



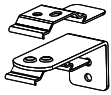
The difficulty level of this installation is ranked at **Level 2 - You got this!**

If you have questions or get stuck, call our Customer Care Team at 888-685-1735, or email [info@selectblindscanada.ca](mailto:info@selectblindscanada.ca)

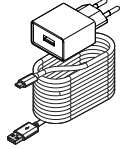
### HARDWARE AND PARTS INCLUDED



EXPOSED ROLL BRACKETS



CASSETTE BRACKETS



BATTERY CHARGER & CABLE (MOTORIZED)



REMOTE & HOLDER (MOTORIZED)



SCREWS

\*The quantity of brackets you receive will depend on the width of your shade

### TOOLS REQUIRED



PENCIL



TAPE MEASURE



POWER DRILL



STEP LADDER



LEVEL



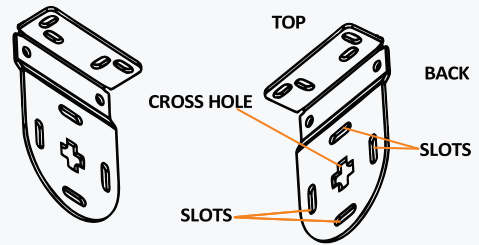
5/64" DRILL BIT



PHILLIPS BIT

## 1. MOUNTING THE BRACKETS

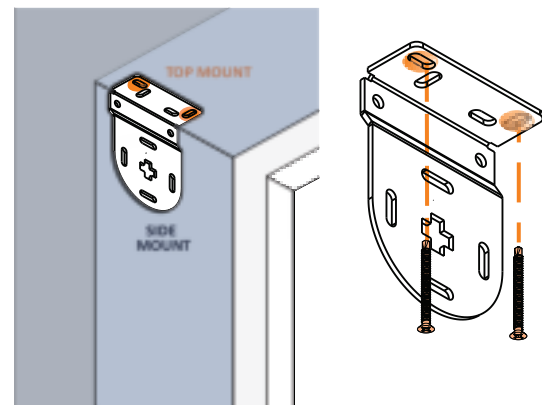
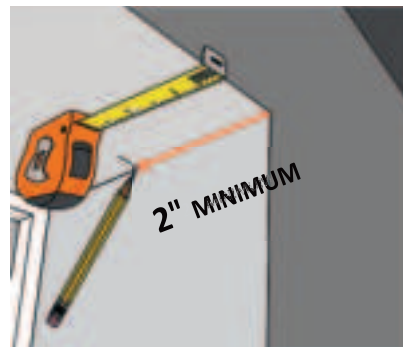
### MOUNTING EXPOSED ROLL BRACKETS



CROSS HOLE BRACKET

### EXPOSED ROLL - INSIDE MOUNT

1. At the top-right corner of the window, measure how deep you wish to place your bracket (at least 2" required) and make a mark with your pencil. Repeat this step at the top-left corner of the window, using the same depth measurement.
2. Set your bracket in the window so that the back edge aligns with your mark. Hold the bracket in position and use your pencil to mark through the top screw holes (**TOP MOUNT**) or the back screw holes (**SIDE MOUNT**). Repeat this step with your corresponding bracket on the opposite side of the window.
3. Pre-drill holes with a 5/64" drill bit at your previous marks on each side of the window.
4. Line up each bracket with the holes you drilled, and insert the screws. Once you have secured both brackets, you're ready to mount the shade into the window.



## EXPOSED ROLL - OUTSIDE MOUNT

**NOTE:** The steps for mounting an exposed roll shade are the same, regardless of the bracket style you received

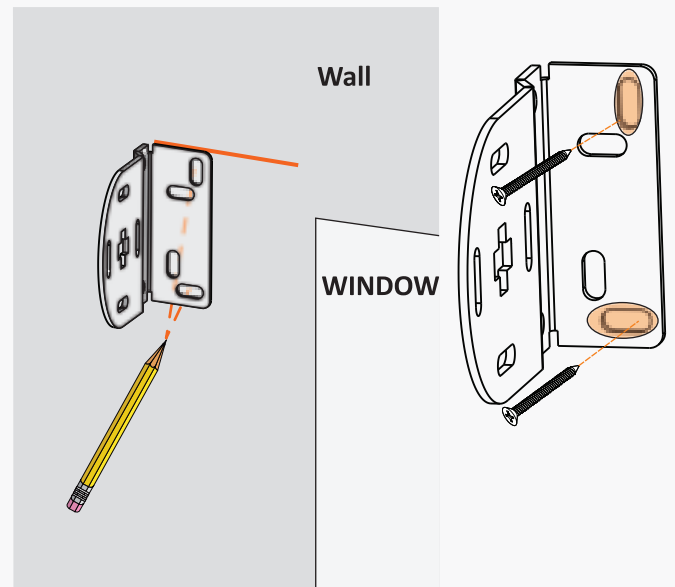
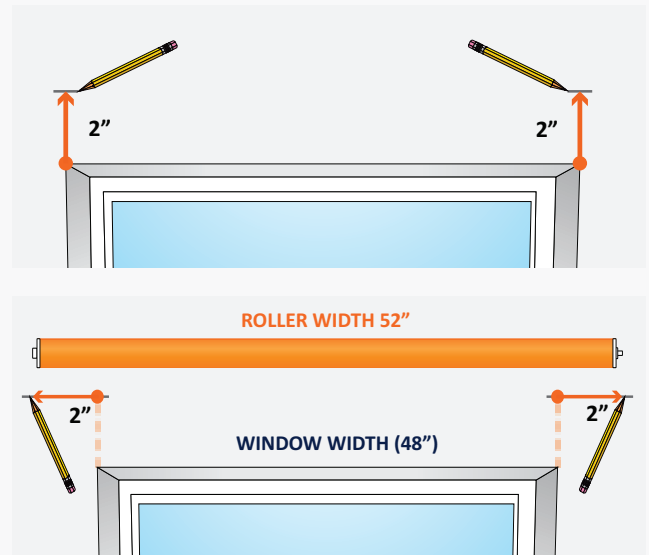
1. At the top-left and top-right corners of the window, measure the height you wish to place your brackets (at least 2" required) and make a mark with your pencil.
2. Determine the difference in width between your shade and your window, and then divide it in half. From your previous marks, measure this distance away from the window, and make another mark with your pencil.

