



Insynctive®
BLINDS AND SHADES



Blinds



Shades

PELLA® DESIGNER SERIES® BETWEEN-THE-GLASS BLINDS and SHADES can be automatically raised and lowered to improve the comfort and convenience of your home.

WHAT'S NEEDED:

- **PELLA INSYNCTIVE SINGLE-CHANNEL REMOTE (required – sold separately):** Operates Pella Insynctive BLINDS and SHADES.
- **PELLA INSYNCTIVE BRIDGE (optional – sold separately):** Wirelessly connects your Insynctive products to a compatible home automation system.*
- **PELLA INSYNCTIVE WALL CHARGER (optional – sold separately):** Charges battery in Pella Insynctive BLINDS and SHADES when solar charge is not available. One per household is strongly recommended.

*For a list of compatible home automation systems, visit Pella.com/Insynctive.

TABLE OF CONTENTS

3

General and Safety Information

- Need Help?
- Have a Home Automation System?
- Warnings

4

Product Overview

- Specifications

5

Detailed Instructions

- Setting Up Pella® Designer Series®
Between-the-Glass Blinds or Shades
- Programming Positions
- Operating Blinds or Shades with Remote
- Tilting Blind Slats
- Syncing to Pella Bridge
- With Home Automation

11

Additional Instructions

- Charging Battery in Blinds or Shades
- Care and Maintenance
- Replacing Batteries
- Adding or Deleting a Remote
- “Homing” Blinds or Shades
- Resetting to Factory Defaults

14

Troubleshooting

15

FCC Compliance and Industry Canada

Limited Warranty

Software License Agreement and Privacy Policy

GENERAL AND SAFETY INFORMATION

NEED HELP?

For instant access to warranties, troubleshooting information and videos, visit [InsynctiveSupport.Pella.com](https://www.Pella.com/InsynctiveSupport) or call **855-473-5524**.

HAVE A HOME AUTOMATION SYSTEM?

To view a list of compatible systems and find instructions on how to sync Pella® Insynctive® products, visit [Pella.com/Insynctive](https://www.Pella.com/Insynctive).

⚠️ WARNINGS

Failure to adhere to the warnings below may result in death, serious injury and/or loss of valuables.

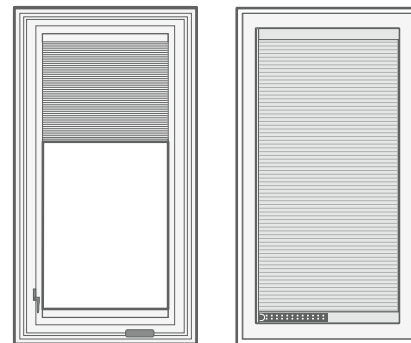
- Pella BLINDS and SHADES with Insynctive technology are not 100% reliable for a variety of reasons. For example, BLINDS and SHADES with Insynctive technology:
 - communicate data wirelessly, and wireless data is susceptible to interference or failure.
 - require proper installation.
 - require a battery with an adequate charge.
 - may be damaged after installation.

Therefore, Pella Insynctive products should not be relied upon in situations where life, safety, and/or protection of valuables are solely dependent on their function. Test each product at least once per year to help ensure proper operation.

- Pella Insynctive products are not a substitute for careful adult supervision of children.
- Keep battery and other small parts out of reach of children. If small parts are swallowed, immediately seek medical help.
- Batteries carry the risk of fire, explosion and burns. Do not disassemble or incinerate.

PRODUCT OVERVIEW

DESIGNER SERIES® BETWEEN-THE-GLASS BLINDS or SHADES can be automatically raised and lowered to improve the comfort and convenience of your home. BLIND or SHADE may be controlled with SINGLE-CHANNEL REMOTE or a compatible home automation system. BLIND or SHADE may be programmed to three custom positions, including an upper position, user position and lower position. The slats of BLIND may be tilted to control privacy or the amount of light entering a room.



BLIND or SHADE includes a power unit which is located at the bottom of the Hinged Glass Panel (HGP) and contains rechargeable batteries. The batteries can be charged by: 1) the solar panel on the exterior side of the unit, requiring approximately 3 hours of direct sunlight a day, or 2) a Pella Insynctive WALL CHARGER that magnetically couples to a port clipped to the HGP. A wire tucks into a groove by the gasket on the HGP and provides power from the charger to the motor located in the headrail of the BLIND or SHADE.

