

SHUTTLE MOTOR IS NOT WORKING

PLEASE GO THROUGH THE FULL TROUBLESHOOTING PROCESS BEFORE SENDING THE CURTAIN MOTOR IN FOR REPAIR. START WITH STEP 1

1 - POWER TEST

Disconnect the power cable from the motor or the power outlet.
For a battery-powered motor, remove the battery.
Reconnect the cable or battery after 30 seconds.
ACTION: Check whether LED lights are illuminated at the bottom of the motor.

1.1 - THE INDICATOR LIGHTS ARE ON

ACTION: Give the curtain a short tug toward the closed position (you can't see outside)

1.2 - THE INDICATOR LIGHTS ARE NOT ON

ACTION: Check the power supply (is the battery charged / is there power at the outlet / is the indicator light on the external power adapter lit)

CURTAIN MOVES
ACTION: PROCEED TO STEP 3 - CHECK CONTROL OPERATION

THE CURTAIN ISN'T MOVING.
ACTION: PROCEED TO STEP 2 - RESISTANCE IN THE TRACK

NO POWER
ACTION: CHARGE THE BATTERY / TRY A DIFFERENT POWER OUTLET / REPLACE THE EXTERNAL ADAPTER. STILL NO POWER: COMPLETE THE REPAIR FORM TO HAVE THE MOTOR REPAIRED

POWER AVAILABLE
ACTION: PROCEED TO STEP 4 - FACTORY RESET (MOTOR + CONTROL)

THE INDICATOR LIGHTS ARE ON
PROCEED TO STEP 1.1

THE INDICATOR LIGHTS ARE NOT ON
Complete the repair form to have the motor repaired.

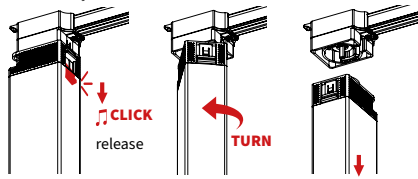
2 - RESISTANCE IN TRACK

First disconnect the motor from the power supply to determine whether the system is blocked.
ACTION: Take the first pleat of the curtain at the top of the rail and manually move the curtain (forcefully) back and forth about 30 cm to check if the system is blocked.

THE SYSTEM IS NOT BLOCKED
POSSIBLE CAUSE: THE MOTOR
ACTION: PROCEED TO STEP 4 - Factory reset

THE SYSTEM IS BLOCKED

ACTION: Remove the motor (release the motor lock) from the rail system.



ACTION: Try moving the curtain again by hand (without the motor)

2.1 - THE CURTAIN MOVES SMOOTHLY
POSSIBLE CAUSE: THE MOTOR
ACTION: PROCEED TO STEP 4 - Factory reset

2.2 - THE CURTAIN DOES NOT MOVE
POSSIBLE CAUSE: DRIVE IN THE TRACK
ACTION: Contact your wholesaler to arrange repair of the track system.

2.3 - THE CURTAIN MOVES WITH RESISTANCE

ACTION: Lubricate the curtain track with Forest dry lubricant spray. If this is not available, use WD-40 Specialist® Dry Lube with UPC code 0 79567 30005 2.
WARNING: Only use a dry lubricant spray. Other products, such as regular WD-40 or grease, may cause problems

THE CURTAIN MOVES SMOOTHLY
PROCEED TO STEP 4

THE CURTAIN STILL MOVES WITH RESISTANCE
Contact your wholesaler to arrange repair of the track

3 - CHECK CONTROL / OPERATION

If the system operates via manual control (the motor is triggered), check whether the existing control is working

REMOTE CONTROL / WALL SWITCH
Check whether the control is working

FOREST CONNECT APP
Check whether the app is online

APP CONTROL BY THIRD PARTY (INCLUDING HOMEY, FIBARO, GOOGLE)
Check whether the app is online (Wi-Fi connection and sufficient signal strength at home)

WIRED HOME AUTOMATION / DOMOTICS
Check whether the manual control works (give the curtain a short tug; the curtain should move). If the manual control works but the system does not respond to your home automation system, consult the installer.

THE CONTROL WORKS - RESOLVED

THE CONTROL IS NOT WORKING
RECONNECT THE CONTROL. Follow the pairing procedure
STILL NOT WORKING
ACTION: PROCEED TO STEP 4 - Factory reset

YES, IS ONLINE AND RESPONDS
YES, IS ONLINE BUT DOES NOT RESPOND
ACTION: Check whether there is sufficient signal strength. If the signal strength is weak, contact your internet provider.

NO, THE APP IS NOT ONLINE
ACTION: Check your Wi-Fi connection and signal strength at home. If necessary, remove the product from the app and add it again. If there is still no Wi-Fi connection or the signal strength is insufficient, contact your internet provider

YES, WIFI-CONNECTION IS AVAILABLE AND THE SIGNAL STRENGTH IS SUFFICIENT
Remove the Shuttle from the third-party app and add it again.
• The app control works again. RESOLVED.
• The app control is still not responding.
ACTION: Please contact the retailer where the product was purchased

NO, THERE IS NO WI-FI CONNECTION AVAILABLE OR THE SIGNAL STRENGTH IS INSUFFICIENT
ACTION: Check whether there is sufficient signal strength. The app control is not responding. Contact your retailer or internet provider.

4 - FACTORY RESET (MOTOR + CONTROL)

None of the above actions have resolved the issue. You need to reset the motor to factory settings

- ACTION SHUTTLE M/L/ION:**
1. Open the curtains fully so you can see outside.
 2. Press the button at the bottom of the motor briefly 16 times. Hold it down on the 17th press until the LED flashes 3 times and turns off.
 3. Remove the power supply for 20 seconds. The product has now been reset to factory settings
 4. Then start the installation procedure again

Shuttle M/L Shuttle M/L Z-Wave Shuttle ION

- ACTION SHUTTLE GO:**
1. Press the P button on the motor 8 times. The LED on the motor lights up red.
 2. Press the P button a 9th time and hold it for 3 seconds. The LED flashes red. The product has now been reset to factory settings.
 3. Then restart the installation procedure

THE CURTAIN SYSTEM WORKS
The problem is solved

THE PROBLEM IS STILL NOT SOLVED
POSSIBLE CAUSE: THE MOTOR
ACTION: Complete the repair form to have the motor repaired.

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GO TO THE SHUTTLE REPAIR FORM