**EXAMPLE:** If your window is 48" wide and your roller shade is 52", the difference is 4". This means we measure and mark 2" away from the window, starting at the previous marks

3. Center the left-side bracket at the outermost mark as shown, and use your pencil to mark the screw holes. Repeat this step with your right-side bracket at the outer-left mark remain on the mounting surface.

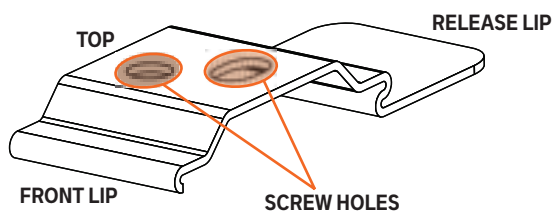
4. Pre-drill the screw holes with a 5/64" drill bit at your marks on both sides of the window. Before you attach the brackets, you may want to erase any pencil marks that remain on the mounting surface

5. Line up your left-side bracket with the screw holes, and insert two screws to secure the bracket to the mounting surface. Repeat this step for your right-side bracket. When both brackets are secure, you're ready to mount the shade into the window.

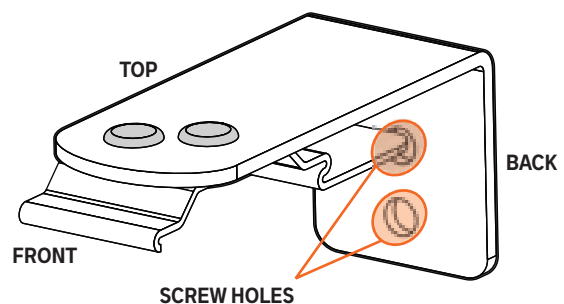


## MOUNTING CASSETTE HEADRAIL BRACKETS

**NOTE:** The roller shade tube is pre-installed in the cassette headrail, which simply snaps onto the provided hardware. You will receive two or more cassette brackets, depending on the width of your shade



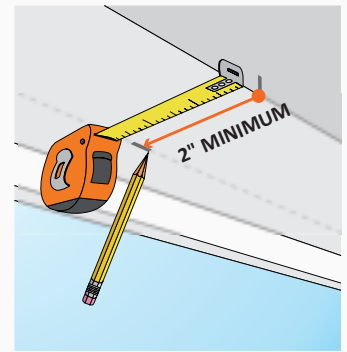
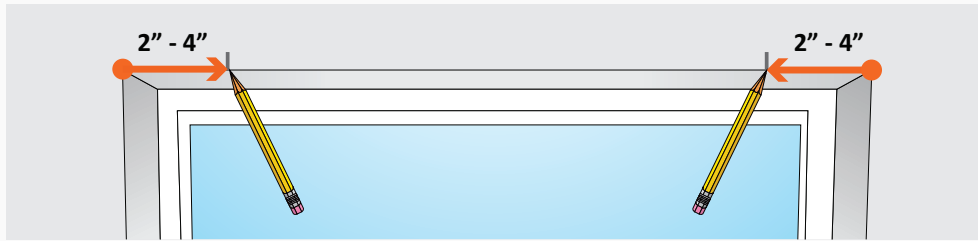
INSIDE MOUNT CASSETTE BRACKET



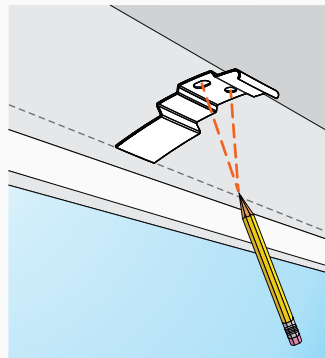
OUTSIDE MOUNT CASSETTE BRACKET

## CASSETTE HEADRAIL - INSIDE MOUNT

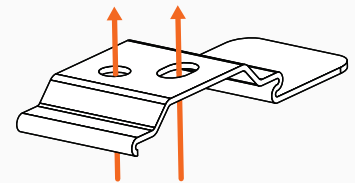
1. At the top corners of the window, measure inward and mark with your pencil **2" - 4"** from each side. If you have additional brackets, make an additional mark for each one, evenly spaced between the outer marks.



