

DualMotion™

Motorized Shade User Manual



Scrol-Control

Light Tilting Remote Control
Retro style design

MOTOR

AM35 Battery Motor

REMOTE

Scrol-Control Remote



CARSAN

QUIET. EFFORTLESS. BEAUTIFUL.

Contents.

Everything you need to install, pair, program, and care for your DualMotion motorized shades. Use the table below to jump to a section.

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Welcome to DualMotion.

Thank you for choosing DualMotion motorized shades from Carsan Window Fashions. This manual walks you through installation, pairing, programming, and everyday care, in plain English with the controls clearly labeled.

Read through Parts 1 and 2 first to get familiar with the remote and motor. Then follow Part 3 to pair them and Part 4 to set your shade limits. Once those are done, daily use is just three buttons.

Before you begin. Make sure the shade is fully installed in the bracket and the motor head is accessible. You will need the Scrol-Control remote, the supplied USB-C charger, and a paperclip on hand for the optional reset.

What you should find.

1

AM35 motor

Pre-installed in the shade tube. The motor head with controls is at one end.

2

Scrol-Control remote

Handheld remote with up/down, stop, scroll wheel, and channel buttons.

3

Two AA batteries

For the remote (LR6, 1.5 V). Pre-installed in many orders, otherwise included.

4

Power source

USB-C charger or solar panel depending on your option.

5

This user manual

Keep it with your warranty paperwork. A digital copy is available at carsanwf.com.

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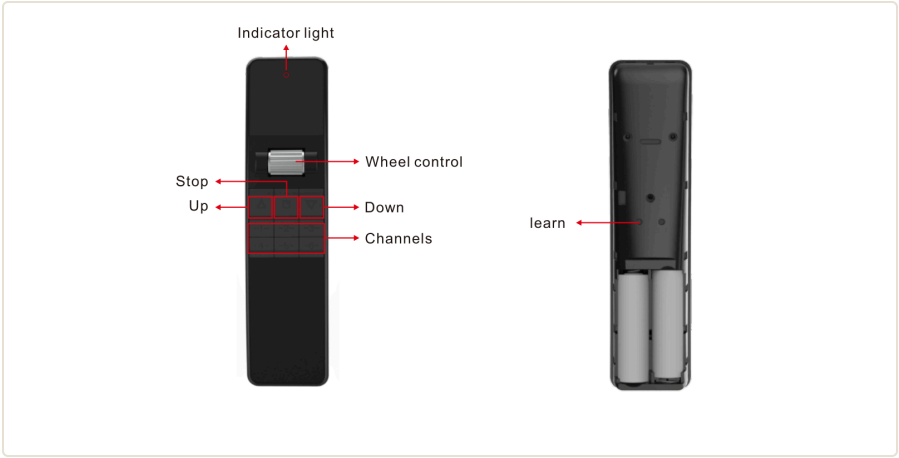
Mounting hardware

Brackets and screws were used at install. Spare parts are available from your dealer.

02 The Scrol-Control Remote.

A sleek handheld with three command buttons, a tactile scroll wheel for fine adjustment, and channel buttons for individual or grouped control. Up to one year of standby battery life on two standard AAs.

Buttons & controls.



Scrol-Control remote, front view

-  **Up button.** Raises the shade.
-  **Stop button.** Stops the shade at any position.
-  **Down button.** Lowers the shade.
-  **Scroll wheel.** Flick up to nudge the shade up; flick down to nudge it down. Useful for fine-tuning.
-  **Channel buttons.** Select which shade or group to control. The indicator light shows the active channel.
-  **Programming (Learn) button.** On the back of the remote. Used to pair and clear paired remotes. See Parts 7 and 10.

Working with channels.

Channel buttons let one remote control several shades, alone or in groups. You can also lock a channel to limit access.

SELECT A CHANNEL

Press a channel button on the front of the remote. The indicator light shows the active channel. Press the same button again to deselect.

