

# FREQUENTLY ASKED QUESTIONS

## PowerView® Automation

### PowerView+™ Automation

**Q: How many shades can be connected to a 16 Shade Smart Power Supply?**

**A:** 16 shades can be connected to the 16 Shade Smart Power Supply.

**Q: What if I have a project that includes more than 16 shades?**

**A:** If a project will require more than 16 shades, additional 16 Shade Smart Power Supplies can be added to the project.

**Q: Which products will PowerView+ be offered on?**

**A:** PowerView+ will be offered on Pirouette® Window Shadings, Silhouette® Quartette® Window Shadings and Designer Roller & Screen Shades.

**Q: What components are needed to operate my shades with PowerView+?**

**A:** You will need a Gen 2 PowerView® Hub, a 16 Shade Smart Power Supply and PowerView+ shades. You will also need low-voltage wiring run throughout the home.

**Q. What are the requirements for the low-voltage wiring?**

**A.** Hunter Douglas sells a low-voltage PowerView+ Bulk Cable in quantities of 500 feet that meets the required specifications. If obtaining this cable elsewhere, the PowerView+ system requires a four-conductor low-voltage electrical cable with two conductors (12–18 AWG) for power and two conductors (20–24 AWG) in a twisted pair for data. All cabling is recommended to have a Class 2 flammability rating and is also recommended to meet VW-1 and FT-1 flame rating standards. Refer to the 16 Shade Smart Power Supply Wiring Guide for wiring distance maximums.

**Q: Can PowerView+ shades be controlled with a PowerView® Pebble® Remote?**

**A:** Yes! PowerView+ shades can be controlled with a PowerView Pebble or Surface Remote, a PowerView® Scene Controller, or the PowerView App!

### Rechargeable Battery Wand

**Q: Does this battery solution require a separate connection port to the motor?**

**A:** No, this battery will use the same plug-in power cord as the existing alkaline battery wand. Very convenient!

**Q: How will the rechargeable battery wand be installed?**

**A:** The rechargeable battery wand assembles into its respective mount, which can be either headrail mounted or satellite mounted. Headrail mounting attaches the wand directly to the back of the headrail via mounting clips. Satellite mounting allows for flexible installation behind the headrail (as mounting depth permits) or in any desired location.

**Q: What is the voltage of the battery?**

**A:** 14.4 volts.

**Q: Will the battery wands be charged prior to shipment?**

**A:** Yes. Rechargeable battery wands come fully charged to help streamline the installation process.

**Q: What is the size of the wand? Will it impact the mounting depth of my product?**

**A:** The rechargeable battery wand kit (wand + mount) is 13" long, 1 ¼" tall, and 1" deep. For mounting depth requirements, please refer to your product's specifications in the Reference Guide.

**Q: How long will it take to fully recharge the battery after use?**

**A:** The Dual Charging Station charges two battery wands simultaneously from a fully depleted state to a full charge in approximately three hours. The Single Charger charges one battery wand from a fully depleted state to a full charge in approximately two hours.

**Q: How long will the battery last on one full charge?**

**A:** This will vary depending on the size of the shade and the usage of the shade, but in general you can expect to recharge the battery once every year.\*

**Q: What is the warranty for the rechargeable battery wand?**

**A:** The battery is warrantied for 5 years.

**Q: What is the expected lifetime of the rechargeable battery wand?**

**A:** The battery can be recharged 500 times.

**Q: Will I have to remove my window treatment in order to recharge my batteries?**

**A:** No! With the convenient design of the rechargeable battery wand, simply remove the battery from its mount, leaving the window treatment AND the mount installed. Additionally, the Single Charger's 16-foot cable provides the option to run the cable up to the shade and recharge the battery while it remains inserted into the mount.

*\*Based on an average sized shade operated once per day (fully open and fully closed).*