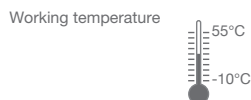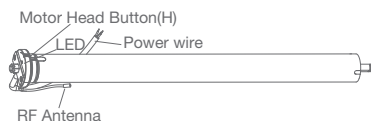# AC Electronic Tubular Motor
User Manual

01 Product Info

Motor Head Button(H)

LED — Power wire

RF Antenna

Working temperature

55°C
-10°C

Remote Controller Buttons

LED

Stop | Up
CH- | CH+
Fav | Down

CR2450 3V
CR2450

Prg

Power Options

Blue Line: N
Brown Line: L
Green/Yellow Wire: E

220V/50Hz

White Line: N
Red Line: L
Green Line: E
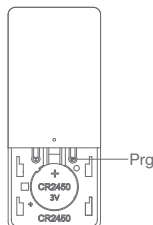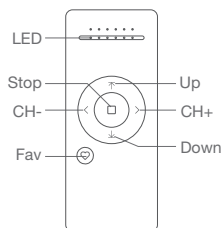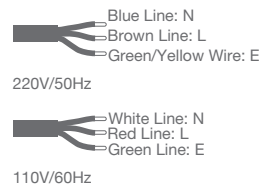
110V/60Hz

Models & Parameters (for details about other parameters, see the product nameplate)

JCA	35	S	E	100	17
AC Motor	Tube Diameter: 35 mm	S: Standard	E: Electric limit 230V/50Hz EL: Electric limit 110V/60Hz	Torque: 10 N.m	Speed: 17 Rpm

02 Caution! ⚠️

1. The power supply is AC supply.
2. Please confirm the rated voltage and frequency according to the nameplate when using it.
3. The motor will jog in operation, please do not proceed to the next step until it complete.
4. During operation, the effective interval of the transmitter button operation is 10 seconds. If there is no effective transmitter operation for more than 10 seconds, it will automatically exit the current mode.
5. The motor can be paired with max 10 controllers.
6. Upper&Lower limits cannot be set at the same position, limits saved even power off.
7. The motor runs constantly for at 6mins max without any other operation.
8. Do not lift the motor by grabbing the wire or antenna.

03 Instructions
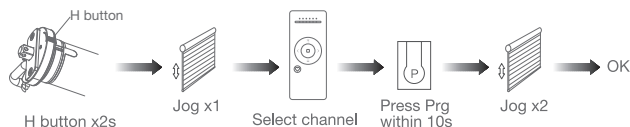
Motor head button (H) functions

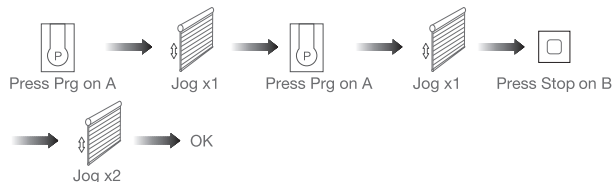| Functions	Operation	Jogging time	Note
Control the UP/STOP/DOWN of the Shade	Short press	/	Can only operate after the limits are set
Adding/Removing Controller	Hold for 2s	Jog*1	Operation needs be done within 10s
RF Control Inactive	Hold for 6s	Jog*2	Hold H button for 6s, jog twice to show the motor RF control is inactive; Hold H button for 2s, the RF control is active again.
Direction Reverse	Hold for 10s	Jog*3	All settings saved after direction reversed
Reset	Hold for 16s	Jog*4	All settings deleted

a. Pairing Motor with Controller

Way 1: Power on, add a new controller

Power on → Jog x1 → Select channel → Press Prg within 10s → Jog x2 → OK
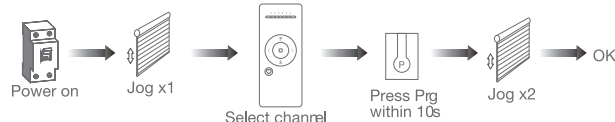
Way 2: After motor is powered on for more than 10s

H button x2s → Jog x1 → Select channel → Press Prg within 10s → Jog x2 → OK

Way 3: Power on, add controller B via pre-existing controller A

Press Prg on A → Jog x1 → Press Prg on A → Jog x1 → Press Stop on B → Jog x2 → OK

Note: Pairing can not be done under group channel or 0 channel.

b. Direction Reverse

Correct

UP — Shade goes up
Down — Shade goes down

If the limits are not set, and direction goes opposite.

Fav & Stop x2s → Jog x1 → Direction reversed
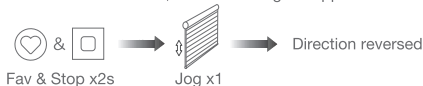
If limits are set and direction goes opposite.