SPECIFICATIONS

Frequency: 433.92 MHz (Insynctive®)

Operating Temperature: 32° - 120°F (0° - 49°C)

Operating Humidity: 5% - 95% RH noncondensing

Battery: Rechargeable Lithium Ion battery pack

Typical Battery Life: 3 years (may vary with use)

DETAILED INSTRUCTIONS

See InsynctiveSupport.Pella.com for how-to videos.

SETTING UP PELLA® DESIGNER SERIES® BETWEEN-THE-GLASS BLINDS OR SHADES

1. Get Started

- To unpack BLIND or SHADE, open the Hinged Glass Panel (HGP) and remove the cardboard corner protectors and bands that secure BLIND or SHADE.
- Check to make sure that the wire is firmly seated into the groove by the HGP gasket. Press any loose portions of the clip back into the groove in the HGP.
- Close the HGP and ensure that it is securely latched.
- REMOTE ships in a separate package. Unpack REMOTE. To set up REMOTE, follow Remote Quick Start Guide or Remote Product Guide, or visit InsynctiveSupport.Pella.com for more information.

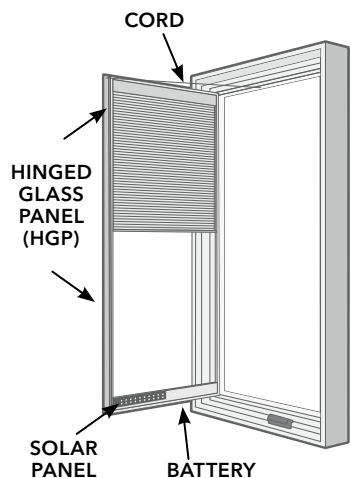
2. Set up BLIND or SHADE

Complete the following steps to set up BLIND or SHADE.

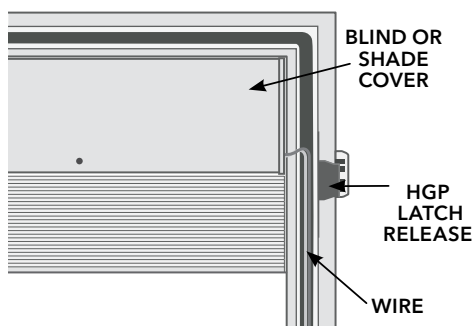
- Locate the wire that runs from the BLIND or SHADE cover to the battery at the bottom of the unit. For casement windows, sliding patio doors and hinged patio doors, the wire will be located on the same side as the HGP latch releases. For double-hung or Precision Fit® window units, the wire will be located on the right-hand side of the unit.
- With the HGP closed, touch the top end of REMOTE to BLIND or SHADE cover approximately 6" from the edge of the glass on the side where the wire is connected. Move REMOTE back and forth slowly until BLIND or SHADE completes a quick up/down motion to indicate BLIND or SHADE has entered sync mode.
- Press and hold Up button on REMOTE until BLIND or SHADE completes a quick up/down motion. This will require the Up button to be pressed for about 3 seconds.



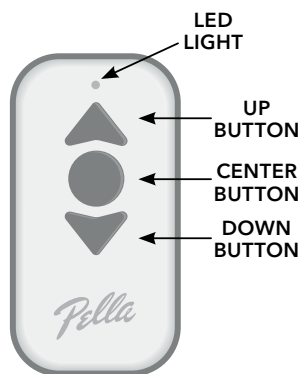
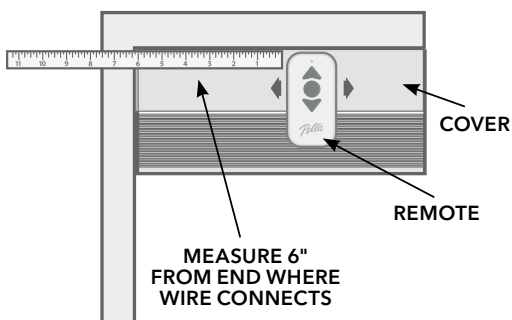
CAUTION: DO NOT remove or cut the white cord that limits the opening of the HGP. Doing so may cause serious damage, including glass breakage, to your Pella product. The cord should only be detached by a qualified technician when performing service-related procedures.



