, preventing the blinds from working.

Solution: adjust the horizontal position of the door when in the closed position then re-position the tappet contactor to match.

Blinds do not work at all after installation

This can result from the magnetic contacts not being aligned correctly or they are not close enough to make contact when the door is closed. When this is the case, electricity cannot reach the opening sash to power the MB System's motor.

Solution: check the positioning of the tappet contactor to ensure the magnets make contact when the sash returns to the closed position. If necessary, use packers to bring the contacts closer together.

Polarity is wrong (up/down movement wrong way round)

If the blind raises up when it should go down, and vice versa, this indicates that the polarity is wrong. It happens when the wiring to the current amplifier is wrong, causing the operating directions to function in reverse.

Solution: check the wiring to identify where the wrong wires are connected, swap them and re-connect.

Buzzing noise from the control box and a red light is visible

If you experience this issue, stop using the blind unit straight away because it shows that there is a short in the wiring from the control box to the blind.

Solutions: Use a tester with a bell test to find the short circuit and re-connect as required.

Important installation advice

Always install the MB System control box in an accessible place

The control box must not be concealed in a location that cannot be easily accessed. This is because the control box may need to be repaired or replaced during the lifespan of the blind system, such as to rectify a specific fault. Always position in a space such as an accessible void or adjacent cupboard.

Never remove the white wire!

The MB System features three wires – a live, a neutral and a white wire. The white wire is used by our Service Engineers as part of the fault diagnosis process to enable a laptop to be connected to the integral blind unit. If the wire is cut or removed during installation, this makes it more difficult to resolve major issues should they arise.

Always ensure you have the right box to power the number of blinds being installed

- 1 to 5 = for up to 5 blinds
- 1 to 8 = for up to 8 blinds

And make sure where there are two sets of bi-fold doors in one room controlled by only one control box that they will all go up and down. If the end-user would like the blinds in the two windows to run differently, two control boxes will be required.

S System Plisse and Blackout pleated blinds

There are two main issues that can arise with these pleated Uni-Blinds® systems:

1. Blind feels stiff to operate

Users report that the blind is more difficult to raise and lower than it should be.

Solution: Ensure the switch on the magnet slider is in the 'unlocked' position. This releases the rubber brake on the underside of the slider. It also helps to hold the blind in the desired position when 'locked' is selected.

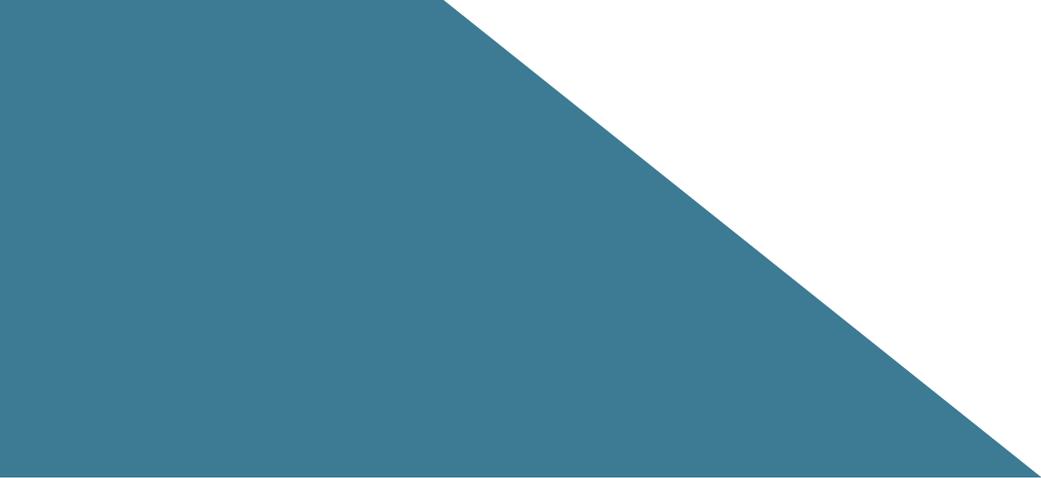
2. Magnet detaches persistently

If the magnet becomes detached frequently during normal operation, this is usually because the sealed unit needs to be re-gassed.

Solution: Call Morley Glass to arrange a service engineer visit who will be able to rectify by re-gassing.







Morley

GLASS & GLAZING LTD

Unit 3
Leeds 27 Industrial Estate
Bruntcliffe way
Leeds LS27 0HH
0113 277 8722
Info@morleyglass.co.uk



ScreenLine®
by Pellini

Uni-Blinds®

Innovation comes built-in