

**Sivoia® QS  
roller 64™  
pocket mount**

Installation  
Instructions

 **LUTRON®**

# Sivoia® QS | roller 64™ pocket mount

## Installation instructions

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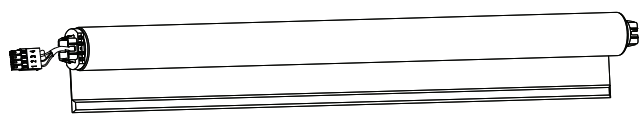
### Tools required:

- |                         |                        |
|-------------------------|------------------------|
| Tape Measure            | 1/4 in Hex-Head Driver |
| Wire Cutter/Stripper    | Level                  |
| Pliers                  | Power Drill            |
| #2 Phillips Screwdriver |                        |

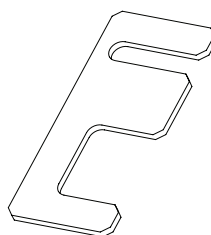
### Box contents:

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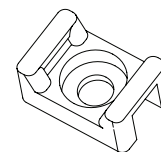
(1) Sivoia QS roller 64



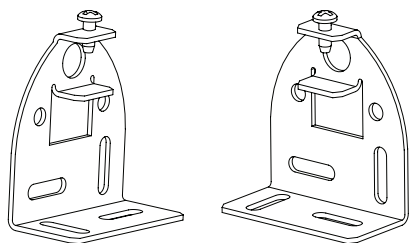
(2) Bracket leveling spacers



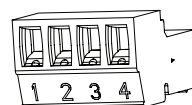
(2) Cable tie anchors



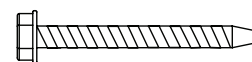
Shade brackets with retaining screws



(1) 4 pin terminal block



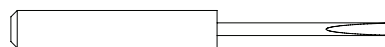
(5) Mounting screws  
(#8x1.75 in (#8x44 mm)  
Hex head screws)



(2) 4 in (102 mm) cable ties



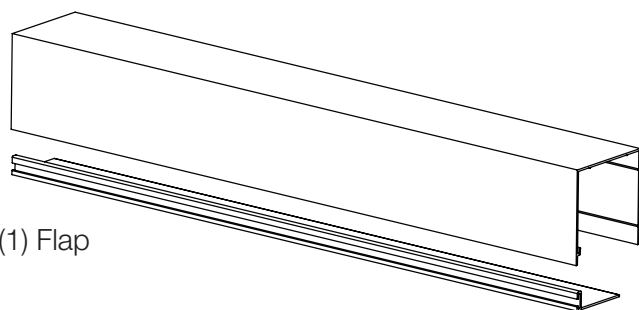
(1) Screwdriver



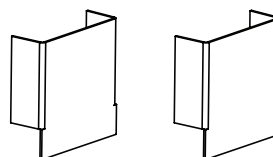
(1) Programming stylus



(1) Pocket



(2) Pocket endcaps (if applicable)



(1) Flap

# Sivoia® QS | roller 64™ pocket mount

## Installation instructions (continued)

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**Warning:** Incorrect installation can lead to severe injury, follow all installation instructions.

### Notes:

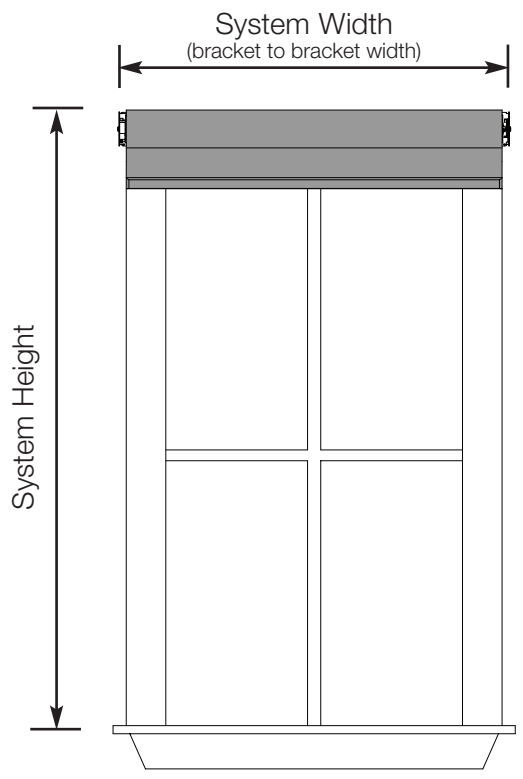
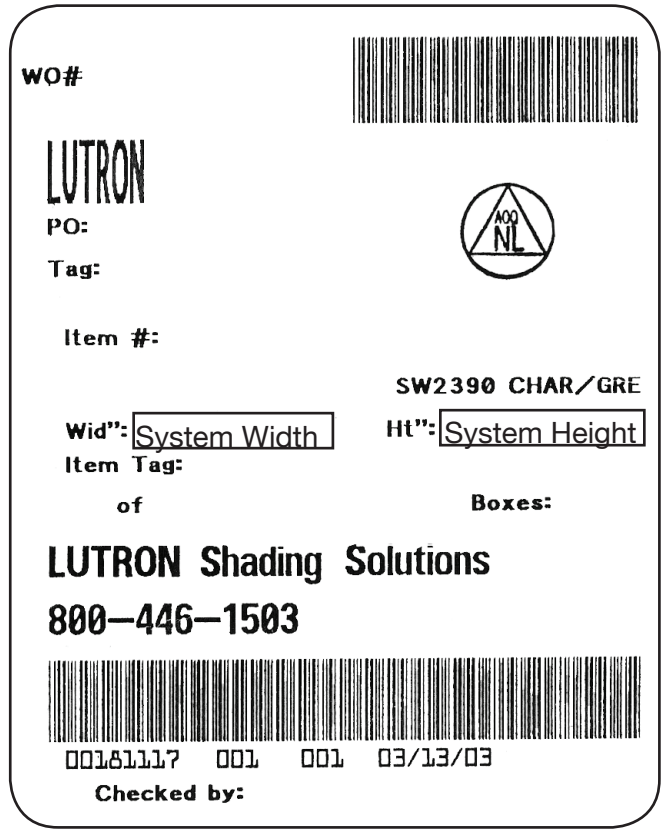
- The Sivoia QS roller 64 must be used only with window systems approved by Lutron.
- There must be a clearance of at least 1.3 feet (0.4 meters) between the fully lowered system and any permanent object.
- Installation shall be executed by a qualified electrician according to national wiring rules.
- **Codes:** Install in accordance with all local and national electrical codes.
- **Environment:** Ambient operating temperature: 32 to 104 °F (0 to 40 °C), 0 to 90% humidity, non-condensing. Indoor use only.

# 1 Confirm System Dimensions

**1.1** Compare system dimensions on the package label with the window dimensions to verify appropriate window/shade combination.

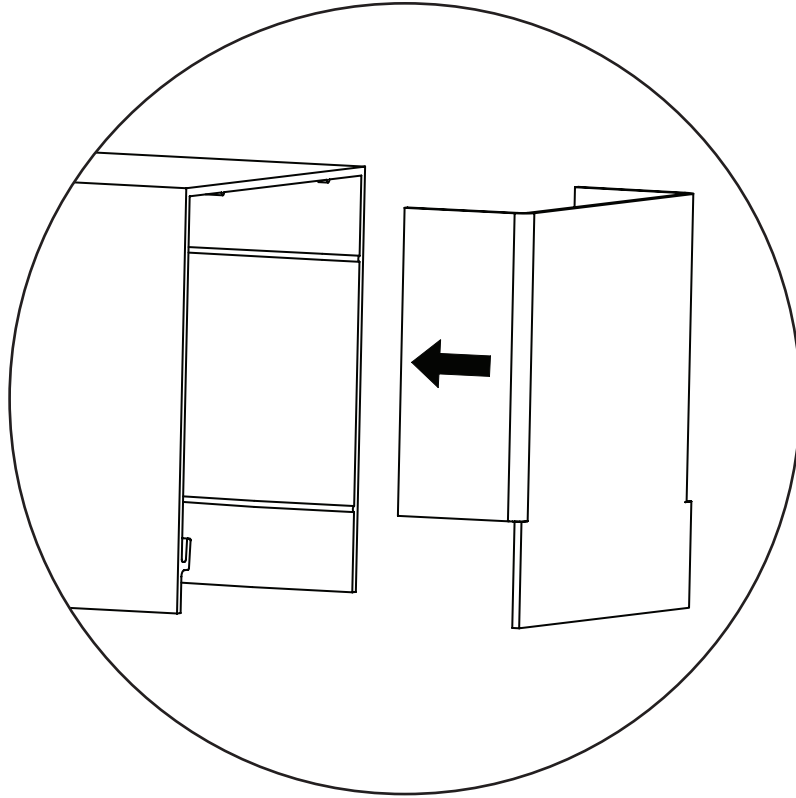
This information can also be found on the shade tube by lowering the fabric down far enough to expose the tube.