LOCK A CHANNEL

Press and hold the desired channel button for 5 seconds. When the LED lights, that channel is locked as the highest accessible channel. Channels above it can no longer be used from this remote.

UNLOCK

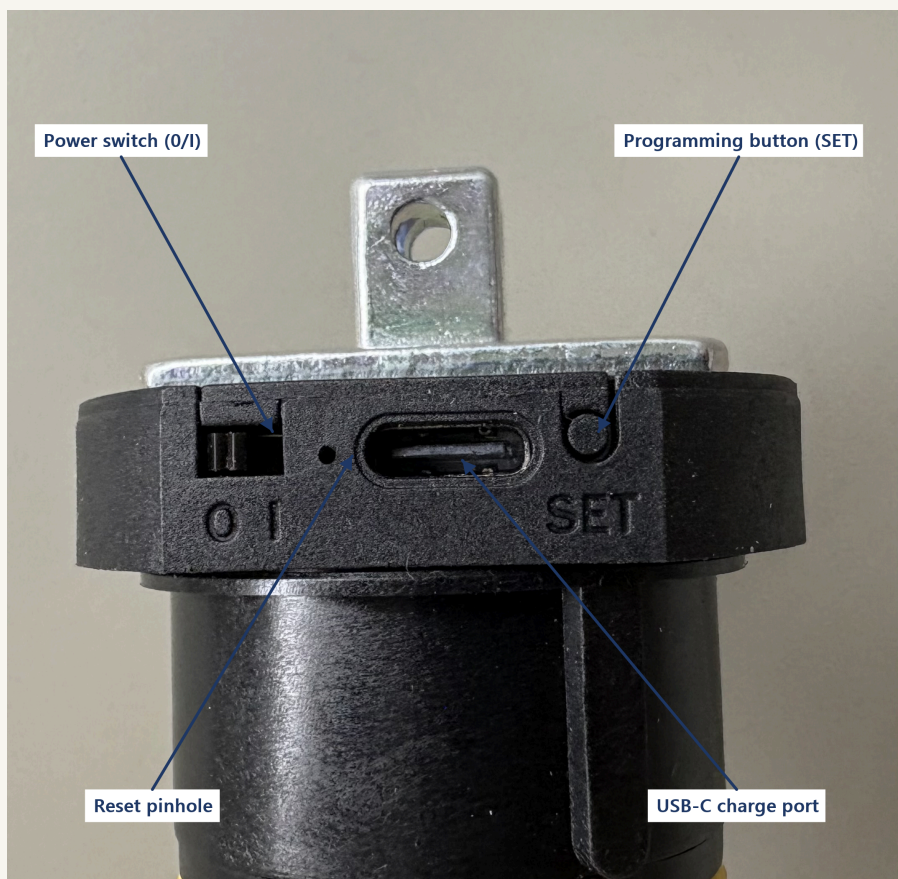
While on the locked channel, press and hold the channel button for 5 seconds. When the LED lights, the channel is unlocked.

Important usage notes.

- Hold the remote at least 1.5 m (5 ft) above the floor for best range.
- Stay within 1 m (3 ft) of the motor when pairing or programming.
- Do not rest the remote on metal surfaces. This reduces signal range.
- Keep the remote dry and out of direct sunlight to extend its life.

04 The **AM35** Battery Motor.

A quiet, energy-efficient battery motor with up to six programmable limit positions, automatic brake correction, and protection against over-charge, under-charge, and overload. A single charge typically lasts four to six months.



Get to know the controls.

Every control on the AM35 lives on the head, the end of the motor that pokes out of the shade tube. Here is what you will see when you look up under the headrail.

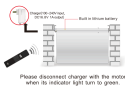
- 1 Power switch (0/I).** Slides between off (0) and on (I). Leave it on (I) for daily use.
- 2 Reset pinhole.** A recessed reset button. Use a paperclip only when instructed in the troubleshooting section.
- 3 USB-C charge port.** The supplied USB-C cable plugs in here to recharge the built-in battery.
- 4 Programming (SET) button.** Used to enter limit-setting mode and pair or unpair remotes. See Parts 7 and 8.

