

# Operating Instructions

## for electric roller screens by Neher



Please be sure to follow these instructions and store these operating instructions permanently!

### For your safety

- The insect screen is not recommended as protection from falling for children or pets.
- Fitting may only be carried out by qualified personnel.
- On the inside of the roller blind box, you will find live parts. Please make sure that the electricity has been switched off before opening the roller blind box (switch off the corresponding fuse etc.).
- Repairs to the drive unit and electrical equipment / installation must only be performed by qualified personnel.
- Make sure that no people or objects are in the immediate vicinity when using the motorised roller blinds.
- Keep the remote control for the motorised roller blinds out of the reach of children.



### General instructions

- Retract the blind on the announcement of strong wind (storm).
- The electric roller blind is equipped with buffer protection. As soon as the roller blind makes contact with a person or object, the movement is stopped and it goes slightly upwards. This protection is active even in strong winds (storm).
- The wind resistance class specifies which speeds the blind can resist when closed. If the curtain is moved in excessively strong winds, buffer protection may be triggered.
- Do not use in winter if guide rails are frozen.
- Doors: Make sure that there is always an operating option in the outdoor area, as you may lock yourself out otherwise.
- The mesh is very transparent and can therefore be easily go unnoticed. Be careful not to walk into the mesh.
- Frequent operation within a short time can trigger the „thermal protection“ of the engine. After a 30-minute cool down, the engine is operational again.
- With remote control: When operating with the remote control, visual contact must be kept on the rolling blind to ensure that no persons or objects are in the immediate traversing area.
- When cleaning the windows and the wall, ensure that the electric roller blind is fully retracted and cannot be operated. Do not allow any water or detergent into the inside of the roller box.
- When working under raised parts or working equipment, these must be secured against falling by suitable equipment.



### Operating instructions

#### 1 Operation with venetian blind switches (cable-controlled motors)

**Attention: If controls are used which „snap into place“, they must be placed in the neutral position so that the blind can move in the opposite direction.**

#### Raising / lowering (without locking)

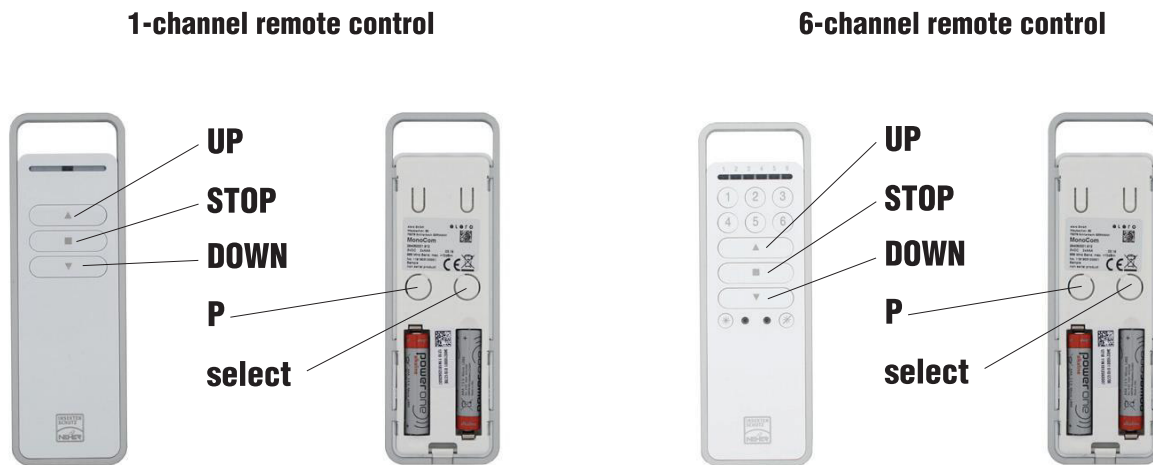
- Press and hold the UP button to move the blind up to the top.
- Press and hold the DOWN button to move the blind down to the bottom.
- To stop, release the button in each case.

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## 2 Overview of buttons - remote control (radio-controlled motors)



## 3 Operation with remote control

If the electric roller blind is again supplied with electricity after an interruption of the electricity supply (during initial commissioning or after a power cut), the receiver automatically puts itself in learning mode for five minutes.

To exit the learning mode, press the **STOP** button on the remote control for 6 seconds.

### Upward/downward movement

In order to activate the remote control, press any button.