Package Label



## 2 Install pocket endcaps (if applicable)

2.1 Slide the 2 tabs of the pocket endcap into the pocket until it is flush with the outside.



### 3 Mount Pocket

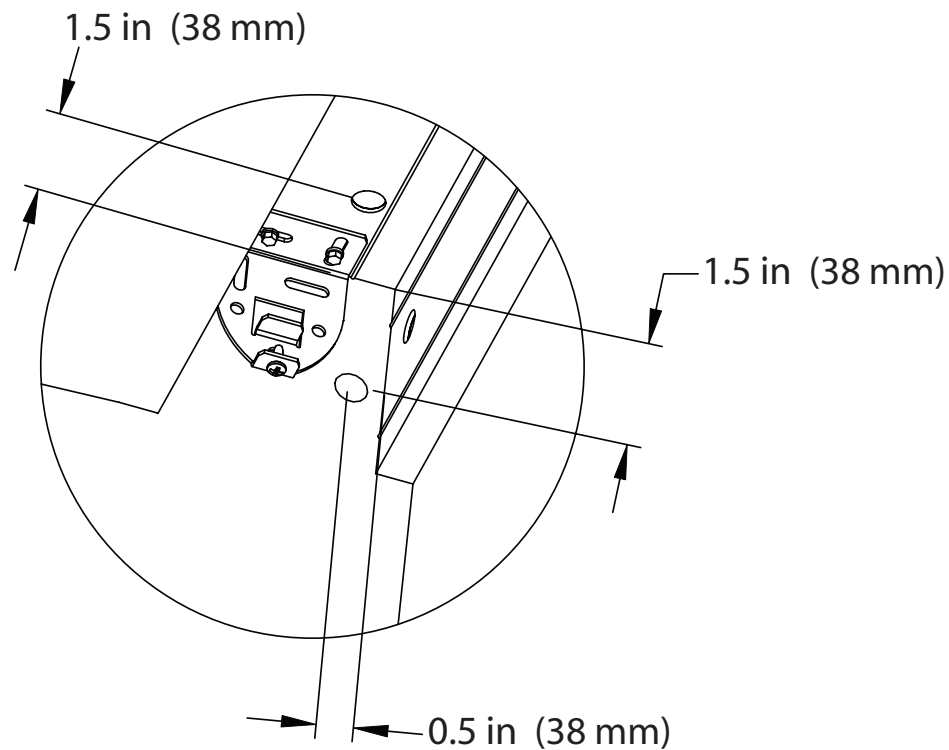


**DANGER** - Locate and lock breaker to the shade power supply in the OFF position or unplug the power plug-in transformer before doing any wiring.

**3.1** Pre-drill pocket to allow clearance for the wires without interfering with the bracket. Follow figure below for suggested hole locations.

**Notes:**

- Hole should be large enough to allow adjustment during install without pinching the wire.
- Cable should exit from EDU side of the system.

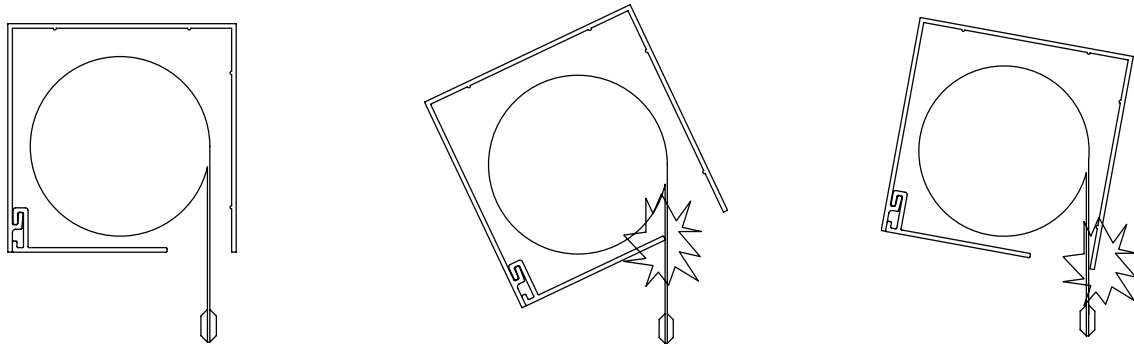


### 3 Mount pocket (continued)

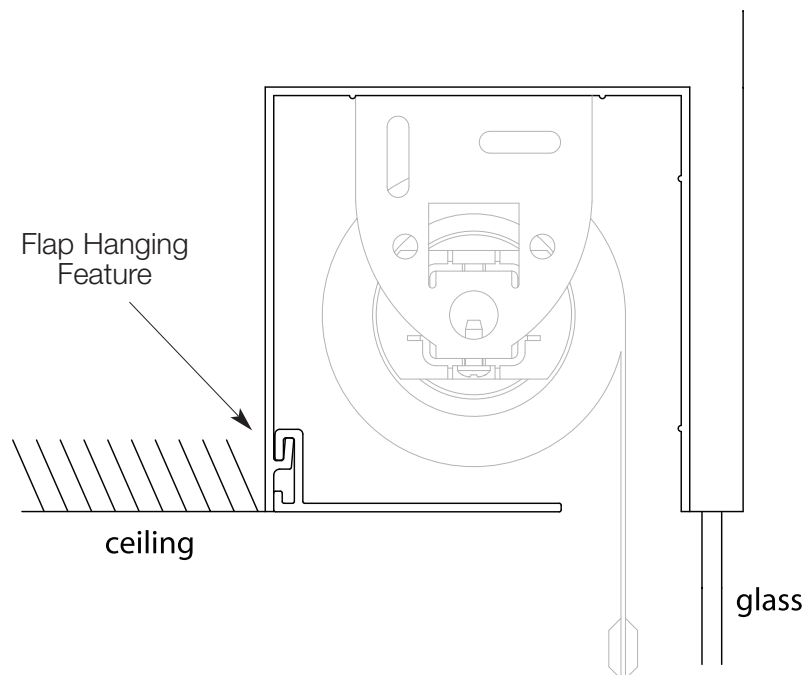
3.2 Verify mounting surface is level/plumb before attaching pocket.

**Note:**

- Pocket may rub fabric if installed with an improper tilt or may cause flap to fall.



3.3 Orient the pocket. For regular roller shades, install pocket with flap hanging feature on the opposite side of the glass. For reverse roller shades, flap hanging feature is on glass side.

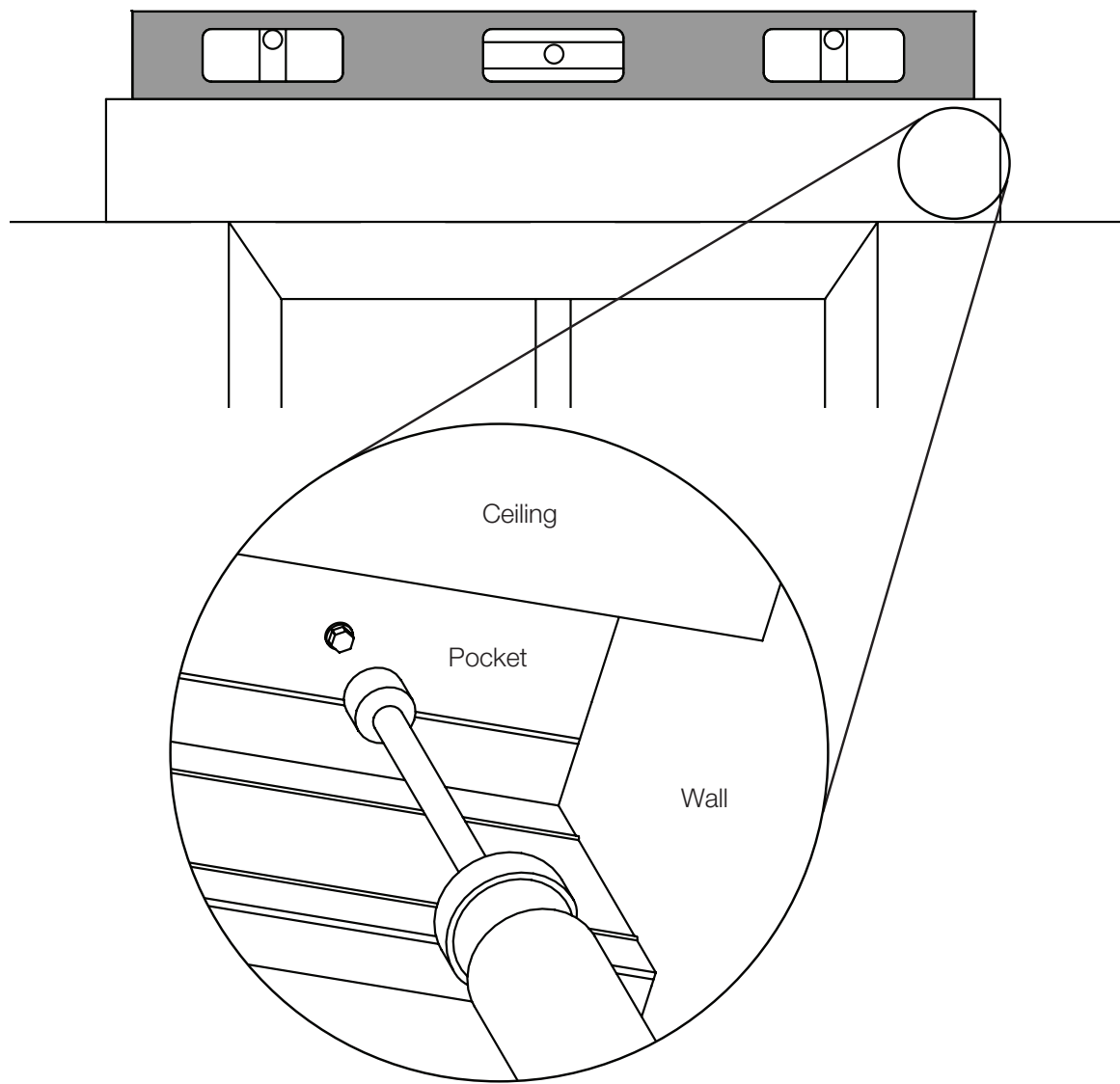


### 3 Mount pocket (continued)

#### 3.4 Mount the pocket using appropriate fasteners (make sure it is level).

**Notes:**

- Screws must be at least 1.5 in (38 mm) from system end to avoid interfering with mounting of shade brackets.
- Be sure to pull cable from wall through the hole in pocket while mounting.
- The pocket should be mounted to support at least 300 lbs (136 kg). The fasteners provided may not be appropriate for use in all applications.
- Blocks (not provided by Lutron) may be required to prevent fabric from rubbing against trim, window, top treatment, etc.