2. Next, you'll need to measure how deep to place your brackets in the window. Starting at one of your marks, measure back at least **2"**, and make a mark with your pencil. If you want the front of the cassette to be flush with the wall, measure back **3 1/2"** and make a mark. Repeat this step until you've marked the same depth measurement for each bracket.



3. Hold each bracket up to the ceiling or window frame so the release lip lines up with your mark. Mark the holes in each bracket, then use your pencil to mark where the screws will go. Repeat this step until you've marked the screw holes for each bracket.

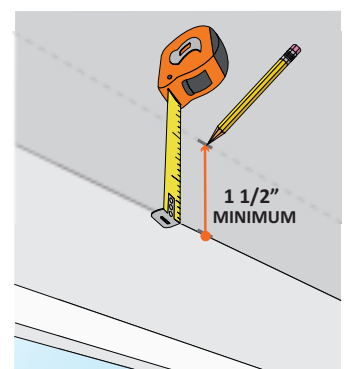


4. Pre-drill the screw holes with a **5/64"** drill bit at your marks for each bracket location. Before you mount the brackets, you may want to erase any pencil marks that remain on the wall or window.

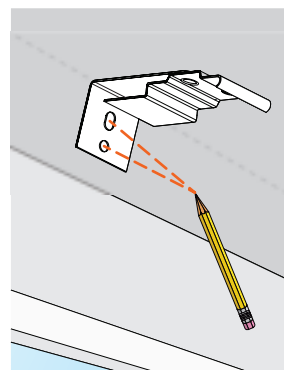
5. Line up your first bracket with the screw holes, and insert two screws to secure the bracket to the mounting surface. Repeat this step for any remaining brackets. When all brackets are secure, you're ready to mount the shade into the window.

## CASSETTE HEADRAIL - OUTSIDE MOUNT

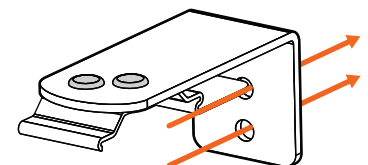
1. At the top corners of the window, measure inward and mark with your pencil **2" - 4"** from each side. If you have additional brackets, make an additional mark for each one, evenly spaced between the outer marks.



2. From one of these marks, measure upward and mark the height for the bracket placement. The minimum requirement is **1 1/2"**, but if you want the brackets to clear the top of the window, measure and mark at least **1 3/8"** above your window. Repeat this until you've marked the same height measurement for each bracket.



3. Position a bracket so that the back is against your mounting surface, and the top is aligned with one of your upper marks. Hold the bracket in place and mark with your pencil where the screws will go. Repeat this until you've marked the screw holes for each bracket.



4. Pre-drill the screw holes with a **5/64"** drill bit at your marks for each bracket location. Before you mount the brackets, you may want to erase any pencil marks that remain on the mounting surface.

5. Line up your first bracket with the screw holes, and insert two screws to secure the bracket to the mounting surface. Repeat this step for any remaining brackets. When all brackets are secure, you're ready to mount the shade into the window (see below).

## 2. ATTACHING THE SHADE

**NOTE:** Before you attach the shade to the brackets, check that your brackets are straight and aligned with each other. The screw holes on all brackets are elongated, so making small adjustments is easy.

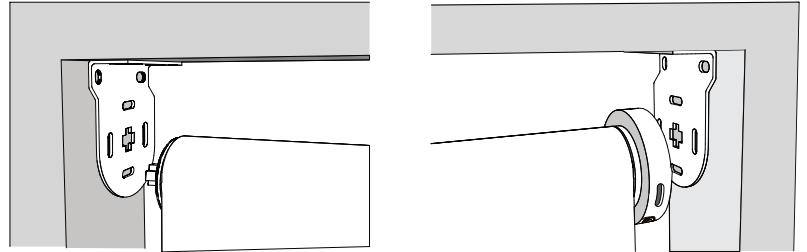
**Inside Mount:** Use a tape measure to check that each bracket is set to the same depth. If you need to make adjustments, slightly loosen the screws on a bracket and shift it back or forward. Secure the screws when the position is corrected.

**Outside Mount:** Use a tape measure to check that each bracket is set to the same height, and use a level on top of each bracket to make sure they're all straight and aligned. If you need to make adjustments, slightly loosen the screws on a bracket and shift it until it's level and set to the correct height.

### EXPOSED ROLL

1. While holding the roller shade in your hands, put the pin end into the cross hole of the bracket.

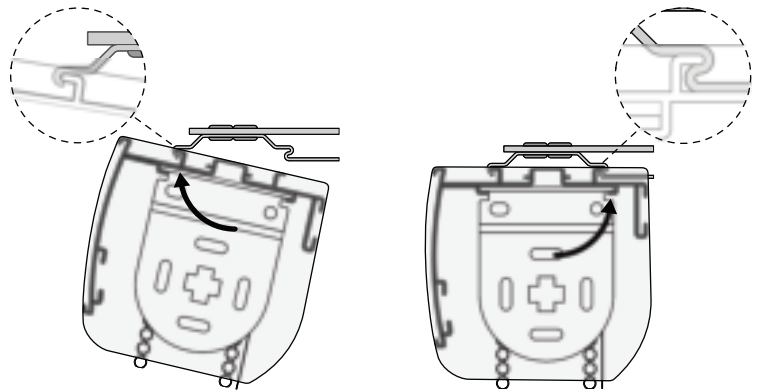
2. Keeping the pin end secured in its bracket, insert the hooks on the motor head straight into the slots in the bracket. Once the three hooks are through the slots, gently pull down on the motor head until the hooks have locked securely to the bracket. The bottom of the motor head should point straight down.