- Press the UP button to move the blind up to the top.
- Press the DOWN button to move the blind down to the bottom.
- To stop, press the STOP button.

### Change channel (6-channel remote controls only)

Select the corresponding channel. The LED lights up accordingly. Also several channels can be selected and controlled at the same time.

### Erasing the remote control

Press and hold the STOP button and the learning button P for 6 seconds until the status display lights red.

### Programme another remote control

The roller blind can be controlled with more than one remote control. For this you need both the remote control which is already programmed as well as the new remote control.

- Press and hold the UP and DOWN buttons and the P button simultaneously on the remote control that has already been programmed until the status display lights quickly (LED colour change red-green).
- Now press the learning button P on the new remote control until the status display lights quickly. The blind will now move up and down for two minutes.
- If you press the UP button immediately after the blind moves to the top (max. 1 second), the status display will light up. The blind stops and then moves down.
- If you press the DOWN button immediately after the blind moves to the bottom (max. 1 second), the status display will light up. The blind stops. Press the STOP button for 6 seconds. (LED lights up red). Now the remote is taught in.

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## 4 Status display (LED)

Status display (LED)	Meaning
Flashes orange	No receiver has been assigned to the remote control.
Flashes orange (quickly)	The remote control is in learning mode. The use of an already-programmed receiver is not possible. In group learning mode every three seconds (even without pressing a button)
Lights orange then green (multi-channel remote control)	Receiver has received the signal
Lights orange then flashes red (multi-channel remote control)	Receiver has not received the signal
Lights red then green (multi-channel remote control)	Receiver has received the signal, batteries low
Lights red then flashes red (multi-channel remote control)	Empfänger hat das Signal nicht erhalten, Batterien schwach
Lights green with repetition, then red Lights orange and green (or red) in turn, then red (multi-channel remote control)	The channel is deleted
Repeatedly flashes orange or green, then red (multi-channel remote control)	The remote control is deleted
Lights green or orange	Transmission signal is sent
Flashes red (multi-channel remote control)	The batteries are weak

## 5 Troubleshooting

Error pattern	Cause
Drive does not work, status display is not lit	The batteries are empty or incorrectly installed
Drive does not work, status display lights red or flashes orange Unidirectional: Status display lights green	The receiver is outside of the radio range, is inoperative, defective or not programmed
Desired drive does not work (multi-channel remote control)	The wrong channel has been selected

**Attention: Please ensure that the electric roller blind cannot be operated by a third party during any works on the blind.**

### Blind loose

If too much pressure is exerted on the mesh (e.g. strong wind or collision), the mesh may come loose.

### ER1

- To thread the blind, press the blind gently with your fingers into the guide rail.
- Drive the blind a little upwards or downwards.

### ER2

- Unscrew the cover.
- Pull out the plastic guide strips downwards.
- Move the blind to about 10 cm below the upper stop.
- Thread the new plastic guide and screw the cover back on.

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## Maintenance instructions

### 1 General maintenance instructions

Neher products are low-maintenance, easy to clean and to maintain. If you follow the following cleaning maintenance and service instructions, you will increase the life of the product and ensure excellent ease of use.

#### Parts subject to wear:

Parts subject to wear are subject to natural technical alteration by UV radiation, heat and water influences, which can lead to strain, shrinkage and fading, thereby having a potential impact on the closing behaviour.

#### Replacement parts:

Only authorised spare parts may be used to replace worn or defective parts, otherwise you will invalidate your warranty and guarantee claim. Insufficient knowledge or disregard of safety instructions lead to the loss of any liability claims.

#### Samples, repeat orders, repairs:

Due to technical adaptations, collection or batch-dependent changes, there may be optical differences between the sample insect screens and those actually supplied or in repeat orders and repairs to previously-used insect screens.

### 2 Frame

Anodizing and powder coating is a particularly resistant and decorative finishing of aluminium components. In order to maintain the appearance for decades, the surfaces necessarily require regular maintenance in the form of cleaning twice a year. To assess the decorative appearance a viewing distance of 3 metres, is to be observed perpendicular to the surface, in diffuse daylight. Note: diffuse daylight means viewing a slightly cloudy sky outside but out of direct sunlight, where the sun is fully up.

The cleaning of the frame surfaces must not be in direct sunlight. The specially developed cleaning and preservation milk from the Neher care range is ideal for cleaning and maintenance. You can also pH-neutral cleaning agents such as washing-up liquid in the usual dilution. Abrasive or abrasive cleaning agents attack the surface and must not be used, as well as steam cleaners.