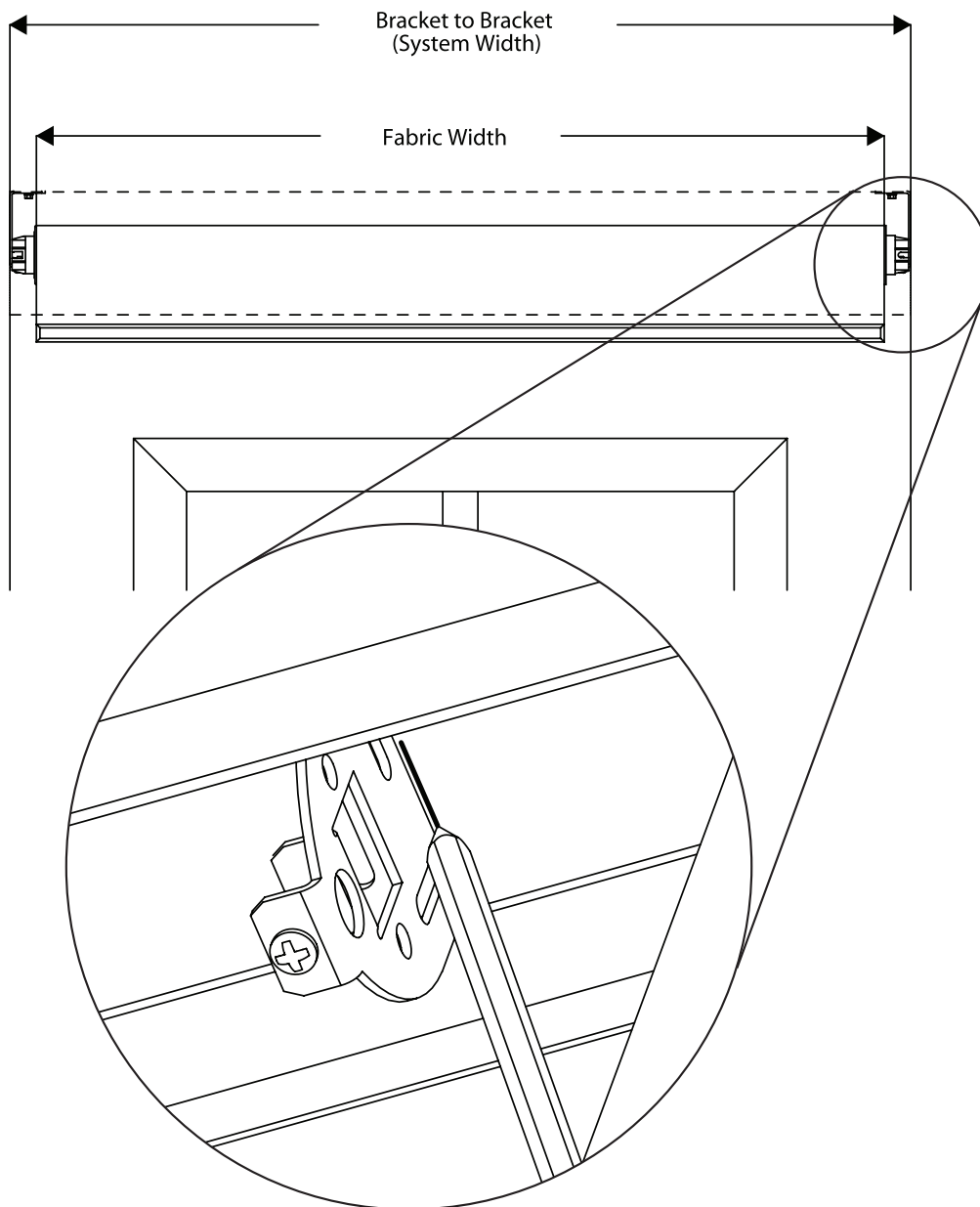


## 4 Position the mounting brackets

4.1 Mark the location of the mounting brackets so they are centered over the window.

**Note:**

- Bracket to bracket distance = fabric width + 1.5 in (38 mm) = system width.



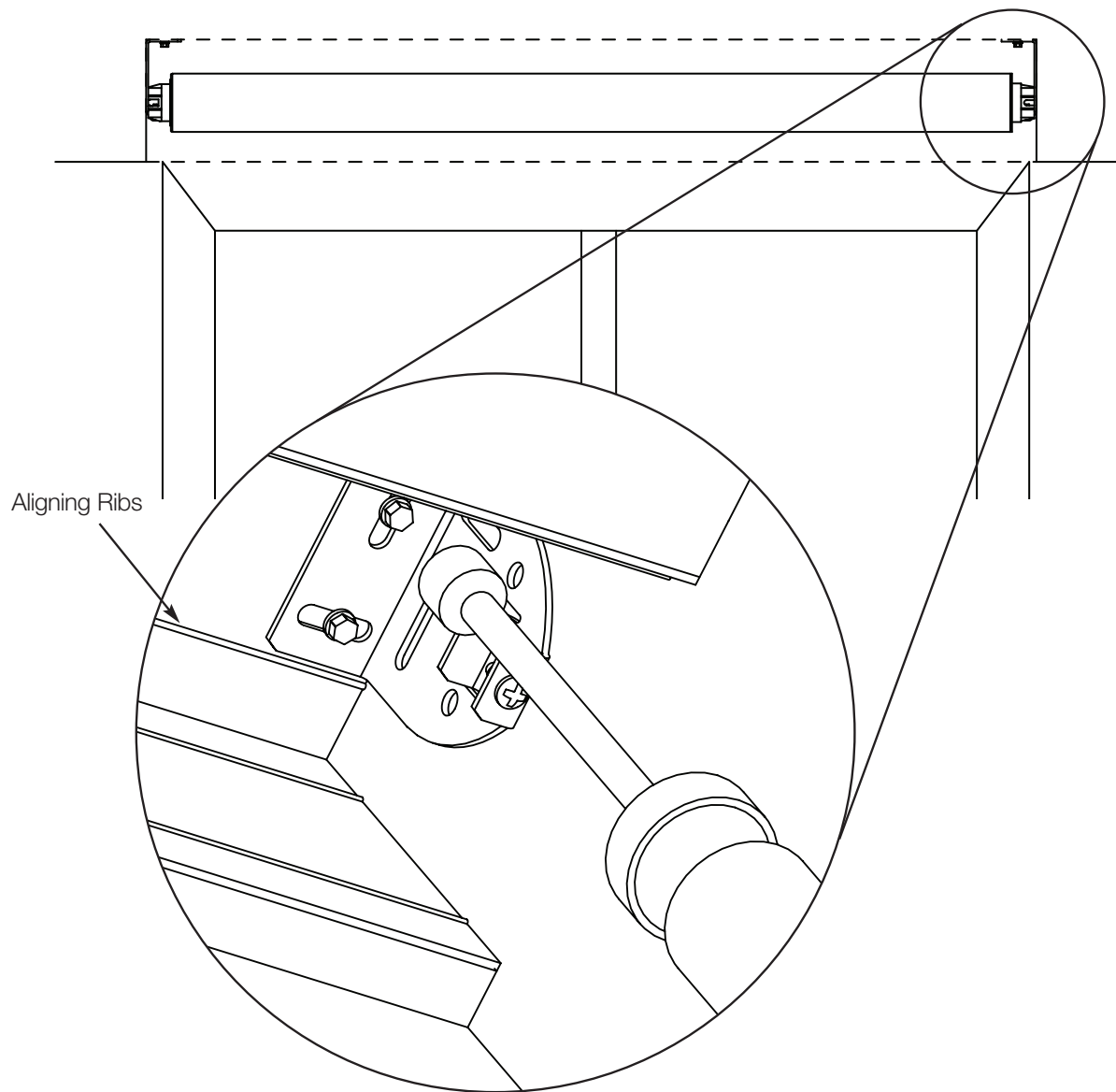
## 5 Install the mounting brackets

5.1 Install the first mounting bracket between the aligning ribs in the pocket.

5.2 Install the second mounting bracket between the aligning ribs in the pocket at the other end of the system.

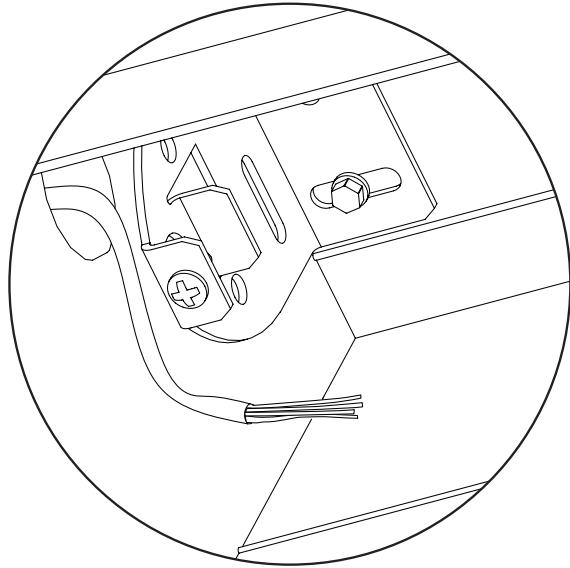
**Note:**

- Put a screw in the center of each slot. Use slots as needed to ensure brackets are level and plumb as positioned.