### CASSETTE HEADRAIL

1. Grab the cassette and hold it up to your brackets. Set the front edge of the headrail onto the front hook of each bracket. While in this position, you can slide the shade left or right until the cassette is centered.

2. When you're ready to secure the headrail, push the headrail upward until the back lip of each bracket snaps onto the back edge of the cassette. When the shade is installed, you may safely remove the bubbled wrapped around the roller.



## 3. ADDITIONAL INSTRUCTIONS

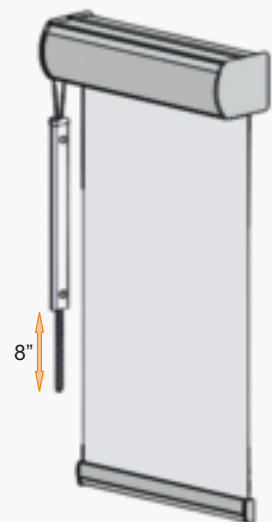
### CHAIN SAFETY SHIELD

**NOTE:** Chain Safety Shields are used to ensure the smooth operation of your shade and to help protect children from getting tangled in loose cords and compliant with the child safety standards. The Shield encases the chain, leaving 8" exposed to easily control the shade.

### HOW TO OPERATE

**NOTE:** Do not pull on the side of the shade fabric; this can cause the fabric to be misaligned or become dirty. A continuous cord loop roller shade should only be operated by pulling the chain.

Pulling gently on the cord in one direction raises the shade; pulling it in the other direction lowers it. On shades where the fabric rolls against the window, the front cord lifts the shade. On shades where the fabric rolls toward the room, the rear cord lifts the shade.



# WARNING

**STRANGULATION HAZARD** — Young children can be strangled by cords. Immediately remove this product if a cord longer than 22 cm or a loop exceeding 44 cm around becomes accessible.

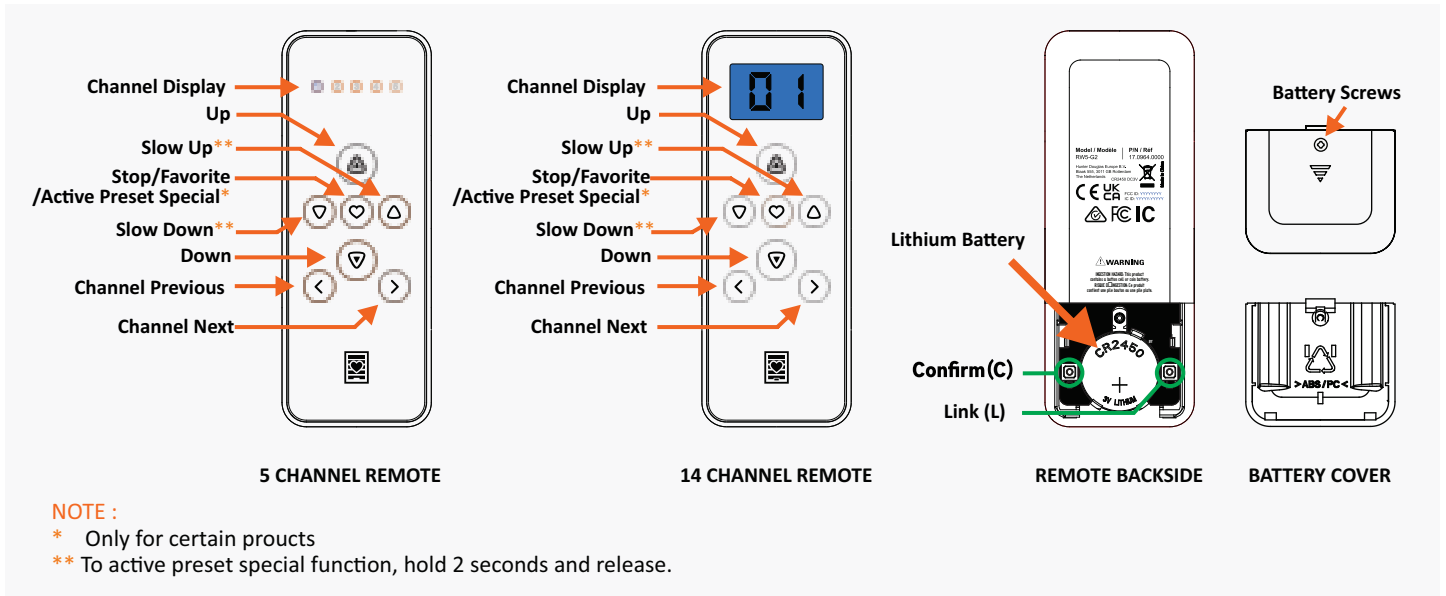
## 4. PROGRAMMING AND USING YOUR REMOTE

### REMOTE CONTROLLER TECHNICAL DATA

• Channels	5+all (RW5-G2) 14+all (RW14-G2)	• Operation Temp	-20 ... 55°C
• Max. blinds	16 per channel	• Frequency	ASK 433.92 MHz
• Supply voltage	3V, Cr2350 Coin Cell	• Indoor range*	35m
• Protect Rate	lp20	• Dimensions(w x h x d)	46 x 122 x 12.4 mm
		• Weight**	56 grams