Prg → Jog x1 → Up x1 → Jog x1 → Down x1 → Jog x1 → OK

Note: Do reverse the direction when it goes opposite.

c.Upper&Lower Limits Setting

Up or Down → Fix upper point → Up & Fav x2s → Jog x2 → Upper limit set

Up or Down → Fix lower point → Down & Fav x2s → Jog x2 → Lower limit set
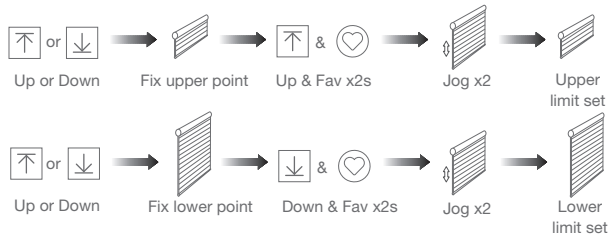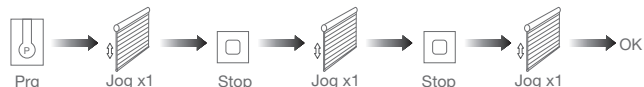
Note: Upper&Lower limits cannot be set at the same point.
Before limits set, the motor will run in one-touch mode by pressing Up or Down, hold Up or Down for 2s, motor runs in constant-touch mode.
Once limits set, press Up or Down, motor runs in constant-touch mode.

d.One-touch/Constant-touch Mode

Constant-touch ------>One-touch

Prg → Jog x1 → Stop → Jog x1 → Stop → Jog x1 → OK

Same operation can toggle from one-touch to constant -touch mode.

Note: When motor in one-touch mode, hold Up or Down for more than 2s, it will run in constant-touch mode.

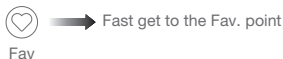## e.Setting and Cancelling Favorite Position

Setting

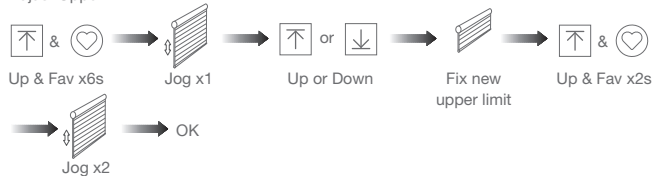Up or Down → Fix Fav. position → Fav & Stop x2s → Jog x2 → Fav. position set

Cancelling

Shade is at Fav. position → Fav & Stop x2s → Jog x1 → Fav. position Cancel
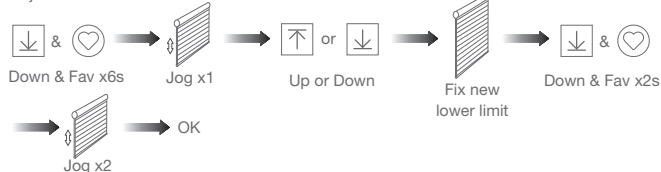
f.Hot key to the Fav. Position

Fav → Fast get to the Fav. point

Note: The Fav.position setting only can be done after upper&lower limits set.

g.Adjusting Upper & Lower Limits
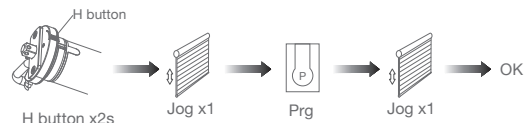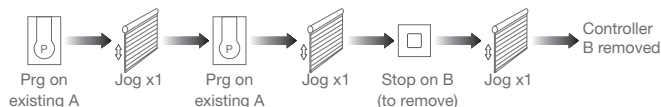
Adjust Upper limit

Up & Fav x6s → Jog x1 → Up or Down → Fix new upper limit → Up & Fav x2s → Jog x2 → OK

Adjust Lower limit

Down & Fav x6s → Jog x1 → Up or Down → Fix new lower limit → Down & Fav x2s → Jog x2 → OK

Note: The operation should be done within 4mins.

h.Removing Controllers

Remove a single controller

H button
H button x2s → Jog x1 → Prg → Jog x1 → OK

Remove controller B via pre-existing controller A

Prg on existing A → Jog x1 → Prg on existing A → Jog x1 → Stop on B (to remove) → Jog x1 → Controller B removed

Remove all controllers:
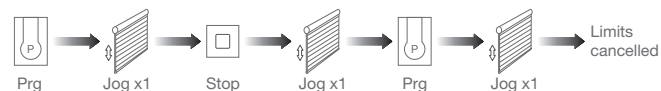
Prg → Jog x1 → Prg → Jog x1 → Down → Jog x1 → All controllers removed
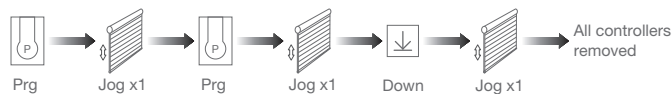
Note: All the settings are saved even controllers removed(limits set are saved).
Controller A/B are already paired to motor.

i.Cancelling Limits

Prg → Jog x1 → Stop → Jog x1 → Prg → Jog x1 → Limits cancelled

Note: It is forbidden to run the motor if installed into the shade without limits.
Limits should be set immediately to protect the shade.

04 Troubleshooting

Fault	Cause	Solution
The motor does not run or start slowly	1.Low voltage 2.Wrong wire connection 3.Overloading 4.Wrong installation	1.Adjust the voltage to rated data 2.Correct the wire connection 3.Put the suitable weight for roller shade 4.Reinstall the tubular motor
The motor suddenly stop	The motr has exceeded termal overheat protection (4 minutes)	Wait for the motor to cool down for approximately 20 minutes
The motor makes a strange noise when it runs	1.The crown and drive adapter are not well adapterd to tube 2.The driving tube is too long, cused the brackets are too tightly	1.Change correct size crown and drive adapter 2.If idler is active, make driving tube shorter to avoid the tight status