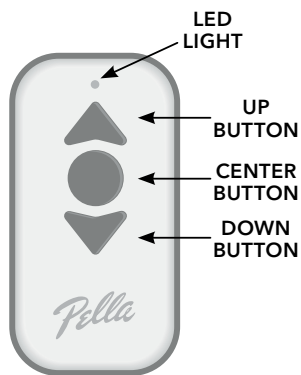
VIEW WITH HGP OPEN



VIEW WITH HGP CLOSED



DETAILED INSTRUCTIONS (continued)



- Press and release the Down button to send BLIND or SHADE to its lower position. If you would like to change this position, follow the procedure for Programming the Lower Position on page 7 of this product guide.
- Press and release the Center button to send BLIND or SHADE to its user position. The user position is set by the factory at approximately 50% of the distance between fully opened and fully closed positions. If you would like to change this position, follow the procedure for Programming the User Position on page 7 of this product guide.
- Press and release the Up button to send BLIND or SHADE to its upper position. If you would like to change this position, follow the procedure for Programming the Upper Position indicated below.
- BLIND or SHADE is now ready for use.

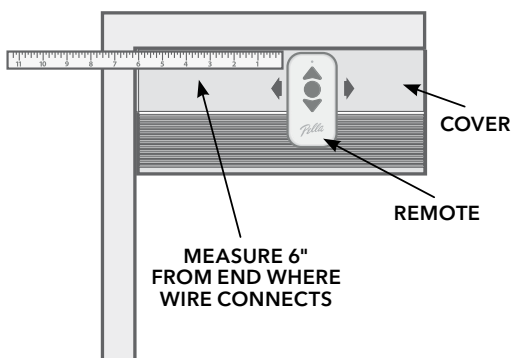
PROGRAMMING POSITIONS

See [InsynctiveSupport.Pella.com](https://www.insynctive.com/support/pella) for how-to videos.

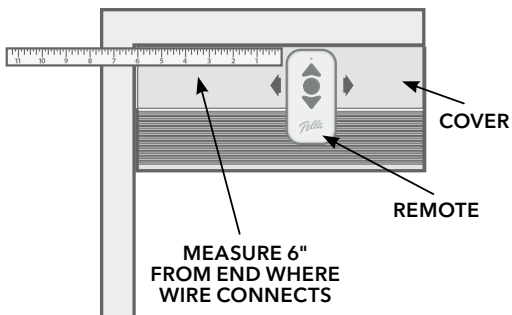
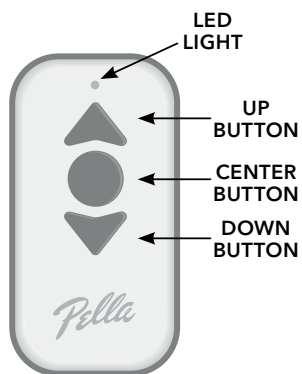
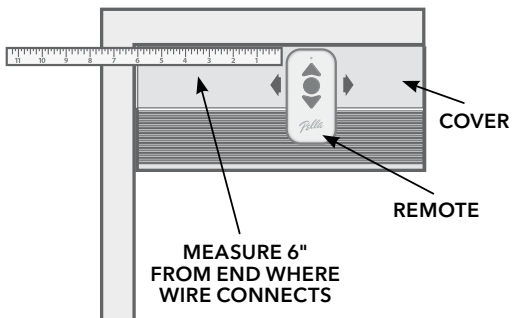
REMOTE may be used to program up to three positions to BLIND or SHADE with Insynctive® technology, including an upper position, user position and lower position. Once placed into program mode, REMOTE will stay in program mode until the programming process is completed, or REMOTE will automatically exit program mode if no buttons are pressed for 1 minute or if battery is removed and reinserted.

Programming Upper Position

- Touch the top end of REMOTE to BLIND or SHADE cover approximately 6" from the end where the wire connects. Move REMOTE back and forth slowly until BLIND or SHADE completes a quick up/down motion to indicate BLIND or SHADE has entered program mode.
- Simultaneously press and hold the Center and Up buttons until BLIND or SHADE completes a quick up/down motion. This will require the buttons to be pressed for about 5 seconds. The light on REMOTE will begin blinking when the buttons are released to acknowledge that REMOTE is in program mode.



DETAILED INSTRUCTIONS (continued)



- Press the Up or Down button on REMOTE to move BLIND or SHADE bottom rail to the desired position.
- Press and hold the Center button until BLIND or SHADE makes a quick up/down movement. This should take about 3 seconds. The light on REMOTE will stop blinking.