To remove stubborn, oily and greasy impurities we recommend aroma-free petroleum ether. This must only be allowed to act for a short time and then rinsed with clean water. Subsequent treatment with Neher's cleaning and preservation milk provides an additional care effect. Please also note the valid safety and operating instructions for the respective agents.

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### 3 Mesh

The mesh stands out with its good tensile strength and high resistance to weathering.

If, however, for example, insects or dirt are deposited on it, they can be eaten by wasps and birds. This can lead to small holes in the mesh.

Grease and dirt that cannot be removed can also attack the surface of the mesh and cause odour impairment. These cases can be prevented by removing insects and dirt on the mesh.

Cleaning should be done depending on the degree of soiling, but at least twice per year.

Cleaning of the mesh is ideally done with a microfiber cloth. This is to prevent static charging of the mesh during cleaning. The cloth must be moistened for this. You may also use pH-neutral cleaning agents.

To remove stubborn adhesions of dust, grease and insect particles, we recommend a rough pre-cleaning with a cleaning pad, e.g. from the Neher care range. To avoid damage the cleaning pads should be applied carefully, especially on older tissues.

#### **Tip for Transpatec mesh:**

The Transpatec tissue can be cleaned with a vacuum cleaner.

You simply put on the upholstery and vacuum the mesh carefully.

### 4 Brush sealing

The Neher brush seals are made of silicone and untreated polypropylene and are characterized by, among other things, a good UV resistance. For preventive protection and preservation of the appearance it is advisable to clean the brush together with the frame according to the degree of soiling, but at least twice per year.

The cleaning and preservation milk from the Neher care range is ideal for cleaning and maintenance. You can also pH-neutral cleaning agents such as Use detergents in the usual dilution.

#### **Light gap with brush sealing**

To achieve an insect-proof connection between mesh and the bottom rail end, brushes are used as a seal. Due to various installation situations, a light gap can be visible. This is not a defect, as a supposedly great light gap measured properly is only a few tenths of a millimetre and is thus smaller than the inside opening of the insect repellent mesh.

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## 5 EG-Declaration of conformity ER-2020-1

Hereby the manufacturer Neher Systeme GmbH & Co. KG (Wellendinger Straße 15, D-78665 Frittlingen), declares for the following product:

### All motor-driven products of the series ER (type designation ERX/XX) + ER2/21

compliance with all relevant provisions of **Machinery Directive 2006/42/EC**, the **EMC Directive 2004/108/EC**, the **Construction Products Regulation 2011/305/EU** and the **RoHS2 (2011/65/EU)**.

### The following harmonized standards were applied:


- DIN EN 13561 External blinds and awnings - Performance requirements including safety
- DIN EN 60204-1 Safety of machinery - Electrical equipment of machines - Part 1: General requirements
- DIN EN 349 Safety of machinery - Minimum gaps to avoid crushing of parts of the body
- DIN EN ISO 7010 Safety label for international use
- DIN EN ISO 12100 Safety of machinery - General principles for design - Risk assessment and risk reduction
- DIN EN 301489-1 EN 301489-3 Electromagnetic compatibility + DIN and Radio Spectrum Matters (ERM) - Electromagnetic Compatibility (EMC) standard for radio equipment and services - Part 1 and 3
- DIN EN 55014-1 and DIN EN 55014-2 Electromagnetic compatibility - Requirements for household appliances, electric tools and similar apparatus - Part 1 and 2
- DIN EN 61000-1 DIN EN 61000-2 + EN 61000-3 + + DIN DIN EN 61000-4 Electromagnetic compatibility - Immunity / Emission - Part 1-4

Responsible for all CE-relevant documents is the CE-commissioner of Neher Systeme GmbH & Co. KG who can be reached by telephone on +49(0)7426-5282-0 or by email [info@neher.de](mailto:info@neher.de).

Frittlingen, 19.10.2020

Place, date of issue

Norbert Neher, General Manager

 year:20 EN 13561:2015 exterior usage	designation of type	ER1/XX	ER2/XX
	ref.no. declaration of performance	ER-2019-1	ER-2020-1
	level of total energy passage	„NPD“	„NPD“
	wind resistance	class 2*	class 6**
	* for all sizes up to 2,0 x 3,0 m, in case of deviation „NPD“ applies ** for all sizes up to 4,0 x 4,0 m, in case of deviation class 4 applies		