## 6 Wire 4-pin terminal block

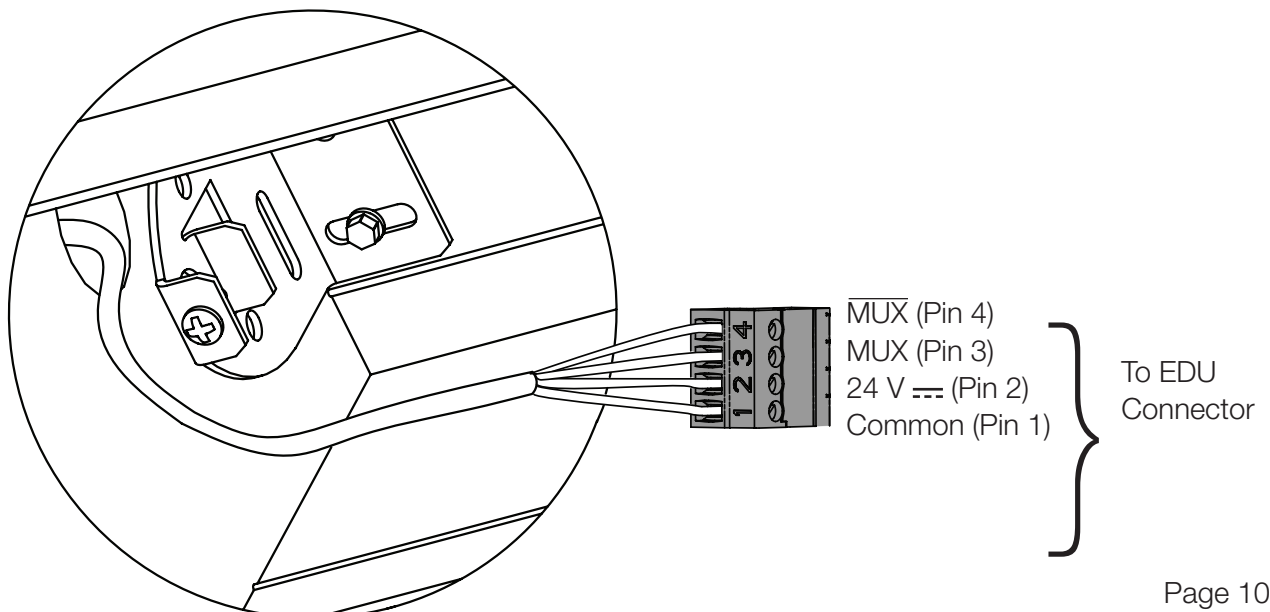
6.1 Strip 2 in (50 mm) of the jacket off the cable run from the wall.



6.1 Wire 4-Pin terminal block (provided) to cable using the included screwdriver. Make sure to tighten the screws tightly and that no insulation is inside of the terminal block.

### Notes:

- The EDU connector will support wire sizes from 12 AWG (2.5 mm) to 26 AWG (0.2 mm). See the instruction sheet for your power supply to choose an appropriate wire size for your application.
- Strip insulation from wires so that 0.25 in (6.3 mm) of bare wire is exposed.

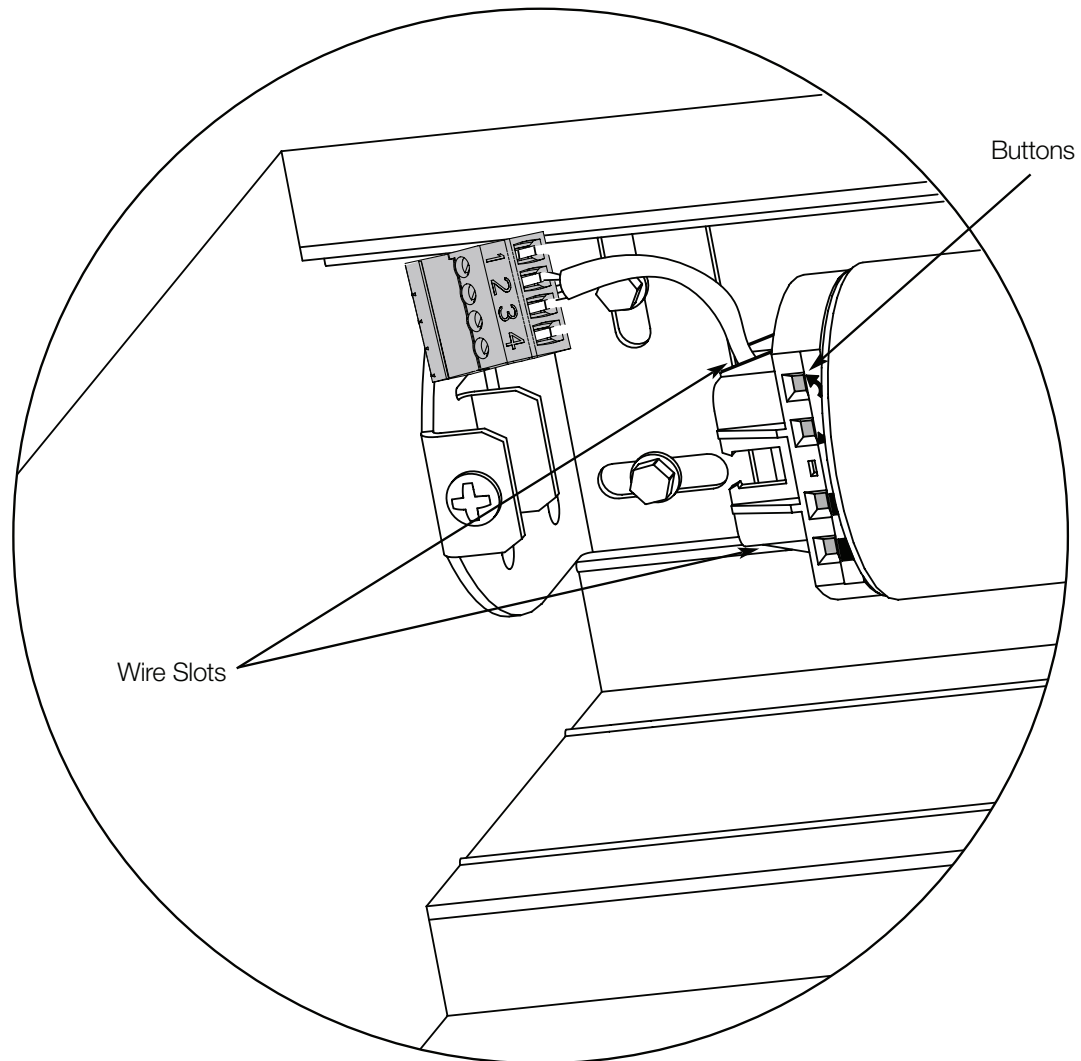


## 7 Orient the buttons and wiring

7.1 For the following bracket and button orientations, route the wires as shown.

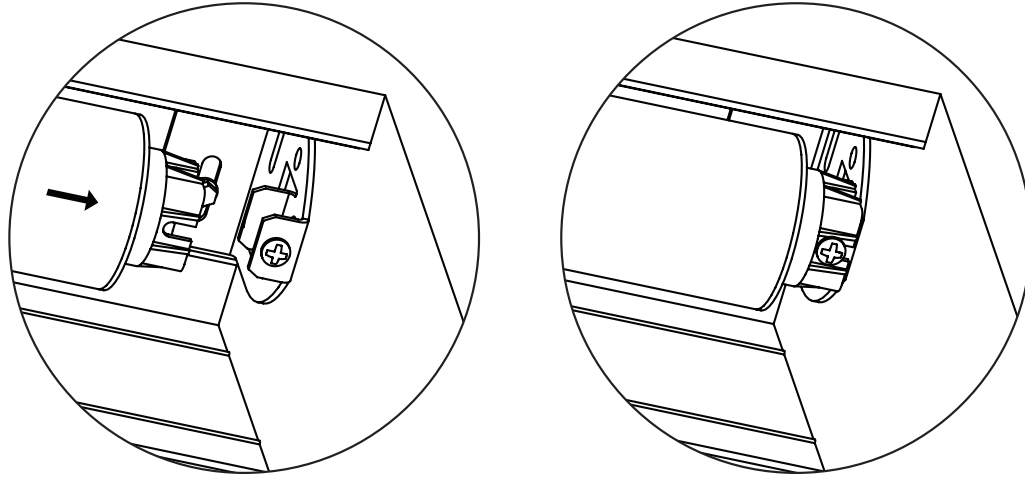
**Notes:**

- The buttons should be accessible when the shade is installed.
- Make sure the wires are not pinched or damaged.
- The wires may go in either of the slots shown on the figure below.