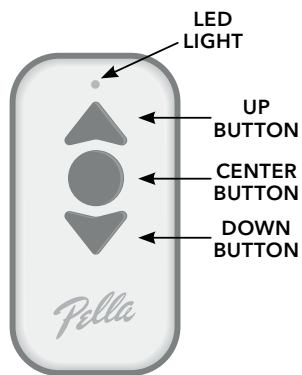
Programming User Position

- Touch the top end of REMOTE to BLIND or SHADE cover approximately 6" from the end where the wire connects. Move REMOTE back and forth slowly until BLIND or SHADE completes a quick up/down motion to indicate BLIND or SHADE has entered program mode.
- Simultaneously press and hold the Up and Down buttons until BLIND or SHADE completes a quick up/down motion. This will require the buttons to be pressed for about 5 seconds. The light on REMOTE will begin blinking when the buttons are released to acknowledge that REMOTE is in program mode.
- Press the Up or Down button on REMOTE to move BLIND or SHADE bottom rail to the desired position.
- Press and hold the Center button until BLIND or SHADE makes a quick up/down movement. This should take about 3 seconds. The light on REMOTE will stop blinking.

Programming Lower Position

- Touch the top end of REMOTE to BLIND or SHADE cover approximately 6" from the end where the wire connects. Move REMOTE back and forth slowly until BLIND or SHADE completes a quick up/down motion to indicate BLIND or SHADE has entered program mode.
- Simultaneously press and hold the Center and Down buttons until BLIND or SHADE completes a quick up/down motion. This will require the buttons to be pressed for about 5 seconds. The light on REMOTE will begin blinking when the buttons are released to acknowledge that REMOTE is in program mode.

DETAILED INSTRUCTIONS (continued)



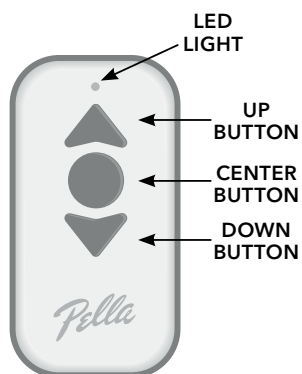
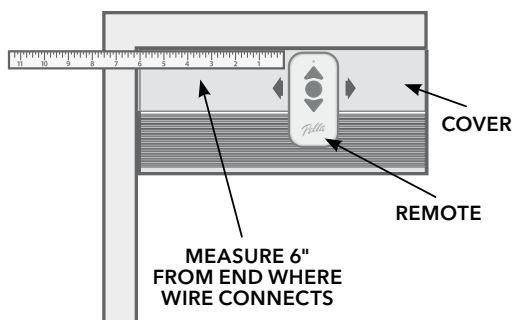
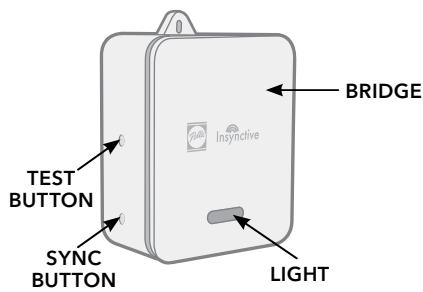
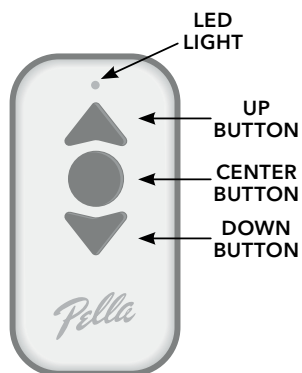
- Press the Up or Down button on REMOTE to move BLIND or SHADE bottom rail to the desired position.
- Press and hold the Center button until BLIND or SHADE makes a quick up/down movement. This should take about 3 seconds. The light on REMOTE will stop blinking.

OPERATING BLIND OR SHADE WITH REMOTE

See [InsynctiveSupport.Pella.com](https://www.insynctivesupport.pella.com) for how-to videos.

