

### PLEASE COMPLETE THE TROUBLESHOOTING STEPS FIRST

Before sending the curtain motor for repair via your wholesaler, we kindly ask you to first complete the full troubleshooting process (scan the QR code below). If the problem persists after completing these steps, please email the fully completed repair form to your wholesaler first. Based on the repair form, it will be assessed whether the motor actually needs to be returned or if the issue can possibly be resolved remotely.

Please scan QR-code

or go to:

<https://forestgroup.com/en/downloads/file/troubleshooting-shuttle>

Yes; the motor works again.

No; return, please continue with the form.

### 1. CUSTOMER DETAILS

Order number

Name Wholesaler

Company name interior decorator

Name contactperson

Address

Phone

E-mail

### 2. PRODUCT INFORMATION

Type Motor

Shuttle L

Shuttle M

Shuttle ION

Shuttle L Z-wave

Shuttle M Z-wave

Shuttle GO

Artikelnummer motor

523-

Installation date

Problem start date

### 3. DESCRIPTION OF THE PROBLEM

3.1 What is not working

The motor does not respond to controls

The motor does not run (no movement)

The motor makes more noise than before / unusual noise

Drive in the track

Other, namely (the repair will not be processed if no clear description of the complaint is provided):

3.2 When does the problem occur?

Always

Occasionally (please specify the frequency):

Only during specific actions (e.g. closing):

### 3.3 How is the motor operated?

Forest Diamond Sense remote control  
Forest Multi LED wall switch  
Forest Easytouch remote control  
Forest EasyTouch wall switch  
Forest wifi dongle (for Forest Connect App)  
Forest AC Control set for Domotica (state the brand name):  
Forest Wireless Connector with Forest Smart Plug  
Forest Wireless Connector with Third Party Smart plug (state the brand name):  
App / Smart Home integration (state the brand name):  
Z-Wave  
Potential-free switch via UTP port 1 or 2 (pin 1, 3 en 8)  
Other, namely:

## 4. DETAILED DESCRIPTION OF THE PROBLEM

1. How did the problem occur?
2. What actions have been taken to resolve the problem?
3. Other, extra information:

## 5. REQUIRED TO INCLUDE

- Motor
- Adapter/ power cable
- Control unit (e.g. remote control, wall switch, etc.)

Send the fully completed form to your wholesaler.