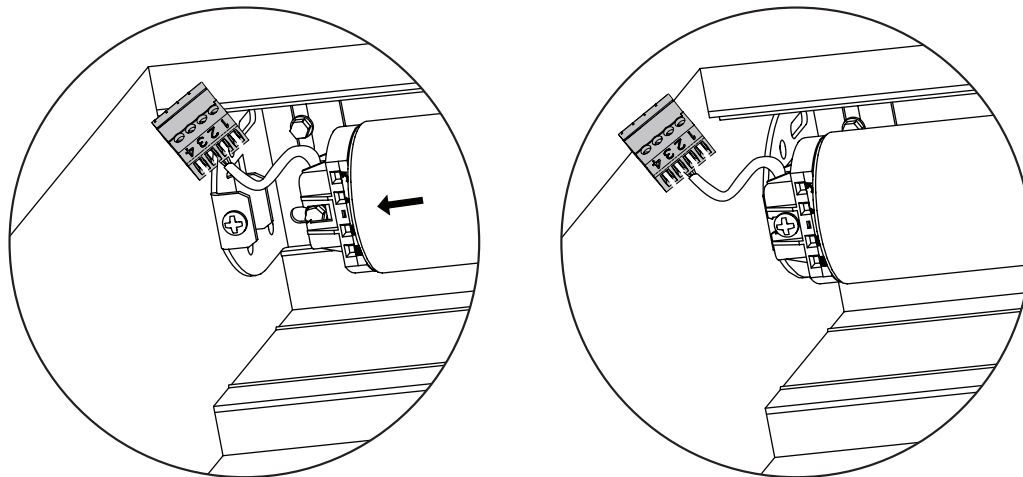


## 8 Mount the shade

8.1 Install the idler side of the shade onto its bracket.



8.2 Depress the spring loaded idler by pressing the shade towards the idler, and install the EDU side of the shade onto its bracket.



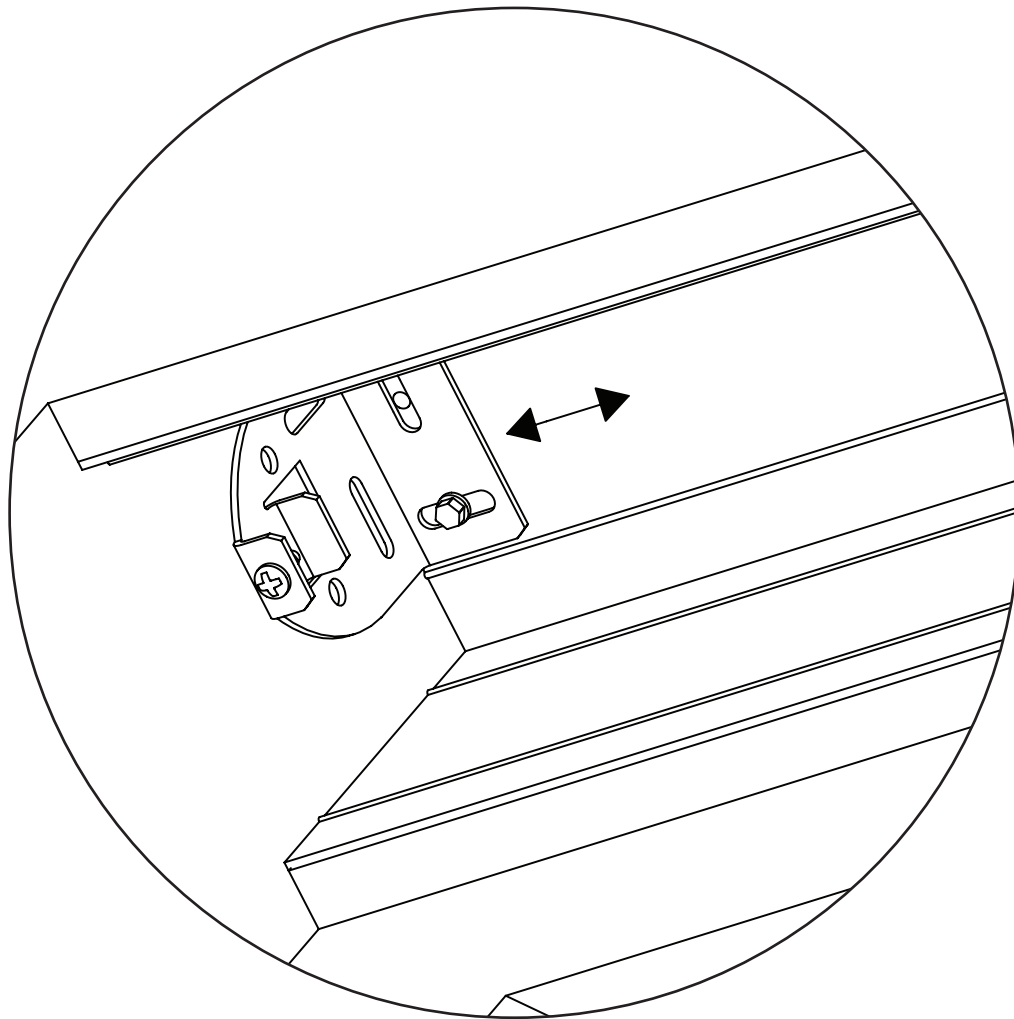
## 9 Adjust the shade

9.1 Adjust shade by removing the necessary screws and moving the brackets horizontally.

**Note:**

- You may have to remove the shade to access the bracket screws.

9.2 Reinstall and tighten the screws.



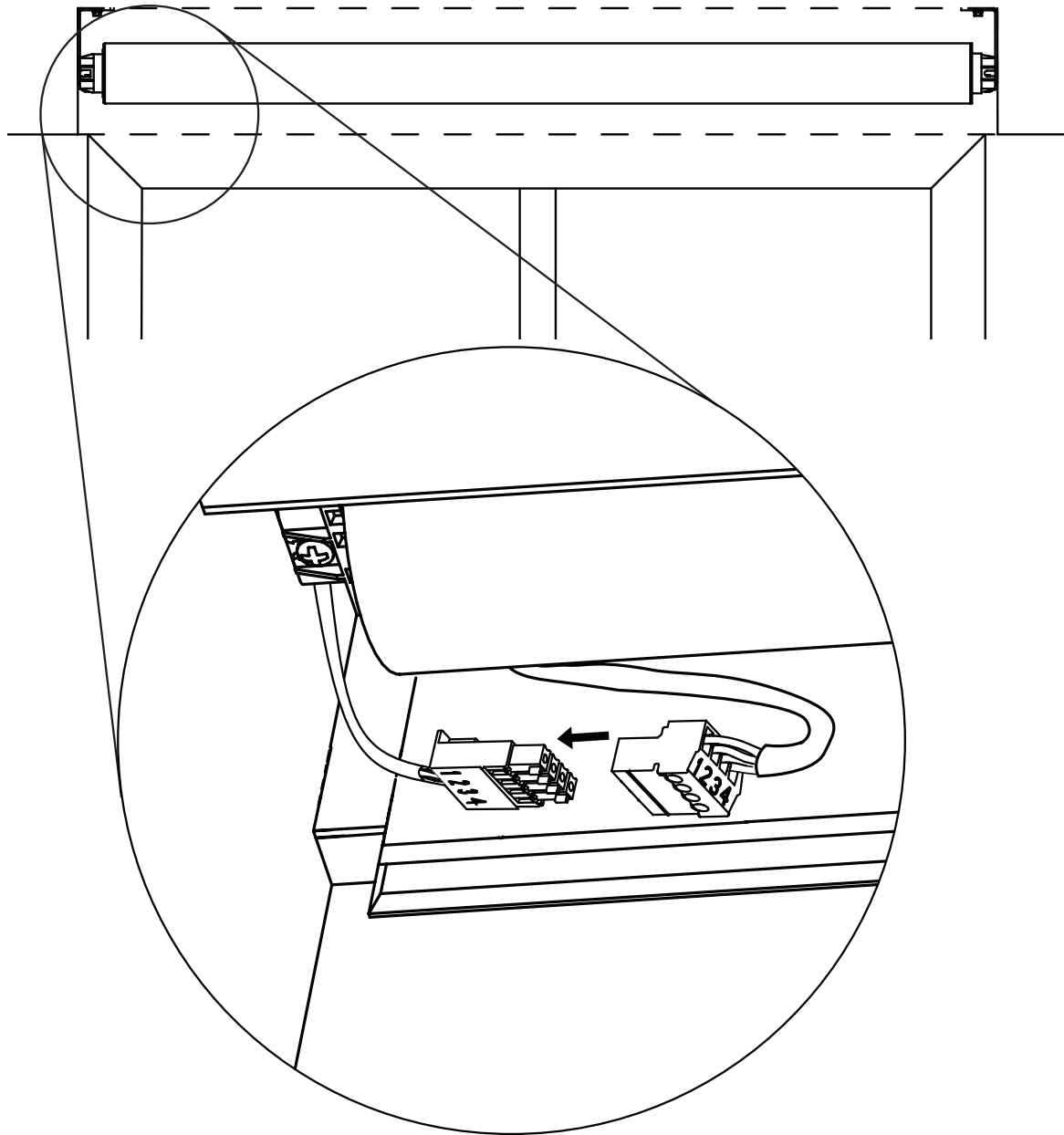
**Note:**

- It is not recommended to use bracket spacers inside the pocket.