- Press and release Up button: Pressing the Up button for less than 1 second will cause BLIND or SHADE to automatically move to the upper position that has been programmed by the user.
- Press and hold Up button: Pressing the Up button for longer than 1 second will cause BLIND or SHADE to move up until the button is released or until the shade reaches the fully opened position.
- Press and release Center button: Pressing the Center button for less than 1 second will cause BLIND or SHADE to automatically move to the user position.
- Press and release Down button: Pressing the Down button for less than 1 second will cause BLIND or SHADE to automatically move to the lower position that has been programmed by the user.
- Press and hold Down button: Pressing the Down button for longer than 1 second will cause BLIND or SHADE to move down until the button is released or until the shade reaches the fully closed position.
- While BLIND or SHADE is moving to a position, it may be stopped by pressing either of the other two buttons. For example, if the Center button is pressed to move the shade to the user position, the shade will stop moving if the Up or Down button is pressed.

DETAILED INSTRUCTIONS (continued)



TILTING BLIND SLATS

- To enter tilt mode, press and hold the Center button on REMOTE until light turns solid red.
- Press and release the Up button to rotate the slats up.
- Press and release the Down button to rotate the slats down.
- REMOTE will exit tilt mode after 10 seconds of no activity or when Center button is pressed and held until the light turns off.

SYNCING TO PELLA® INSYNCTIVE® BRIDGE FOR CONTROL THROUGH YOUR SMART DEVICE

Ensure that BRIDGE is enrolled in the home automation network. See Bridge Product Guide for complete information.

To sync BLIND or SHADE to BRIDGE:

- Touch the top end of REMOTE to BLIND or SHADE cover approximately 6" from the end where the wire connects. Move REMOTE back and forth slowly until BLIND or SHADE completes a quick up/down motion to indicate BLIND or SHADE has entered sync mode.
- Press and release the Center button on REMOTE three times within 5 seconds. BRIDGE light will begin blinking blue. If light does not begin blinking blue, additional button presses may be required due to the range between BLIND or SHADE and BRIDGE.
- Follow the inclusion process for the Z-Wave home automation system to add BLIND or SHADE to the system. BLIND or SHADE will complete a quick up/down motion to acknowledge BLIND or SHADE was successfully added to the home automation system.
- If BLIND or SHADE does not cycle to the top, press and hold the Up button for about five seconds. BLIND or SHADE should then make a quick up/down motion and move to the top.

DETAILED INSTRUCTIONS (continued)

WITH HOME AUTOMATION

BRIDGE supports two types of home automation systems: Professionally Installed and Do-It-Yourself (DIY) Z-Wave. For a list of compatible home automation systems or syncing instructions, visit Pella.com/Insynctive.

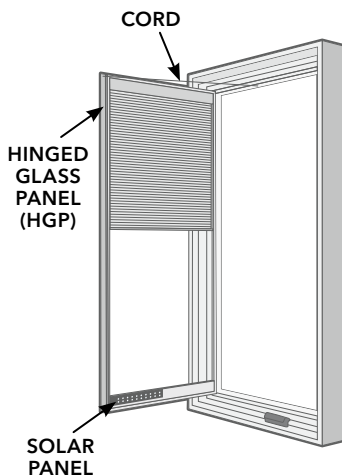
NOTE: If you have a Z-Wave home automation system, the order in which you sync BLINDS or SHADES to BRIDGE is the order by which they will be included into the Z-Wave network. Write down the order in which each BLIND or SHADE is synced to BRIDGE so you can identify and assign a name when it shows up in your Z-Wave network.

ADDITIONAL INSTRUCTIONS

CHARGING BATTERY IN BLINDS AND SHADES

The solar panel requires approximately 3 hours of direct sunlight each day to charge the battery for BLIND or SHADE operation solely by power generated from the exterior solar panel. Additional charging is necessary when the solar panel on the exterior of the unit does not receive adequate sunlight.

- First, plug in Pella® Insynctive® WALL CHARGER (sold separately) to a wall outlet.
- Attach the charger cord to the charge connector on the lower left or right corner of your unit's Hinged Glass Panel (HGP).
- Charge for approximately 12 - 24 hours to fully recharge the BLIND or SHADE battery.



CARE AND MAINTENANCE

Cleaning Between-the-Glass Aluminum Blinds

- First make sure BLIND is in the horizontal (opened) position, then open the Hinged Glass Panel (HGP). To remove dust, use a vacuum cleaner with an upholstery brush attachment. You can remove smudges or fingerprints with a damp cloth.

Cleaning Between-the-Glass Cellular Shades

- Begin by making sure SHADE is fully extended, then open the HGP. To remove dust, use a vacuum cleaner with an upholstery brush attachment. Smudges or fingerprints can be carefully removed with a damp cloth. Never use cleaners with ammonia – they will damage the fabric. If there are any exposed threads, trim them and seal them with a fray-check solution (available at most fabric stores) to reduce fraying. Once SHADE is clean and dry, raise SHADE before closing the HGP.