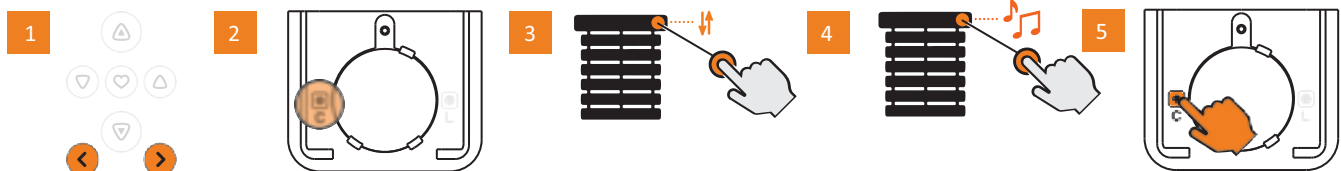
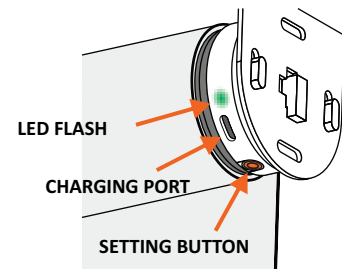
#### NOTE :

- \* The indoor range is typically 35m but can vary based on the thickness and material of the walls.
- \*\* Including battery.



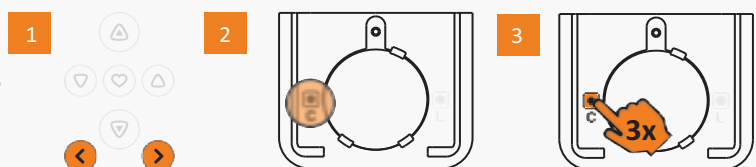
### PAIRING A SINGLE SHADE TO A CHANNEL

1. Select the desired shade **channel** (channel backlight will turn off after 4 secs ).
2. Remove the battery cover to access the 'C' button.
3. Hold the setting button until the shade **jogs** and the motor's **green** LED blinks.
4. Hold the setting button again until the shade **beeps** and the motor's **red** LED blinks steadily.
5. While the motor beeps (max. 15 secs), press the 'C' button. The shade will **jog**, and the **green** LED will flash to confirm successful pairing.



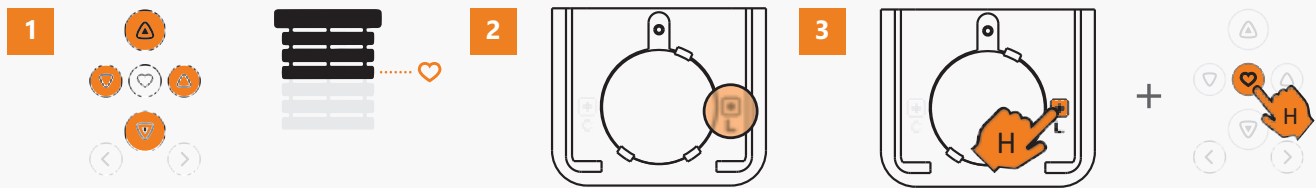
### DELETE A CHANNEL FROM MOTOR

1. Select the desired shade **channel** (channel backlight will turn off after 4 secs ).
2. Remove the battery cover to access the 'C' button.
3. Press the 'C' button three times within 2 seconds. The shade will jog, and the **green** LED will flash to confirm deletion.



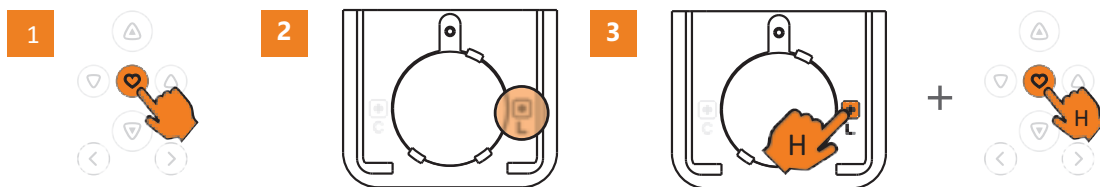
## SETTING THE FAVOURITE POSITION

1. Send the shade to the desired favourite position.
2. Remove the battery cover to access the 'L' button.
3. Hold the 'L' button first, then quickly hold the **Heart** button until the shade beeps and the green LED blinks to set the favorite position.



## DELETE THE FAVOURITE POSITION

1. Press **Heart** to send the shade to its favourite position.
2. Remove the battery cover to access the 'L' button.
3. Hold the 'L' button first, then quickly hold the **Heart** button until the shade beeps and the green LED blinks to set the favorite position.