## 10 Connect terminal blocks

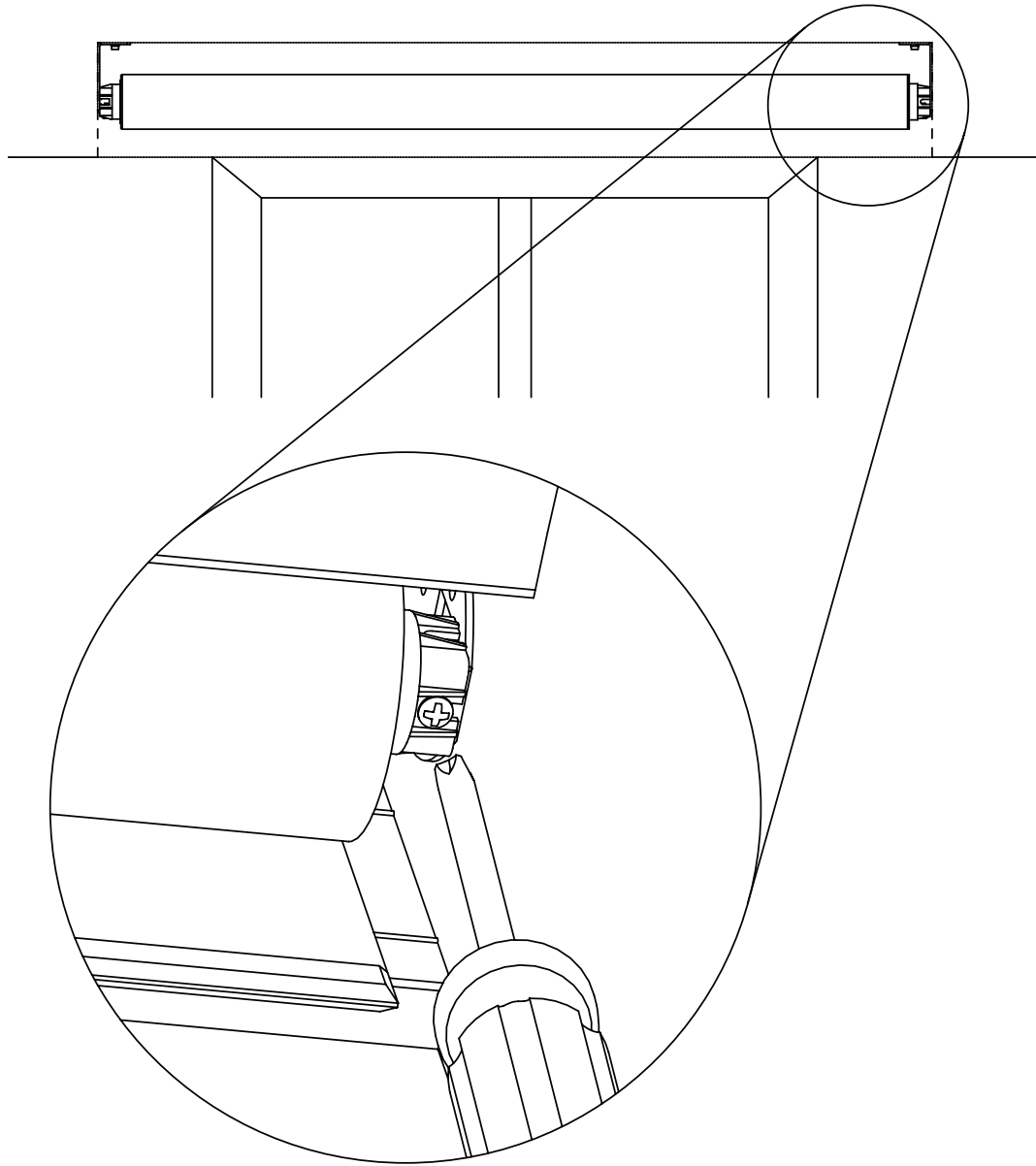
10.1 Plug 4-pin terminal block on cable into EDU terminal block (a cable tie can be used to secure the terminal blocks together).

10.2 Dress wires to ensure fabric does not rub while the shade is moving.



## 11 Secure and check the shade

11.1 Tighten retaining screws in each bracket to secure the shade.



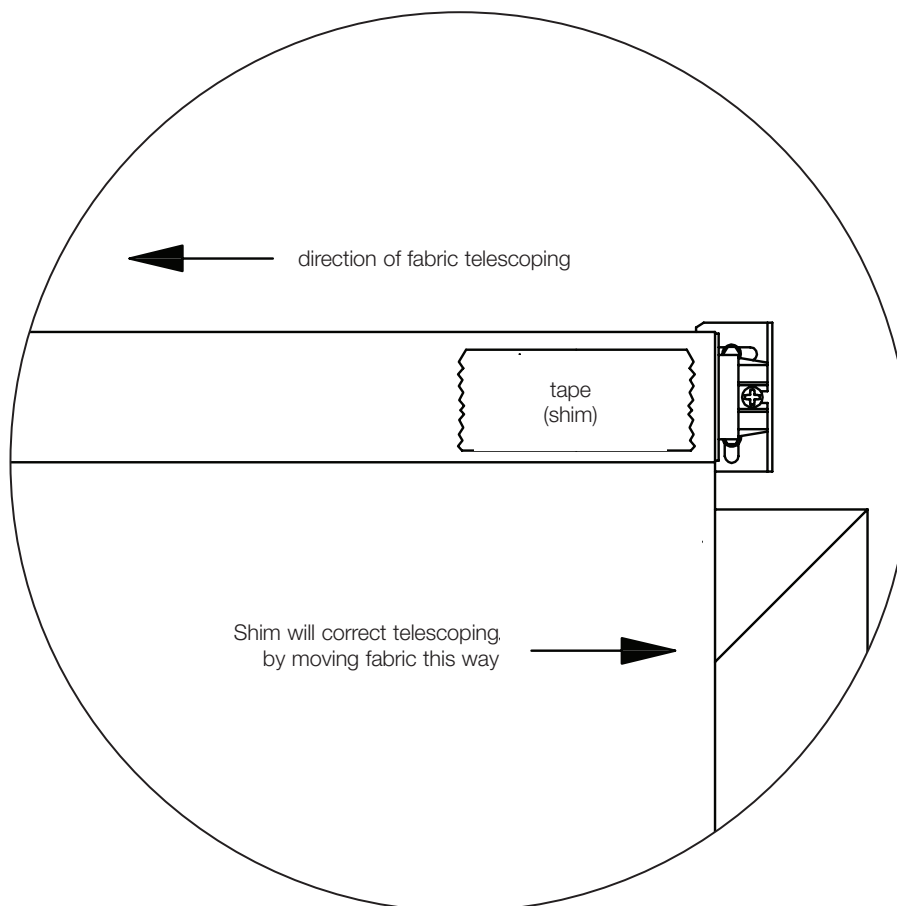


## 11 Secure and check the shade (continued)

**11.2** Reconnect power to the shade power supply. Use the programming stylus to run the shade up and down using the adjustment buttons on the EDU (➤). Re-level if needed. To set Limits from the EDU, proceed to the next section.

**Observe:** Pay careful attention to the shade roll up to ensure that it does not telescope extremely to one side or the other. Move the shade up and down multiple times to ensure the fabric does not rub against the brackets or other obstructions.

**Tip:** Slight telescoping is normal. However, if the shade is telescoping severely to one side and it is level, press the “close limit button” (■), and lower the shade all the way down (past the close limit you plan to use) using the adjustment buttons on the EDU (➤). Place a piece of tape on the side of the tube that the fabric is telescoping away from as shown. When finished press the “close limit button” (■) once. This technique is referred to as “shimming.” The shade will always track towards the side that the tape (shim) is placed on.

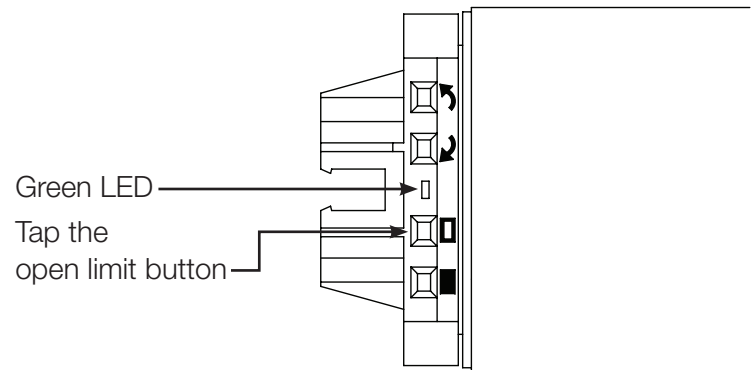


## 12 Setting limits from the EDU

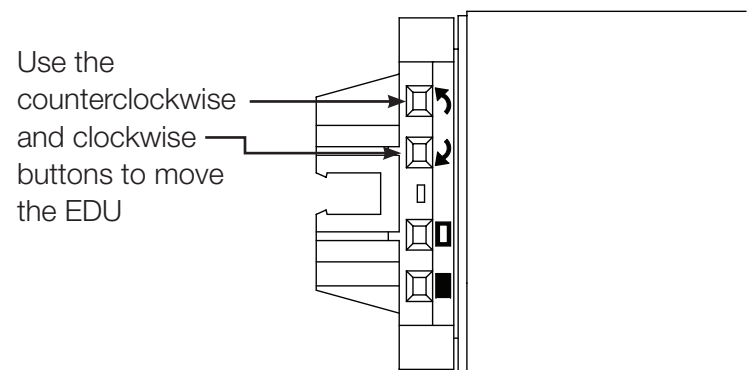
### Setting the open limit from the EDU

The open and close limits define the top and bottom of the shade, and are used to determine which direction the shade must turn in order to raise or lower. Refer to the keypad's instruction sheet to set the limits remotely.