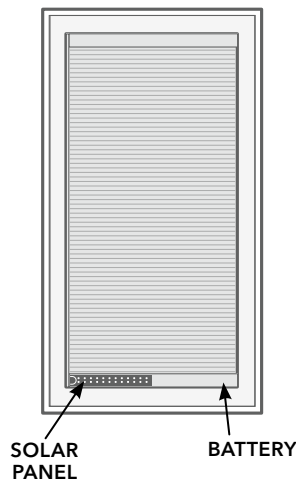
Solar Cell

- For optimal performance of the solar cell, keep the exterior glass surface clean of dust and dirt. It is recommended that the exterior glass surface be cleaned every six months or whenever dirt noticeably builds up on the glass. Use an ammonia-free glass cleaner and soft cloth.



CAUTION: DO NOT remove or cut the white cord that limits the opening of the hinged glass panel. Doing so may cause serious damage, including glass breakage, to your Pella product. The cord should only be detached by a qualified technician when performing service-related procedures.

ADDITIONAL INSTRUCTIONS (continued)



REPLACING BATTERIES

See InsynctiveSupport.Pella.com for how-to videos.

The battery pack used in this product is recharged by the solar cell or by using the Pella® Insynctive® WALL CHARGER. Battery life is dependent upon a number of factors such as number of charge/discharge cycles and average temperature in the environment. Battery life is expected to exceed three years in most applications. When the battery reaches the end of its life, it will lose its charge quickly and will require charging with the wall charger on a more frequent basis. Contact your local Pella sales branch to purchase a replacement battery.



WARNING: Batteries carry the risk of fire, explosion and burns. Do not disassemble or incinerate. Failure to change battery properly when low will impair BLIND or SHADE performance.

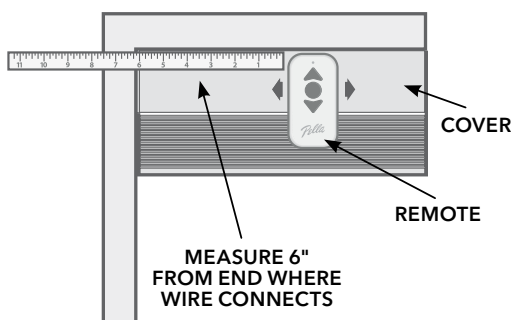
IMPORTANT NOTES:

- BLIND or SHADE does not need to be resynced to REMOTE or BRIDGE following a battery change.
- Properly dispose of used batteries based on your local requirements. A best practice is to dispose of batteries at your local home chemical collection center. **California Only:** Contains perchlorate material. See www.dtsc.ca.gov/hazardouswaste/perchlorate for any special handling regulations.

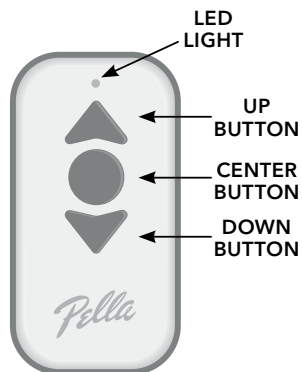
ADDING AN ADDITIONAL REMOTE OR DELETING A REMOTE

These procedures may be used to sync or delete a REMOTE from BLIND or SHADE. A total of 8 REMOTES may be synced to BLIND or SHADE.

- Touch the top end of REMOTE to BLIND or SHADE cover approximately 6" from the end where the wire connects. Move REMOTE back and forth slowly until BLIND or SHADE completes a quick up/down motion to indicate that BLIND or SHADE has entered sync mode.
 - To add a new REMOTE, press and hold the Up button on the new REMOTE until BLIND or SHADE completes a quick up/down motion to acknowledge that new REMOTE was successfully synced.
 - To delete a REMOTE, press and hold the Down button on REMOTE until BLIND or SHADE completes a quick up/down motion to acknowledge that REMOTE was successfully deleted.