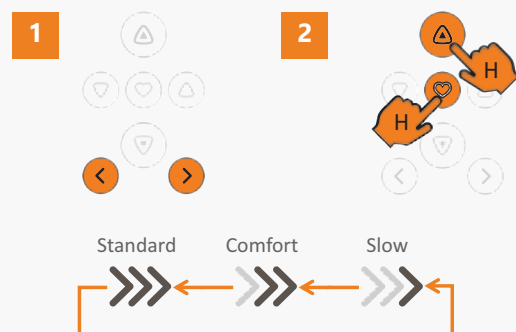


## CHANGING THE MOTOR SPEED

A shade offers three speed levels: **Standard** (default), **Comfort**, and **Slow**. Changing the speed cycles to the next available level

1. Make sure the desired shade channel is active.
2. Hold **Heart** first, then quickly hold the **Up** button until the shade beeps and the green LED blinks to change the speed.

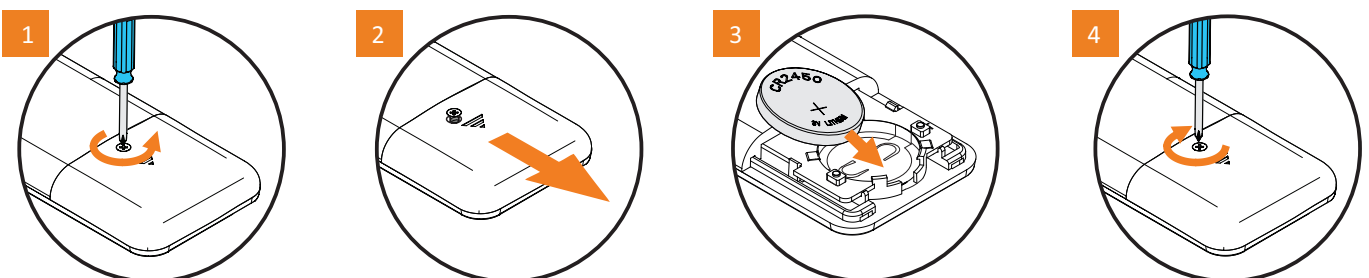
**Note:**  
All shades on the same group channel will have their speed changed.



## INSTALL/ REPLACE THE REMOTE BATTERY

If the group channel number no longer lights up or the controlled product stops responding, it's time to replace the battery

1. Use the included Philips screwdriver to turn the captive screw counter clockwise until it loosens but remains attached to the cover.
2. Slide the battery cover off gently to access the battery compartment.
3. Carefully remove the old battery and align the battery with the + symbol facing upward. Place it into the socket, ensuring it is seated securely and held in place by the plastic snap legs.
4. Securely slide the battery cover back into position and tighten the captive screw.

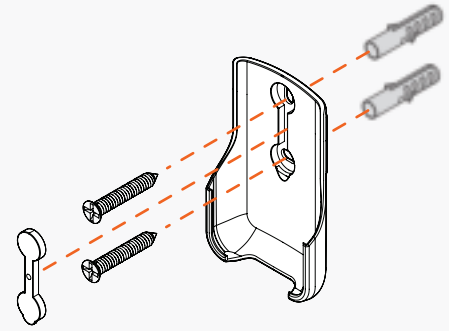




## MOUNTING THE REMOTE HOLDER

**NOTE:** A wall mount remote holder is included with your remote, but it is optional to install it.

1. Determine where you'd like to place your remote carrier in the room. It is common to place it near a light switch, or on the wall next to the window.
2. With the holder in the upright position, insert the provided screws to secure it to our mounting surface.
3. After the screws are attached to the wall, insert the screws cap cover to the desired position in the remote holder.



## TROUBLESHOOTING

QUESTION	ANSWER
None of the backlit buttons illuminate on my remote when I press the buttons ?	Check if the battery needs replacement or is inserted properly and not damaged.
When I try to add a blind to the app or remote, there's no response ?	<ol style="list-style-type: none"> <li>1. Blind has no power. Make sure the motor is awake and not in deep sleep</li> <li>2. Make sure the integrated Li-ion battery of the blind is charged.</li> <li>3. Check if the correct group channel has been selected.</li> </ol>