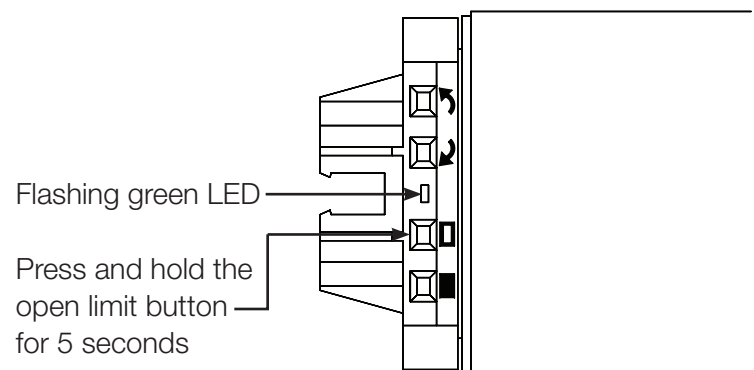
- 12.1** Tap the "Open limit button" (□). The green LED on the roller 64 EDU will turn on steady, indicating that the EDU is in "Set open limit mode."



- 12.2** Adjust the position of the EDU to the desired open limit using the clockwise and counterclockwise buttons (↻↻).



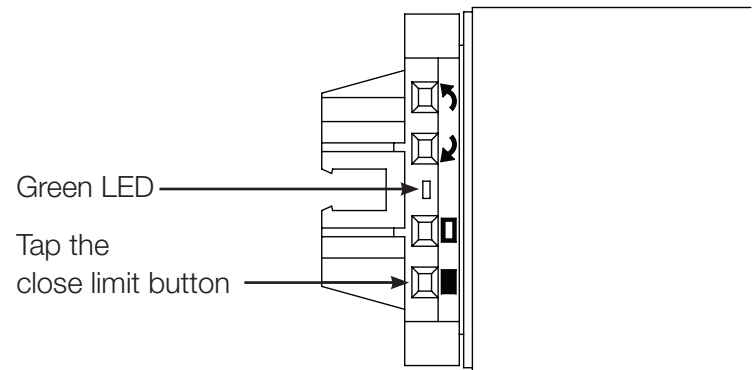
- 12.3** Press and hold the "open limit button" (□) for 5 seconds. The green LED on the roller 64 EDU will flash for 2 seconds, then go dark, indicating that the current position has been stored as the open limit.



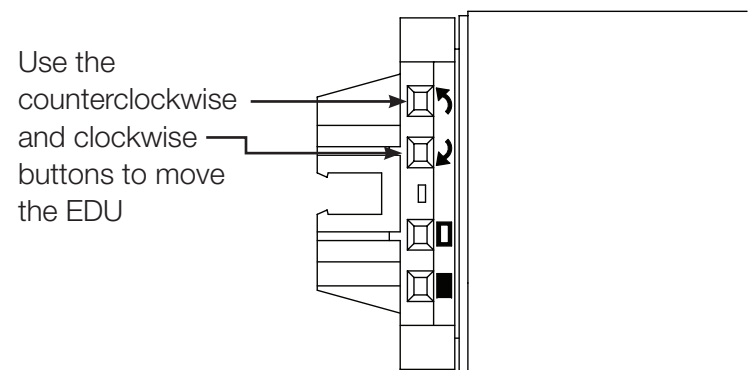
## 12 Setting limits from the EDU (continued)

### Setting the close limit from the EDU

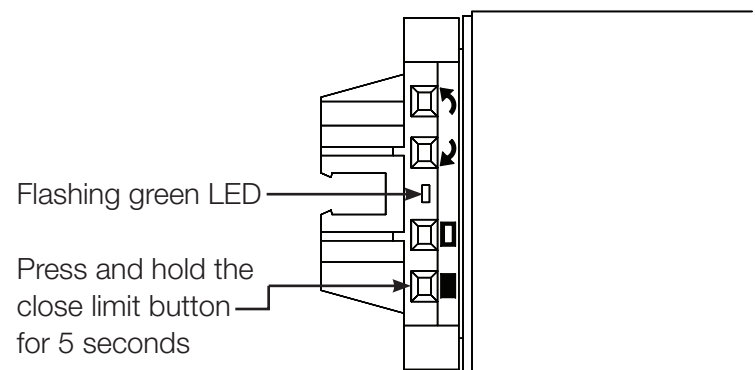
- 12.4** Tap the “close limit button” (■). The green LED on the roller 64 EDU will turn on steady, indicating that the EDU is in “set close limit mode”.



- 12.5** Adjust the position of the EDU to the desired close limit using the clockwise and counterclockwise buttons (↻↻).



- 12.6** Press and hold the “close limit button” (■) for 5 seconds. The green LED on the roller 64 EDU will flash for 2 seconds, then go dark, indicating that the current position has been stored as the close limit.



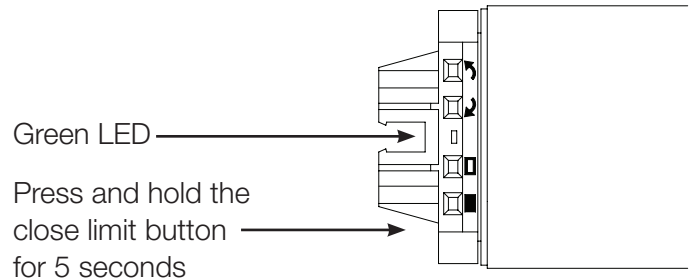
## 13 Verify Limits

13.1 Verify the open limit by double-tapping the open limit (□) button. The shade will travel to the open limit.

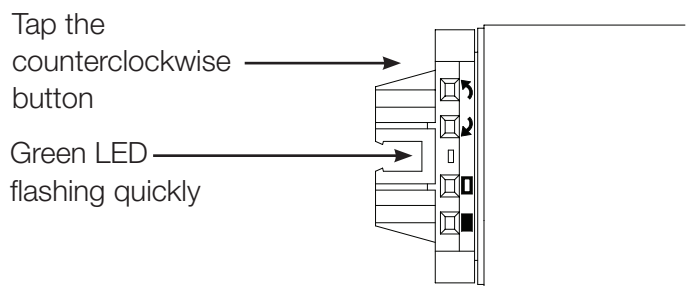
13.2 Verify the close limit by double-tapping the close limit (■) button. The shade will travel to the close limit.

## 14 Verify communications

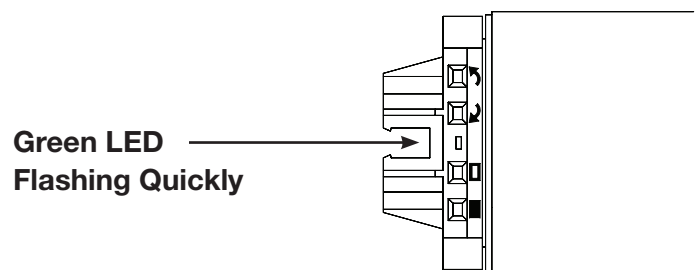
**14.1** Enter “link diagnostics mode” by pressing and holding the “close limit button” (■) on the EDU for 5 seconds. The green LED will flash quickly for two seconds then turn on steady, indicating the EDU is ready to begin verifying communications with other devices.



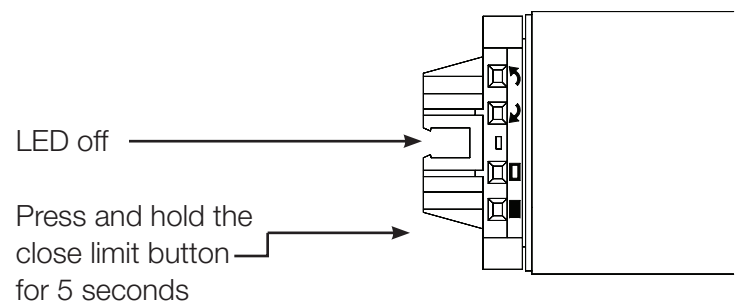
**14.2** Initiate “link diagnostics mode” by tapping the “counterclockwise button” (↺). The green LED will begin to flash quickly (8 times per second), and the EDU will begin to raise and lower a short distance (“wiggle”).



**14.4** This EDU is now trying to communicate with **all** other devices. All EDUs communicating on the link will wiggle and flash their green LED quickly. Verify that all other devices are able to communicate with this device. If you discover any EDUs that are not wiggling, verify that the EDU is powered and wired properly. “Link Diagnostic Mode” will automatically time out after 10 minutes.