ADDITIONAL INSTRUCTIONS (continued)

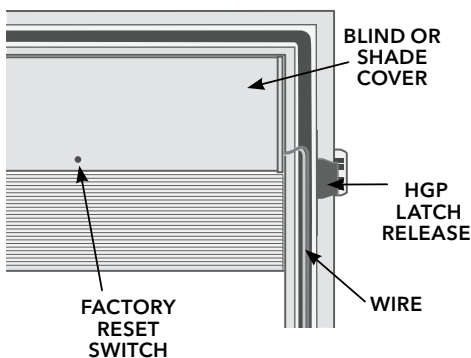


"HOMING" THE BLIND OR SHADE

Over time, you may notice that the fully opened position for raise-and-lower BLINDS or bottom-up SHADES or the fully closed position for top-down SHADES has drifted. This is due to normal wear and use of BLIND or SHADE and can be corrected by homing BLIND or SHADE. The homing process will cause BLIND or SHADE to move up until it is fully compressed. BLIND or SHADE then resets the position. To initiate the homing process, press and hold the Up button on REMOTE until BLIND or SHADE reaches the top point of travel, then release the button. Press and hold the Up button for about 5 seconds until BLIND or SHADE begins to move up. BLIND or SHADE will stop moving when fully compressed and will reset the fully opened or closed position.

RESETTING TO FACTORY DEFAULTS

This procedure will reset all BLIND or SHADE positions to factory default settings.



- Slide the Hinged Glass Panel (HGP) latch releases side to side or up and down to open the HGP.
- Locate the small hole in the top cover about 4" from the end where the wire connects.
- Insert a paper clip or other small tool into the hole, and depress the reset switch for about 3 seconds.
- BLIND or SHADE will move to top position to acknowledge successful reset.

TROUBLESHOOTING

Also refer to [InsynctiveSupport.Pella.com](https://www.insynctive.com/support/pella) for more troubleshooting information, including videos, frequently asked questions and reference materials.

PROBLEM	CAUSE AND POSSIBLE SOLUTION
BLIND or SHADE is moving slowly.	<p>Batteries are low. Batteries may be recharged with WALL CHARGER. If problem persists after charging batteries for 12 hours, contact your local Pella sales branch to purchase a replacement battery.</p> <p>If the light on REMOTE is blinking, BLIND or SHADE is in program mode and runs at a slower rate to allow for easier movement of BLIND or SHADE to the desired position. Wait 2 minutes, and BLIND or SHADE and REMOTE will exit program mode.</p>
BLIND or SHADE will not move.	<p>Verify that all connectors are firmly plugged in at BLIND or SHADE cover and power unit.</p> <p>BLIND or SHADE may be in sync mode. Wait 2 minutes and BLIND or SHADE will exit sync mode, or press and hold the Up button on REMOTE until BLIND or SHADE makes a quick up/down motion to exit sync mode.</p> <p>Batteries are dead in BLIND, SHADE or REMOTE. If REMOTE light does not come on when buttons are pressed, replace REMOTE battery. Otherwise, try charging BLIND or SHADE with WALL CHARGER.</p> <p>Temperature in the Hinged Glass Panel (HGP) may have exceeded 160°F. The motor will function once the HGP cools to below 160°F.</p>
BLIND or SHADE will not sync to BRIDGE.	<p>BLIND or SHADE is out of range of BRIDGE. Move BRIDGE closer to BLIND or SHADE.</p> <p>BRIDGE has not synced to compatible home automation system. Sync BRIDGE to system first. Then sync BLIND or SHADE to BRIDGE and home automation system.</p>
Bottom rail is not level.	<p>BLIND or SHADE strings are not evenly tensioned. Move BLIND or SHADE to lower position and then to upper position.</p>

FCC COMPLIANCE AND INDUSTRY CANADA

This equipment has been tested and found to comply with the limits for Class B digital devices, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment to an outlet on a different circuit from the receiver.
- Consult the dealer or an experienced radio/TV contractor for help.

Changes or modifications not expressly approved by Pella Corporation could void the user's authority to operate the equipment.

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Cet appareil est conforme avec Industrie Canada exempts de licence standard RSS. L'opération est soumise aux deux conditions suivantes: (1) cet appareil ne peut causer d'interférences, et (2) cet appareil doit accepter toute interférence, y compris les interférences qui peuvent causer un mauvais fonctionnement de l'appareil.

FCC ID: SO7-206B0000

IC: 11009A-206B0000

LIMITED WARRANTY

A two-year limited warranty comes standard with purchase. For complete warranty details, visit Pella.com/Warranty.



© 2016 Pella Corporation IDSPG1216