## FREQUENTLY ASKED QUESTIONS

QUESTION	ANSWER
My shades are not responding to the remote control ?	<ol style="list-style-type: none"> <li>1. Check battery has been inserted correctly into remote control.</li> <li>2. Check blinds have been added to the remote control.</li> <li>3. Check battery level of the blind, via the app. Go to: Settings &gt; Blind Status, then press 'Connect'.</li> <li>4. If battery level of the blind is good, replace remote control battery.</li> </ol>
Can I add blinds to a remote control without using the app ?	<p>Yes. A remote control can be paired to a shade, if the app is not required. To do this:</p> <ol style="list-style-type: none"> <li>1. Choose the group number on the remote control that you want to add the blind to.</li> <li>2. Remove the battery cover on the back of the remote control and locate the button marked 'C'.</li> <li>3. Press and hold the manual push button on the blind until it jogs. Repeat the process until it jogs a 2nd time and persists making audible sound.</li> <li>4. Press the 'C' button on the remote within 15 seconds until the blind jogs. Blind is now paired to the remote control.</li> </ol>
Can I copy the same information from one remote control to another ?	No, it is not possible to copy stored information from one remote control to another.
Do I need a remote control to work my blind	For maximum flexibility and operation, one remote control per room, is recommended.
Can I assign more than one remote control to an individual blind?	<p>Yes, it is possible to assign up to a max. of 10 remotes to an individual shade. Repeat the following steps for each remote:</p> <ol style="list-style-type: none"> <li>1. Choose the group number on the remote control that you want to add the blind to.</li> <li>2. Remove the battery cover on the back of the remote control and locate the button marked 'C'.</li> <li>3. Press and hold the manual push button on the blind until it jogs. Repeat the process until it jogs a 2nd time and persists makes audible sound.</li> <li>4. Press and hold the 'C' button on the remote control until the blind jogs.</li> <li>5. The shade is now paired to the remote control.</li> </ol>
How many blinds can the remote control operate?	<p>For model 5 channels remote:</p> <ul style="list-style-type: none"> <li>• 1 remote control has 5 groups to choose from.</li> <li>• The maximum number of blinds that can be assigned to each group, is 16.</li> </ul> <p>For model 14 channels remote:</p> <ul style="list-style-type: none"> <li>• 1 remote control has 14 groups to choose from.</li> <li>• The maximum number of blinds that can be assigned to each group, is 16.</li> </ul>
Which battery type is used for the remote control ?	The remote control will require a single 3V CR2450 coin / button cell battery.
Will the remote control work fresh out-of-the-box ?	No. The remote control will need to be assigned either directly to the shade or via the SmartView app.

## SAFETY INSTRUCTIONS

### WARNING: IMPORTANT SAFETY INSTRUCTIONS

Follow all instructions carefully, as incorrect installation or handling can lead to severe injury.

- Do not ingest the battery. This device contains a lithium coin/button cell battery. Swallowing the battery can cause severe internal burns within 2 hours and may lead to death.
- Keep new and used batteries away from children. If the battery compartment does not close securely (or lacks a captive screw), stop using the product immediately and keep it out of reach of children.
- If a battery is swallowed or placed inside any part of the body, seek immediate medical attention.
- Replacing the battery with an incorrect type may compromise safety features.
- Do not dispose of batteries in fire, hot ovens, or crush them, as this can lead to explosions or leakage of flammable liquids or gases.
- Avoid exposing batteries to extremely high temperatures or low air pressure, as this may cause explosions or leakage.
- Keep the device dry and do not paint it.
- Do not drop, knock, or shake the device, as rough handling can damage internal circuit boards.
- Ensure the shade can move freely without obstruction from objects.
- Do not allow children to play with the remote control



Do not drill in to the device!



Do not immerse into liquid



Never drop the device!



Avoid direct sunlight!

## BATTERY RECYCLING INSTRUCTIONS

1. To responsibly dispose of the coin cell battery in your remote control:
2. **Do Not Discard in Regular Trash:** Coin cell batteries contain hazardous materials and must not be disposed of in household waste. Improper disposal can harm the environment.
3. **Locate a Recycling Center:**
  - In the United States, visit [Call2Recycle](#) to find a nearby battery recycling drop-off location. Many retail stores, including home improvement and electronics stores, accept used batteries for recycling.
  - In **Canada**, check with local recycling programs or visit [Call2Recycle Canada](#) to locate a drop-off site.
4. **Prepare the Battery for Recycling:** Before recycling, tape over the positive (+) terminal of the battery with clear or electrical tape to prevent accidental discharge or short-circuiting.
5. **Follow Local Guidelines:** Some municipalities may have additional guidelines for battery disposal. Always adhere to your local regulations to ensure safe handling and recycling.
6. By recycling your coin cell battery, you help protect the environment and comply with regulations in the US and Canada.





## LEGAL INFORMATION

### CE Statement

Hunter Douglas hereby declares that the RW5-G2 and RW14-G2 Remote Controls are in compliance with the basic requirements and other relevant provisions of the Electromagnetic Compatibility (EMC) Directive 2014/30/EU, Radio Equipment Directive (RED) 2014/53/EU and Low Voltage Directive (LVD) 2014/35/EU. The full text of the EC declaration of conformity can be obtained online: [www.tuiss.com/certifications](http://www.tuiss.com/certifications)



### UK Statement

Hunter Douglas hereby declares that the RW5-G2 and RW14-G2 Remote Controls are in compliance with the basic requirements and other relevant provisions of the Electromagnetic Compatibility Regulations 2016, Radio Equipment Regulations 2017 and Electrical Equipment (Safety) Regulations 2016. The full text of the UK declaration of conformity can be obtained online: [www.tuiss.com/certifications](http://www.tuiss.com/certifications)



### FCC Statement

FCC ID: 2BMQ2RW5RW14

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, 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 instructions, 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 into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

### Innovation, Science and Economic Development Canada ICES-003 Compliance

IC: 33385-RW5RW14

CAN ICES-3 (B)/NMB-3(B)

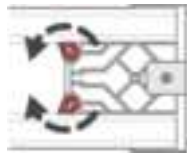
This device contains license-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's license exempt RSS(s). Operation is subject to the following two conditions:

- (1) This device may not cause interference.
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

Installing the no-tools headrail:

Hold the no-tools headrail up against the top of the recess, then push the lever firmly upwards until the rail snaps into place. If the rail is not quite tight enough then this can be easily adjusted:

At the end of the rail opposite to the lever there is an adjustment block that allows you to fine-tune the fitting of the rail. Use a flat-head screwdriver to twist the small red plugs in toward the center of the rail. Slide the block out of the rail by a few millimeters, then twist the red plugs back into their original position to fix the block in place. Make small adjustments only, repeating as necessary for a tight fit.