**14.4** Exit “Link Diagnostics Mode”, by pressing and holding the “Close Limit Button” (■) on the EDU for 5 seconds. All EDUs on the link will stop wiggling and their LED will turn off.

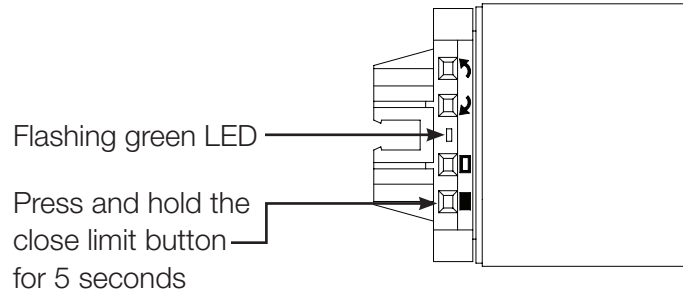


# 15 Programming | restoring default settings

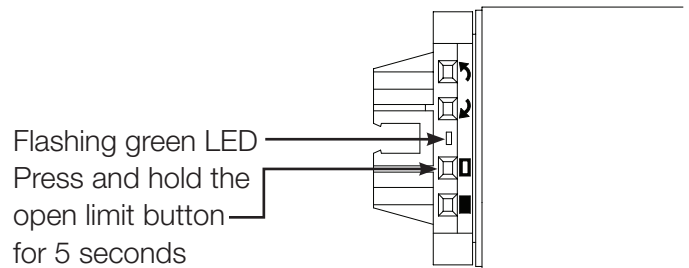
## Returning an EDU to its factory default setting

Returning an EDU to its factory defaults will clear out any programming to keypads, but will not affect the limits.

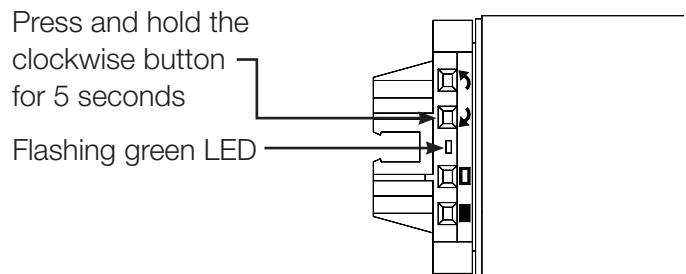
**15.1** Press and hold the “close limit button” (■) on the EDU for 5 seconds. The green LED on the EDU will flash quickly for two seconds then turn ON steady.



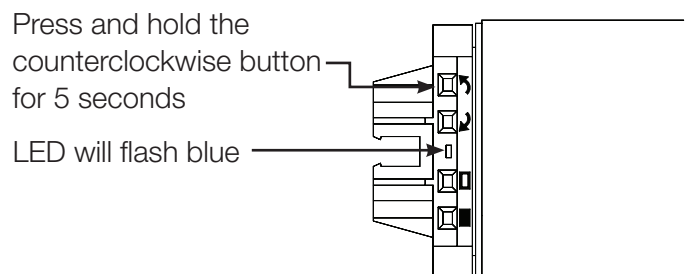
**15.2** Press and hold the “open limit button” (□) for 5 seconds. The green LED on the EDU will flash then turn ON steady.



**15.3** Press and hold the “clockwise button” (↻) for 5 seconds. The green LED on the EDU will flash then turn ON steady.



**15.4** Press and hold the “counterclockwise button” (↺) for 5 seconds. The LED on the EDU will flash blue briefly, and then the EDU will reset. The EDU is now restored to factory default settings. The limits will not be affected.



## 16 Troubleshooting

Symptom	Solution
<b>Shade will not move using adjustment buttons on EDU.</b>	EDU is not powered - check EDU Power by unplugging and re-plugging in EDU. LED should flash for 5 seconds. Shade is caught on something - free shade.
<b>Shade does not fully open or fully close.</b>	Limits have been set incorrectly - refer to "Set open limit" and "Set close limit" sections. Shade is caught on something - free shade.
<b>Fabric is not level.</b>	Check that brackets are mounted level. Check that fabric is tracking correctly on the shade tube.
<b>Fabric is not centered over window.</b>	Check that brackets are centered.
<b>Shade does not move smoothly.</b>	Check for binding of shade fabric on side channels. Check fabric tracking.
<b>EDU does not move, and the LED is blinking red slowly four times, and then turning off for 4 seconds.</b>	The EDU has reached its maximum run-time. Wait 20 minutes before attempting to move the shade.
<b>EDU has its red LED on steady.</b>	The EDU is unable to establish communication. Check your wiring.
<b>EDU is blinking its blue LED quickly.</b>	The EDU does not have enough power to operate properly. Refer to the power supply's instruction sheet to verify your installation. This EDU is being powered by an AC supply. Use an approved 24 V $\overline{=}$ supply, such as the QSPS-P1-10-60.
<b>Keypad does not control shade or sends it to the wrong level.</b>	Limits have been set incorrectly - refer to "Set open limit" and "Set close limit" sections. Refer to the keypad instruction sheet for programming instructions.

# Limited Warranty

## SCOPE

This limited warranty (“Warranty”) covers the Lutron supplied (a) Sivoia® QS Shade System (“Sivoia® QS Shade System”), (b) Sivoia QED™ Shade System (“Sivoia QED™ Shade System”), (c) manual shade system and (d) alternating current or a/c shade system (each of the foregoing being a “System”). Customer acknowledges and agrees that use of the System constitutes acceptance of all terms and conditions of this Warranty.

## LIMITED WARRANTY

Subject to the exclusions and restrictions described below, Lutron warrants that each System will be free from manufacturing defects from the date of shipment by Lutron for a period of (a) one year as to the wall controls, interfaces and system accessories of the Sivoia® QS Shade System (“External Sivoia® QS Components”) and (b) eight years as to the other Systems and the electronic drive unit, shade fabric and shade hardware of the Sivoia® QS Shade System. If any manufacturing defect exists in the External Sivoia® QS Components, so long as Customer promptly notifies Lutron of the defect within the one year warranty period and, if requested by Lutron, returns the defective part(s), Lutron will, at its option, either repair the defective part(s) or provide comparable replacement part(s). If any manufacturing defect exists in any of the components of a System other than the External Sivoia® QS Components, so long as Customer promptly notifies Lutron of the defect within the eight year warranty period and, if requested by Lutron, returns the defective part(s), Lutron will, at its option, either repair the defective part(s) or issue a credit to the Customer against the purchase price of comparable replacement part(s) purchased from Lutron as provided below:

Number of years from date of shipment	Percentage of cost of replacement parts credited by Lutron
Up to 2	100%
More than 2 but not more than 5	50%
More than 5 but not more than 8	25%
More than 8	0%

Replacement parts for the System provided by Lutron or, at its sole discretion, an approved vendor may be new, used, repaired, reconditioned, and/or made by a different manufacturer.

## EXCLUSIONS AND RESTRICTIONS

This Warranty will be void, and Lutron and its suppliers will have no responsibility under this Warranty, if Lutron or its representatives cannot access any components of the System to inspect, diagnose problems with or repair the System or any of its components as a result of concealment or inaccessibility of such components within a building structure.

This Warranty does not cover, and Lutron and its suppliers are not responsible for:

1. Damage, malfunction or inoperability diagnosed by Lutron or a Lutron approved third party as caused by normal wear and tear, abuse, misuse, incorrect installation, neglect, accident, interference or environmental factors, such as (a) use of incorrect line voltages fuses or circuit breakers; (b) failure to install, maintain and operate the System pursuant to the operating instructions provided by Lutron and the applicable provisions of the National Electrical Code and of the Safety Standards of Underwriter’s Laboratories; (c) use of incompatible devices or accessories; (d) improper or insufficient ventilation; (e) unauthorized repairs or adjustments or alterations; (f) vandalism; (g) an act of God, such as fire, lightning, flooding, tornado, earthquake, hurricane or other problems beyond Lutron’s control; or (h) direct exposure to corrosive materials.
2. On-site labor costs to diagnose issues with, and remove, repair, replace, adjust, reinstall and/or reprogram the System or any of its components.
3. Components and equipment external to the System, such as, non-Lutron lighting and automation systems; building wiring audio-visual equipment; and non-Lutron time clocks, photosensors and motion detectors.
4. The cost of repairing or replacing other property that is damaged when any System does not work properly, even if the damage was caused by the System.



**THIS WARRANTY IS IN LIEU OF ALL OTHER EXPRESS WARRANTIES. ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND OF FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO EIGHT YEARS FROM THE DATE OF SHIPMENT, EXCEPT THAT SUCH IMPLIED WARRANTIES ARE LIMITED TO ONE YEAR FROM THE DATE OF SHIPMENT AS TO THE EXTERNAL Sivoia QS COMPONENTS.**

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Contact the Lutron Technical Support Center at the numbers provided below or your local Lutron sales representative with questions concerning the installation or operation of the System or this Warranty, or to make a warranty claim. Please provide the exact model number when calling.

The product may be covered under one or more of the following U.S. patents: 6,497,267; 6,983,783; 7,281,565, and corresponding foreign patents. U.S. and foreign patents pending.

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