## WARNING

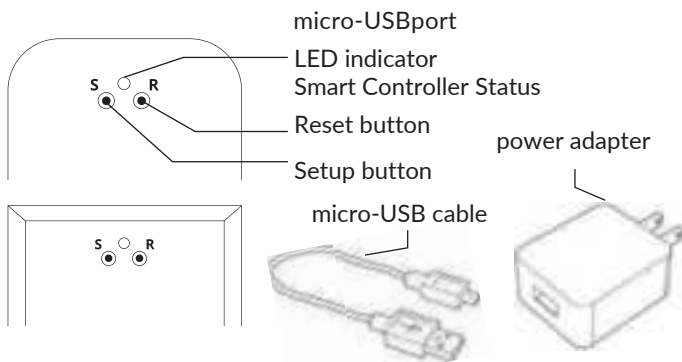
**STRANGULATION HAZARD** — Young children can be strangled by cords. Immediately remove this product if a cord longer than 22 cm or a loop exceeding 44 cm around becomes accessible.

## SETUP CODE

## CODE DE CONFIGURATION

SBCAN

## Getting to know your Smart Controller



**Smart Controller Status:**  
Flashing blue - Hotspot available  
Flashing green - Connecting to the WiFi network  
Pulsing cyan/blue-green - Connected to the Internet

## Getting Started

- 1 Download the NeoSmart Blinds app**

Download the app to your phone or tablet by searching **Neo Smart Blinds** on Google Play or the App Store.  
**Note:** Do not install Neo Smart Blinds Blue
- 2 Plug in your Smart Controller in reach of your home WiFi**

Choose a place not too far from your home router or a place you know has good WiFi signal strength. You will be able to change its location after, if necessary.
- 3 Create an account and choose the setup code written on the cover**

After opening the app, tap on Create one to create a new account. Enter a valid email address and choose a password, select the region time zone from the place where the Smart Controller will be located. Choose the setup code written in the cover and tap on Register. **Follow**
- 4 the app step by step to add the Smart Controller**

Have in hand the home WiFi password. It will be necessary to connect the Smart Controller to the Internet.  
**Note:** Some Android users won't be connected quickly to the hotspot. If it is the case, please wait about 10 seconds before returning to the app. During this time, your device may notify you that the hotspot does not have Internet access, and will prompt you whether you want to remain connected. You need to select the option that will allow you to keep connected before returning to the app.

## System requirements

- A strong WiFi signal (3barsormore) in the location where you will setup your Smart Controller.
- The Smart Controller only supports 2.4GHz WiFi (IEEE 802 11b/g/n), not 5GHz. WiFi security needs to be set to WPA-PSK or WPA2-PSK.
- A smartphone or tablet running Android 5.0 (Lollipop) or higher, or iOS 8 or higher is needed.

## Troubleshooting

### The home WiFi doesn't appear in the step 4

Try rescanning, if the problem persists, you will need to reposition the Smart Controller to a place with stronger WiFi signal. In this case, exit the process (tap on the menu, then tap Your Rooms), replace the Smart Controller and start over.

### The Smart Controller LED in the bottom is not blinking blue

#### The process fails in the last step

Press the S button for 10 seconds, then press the R button once and start over. Pay special attention when typing the WiFi password.

## Need more help?

about how to use the app and troubleshooting.

## Integrations

### Smart home devices

Visit [neosmartblinds.com/smartcontroller-integrations](http://neosmartblinds.com/smartcontroller-integrations) for detailed information about connecting to Amazon Alexa, Google Home and other systems.

### Control4

Please send an email to [tech@neosmartblinds.com](mailto:tech@neosmartblinds.com) with your name, your email and your company's name. This information is necessary to always send to you any further driver update.

### Legal Information

#### FCC

This equipment has been tested and found to comply with the limits for a Class B digital device, 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 instructions, 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 of the following measures:

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

#### Contains transmitter module FCCID: COFWMNBM11

To comply with FCC/IC RF exposure limits for general population/ uncontrolled exposure, the antenna(s) used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.

#### IC

This device complies with Industry Canada's licence-exempt RSSs. Operation is subject to the following two conditions:

- This device may not cause interference; and
- This device must accept any interference, including interference that may cause undesired operation of the device.

This device meets the exemption from the routine evaluation limits in section 2.5 of RSS102 and users can obtain Canadian information on RF exposure and compliance.

#### Contains transmitter module IC: 10293A-WMNB11

This End equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body.