Lithium battery safety. Do not pierce, crush, expose to fire, or attempt to disassemble the motor. Use only the supplied charger.

Two ways to power.

The AM35 can be powered two different ways depending on the option you ordered. Both keep the same built-in lithium battery topped up; only the charging method differs.

Application 1: Built-in Lithium Battery

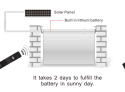


OPTION 01

Built-in lithium battery

Plug the supplied USB-C charger into a wall outlet (100 to 240 V) and connect to the motor. See Part 9 for the full charging walkthrough.

Application 2: Solar Panel Power



OPTION 02

Solar panel

A small solar panel mounted near the window keeps the built-in battery topped up automatically. About two days of full sun is enough for a complete charge.

Power on the motor. Press and hold the power switch on the motor head until you hear one beep. While the motor is off, it cannot receive signals from the remote.

07

Setup & Pairing.

Pairing tells the motor to recognize commands from your remote. Two methods cover first-time setup and adding a second remote, plus a quick fix if the shade goes the wrong direction.

Method A. First-time pairing.

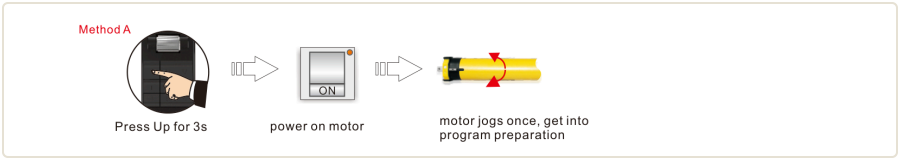
Use this when no remote is yet paired with the motor.

- 1

Press and hold **Up** on the remote for 3 seconds.
- 2

Power on the motor. The motor jogs once, confirming it is in pairing mode.
- 3

Press **Up** on the new remote within 10 seconds. The motor jogs once to confirm pairing.



Method A pairing sequence

Method B & direction reset.

METHOD B. ADD A REMOTE TO A PAIRED MOTOR

Use this when a remote is already paired and you want to add another.

- 1 On the existing (already-paired) remote, press and hold **Stop** for 5 seconds.
 - 2 The motor jogs once, confirming it is in pairing mode.
 - 3 Press **Up** on the new remote within 10 seconds. The motor jogs once to confirm.
-

REVERSE THE MOTOR DIRECTION

If the shade goes down when you press Up (or up when you press Down), swap the direction.

- 1 Press and hold **Stop** on the programmed remote for 5 seconds. The motor jogs once.
 - 2 Press **Down** within 10 seconds. The motor jogs once and the direction is corrected.
-

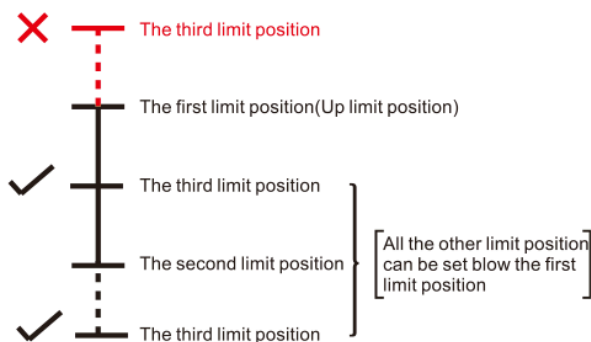
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Setting Limits.

Limits tell the motor where to stop when it travels up or down. The AM35 supports up to six positions, two end limits and four optional middle limits for preset views.

Setting limit positions.

- **UP limit.** The highest point the shade will travel.
- **DOWN limit.** The lowest point the shade will travel.
- **Up to 4 intermediate limits.** Useful for preset views.



Whichever direction you set first becomes the outer boundary.

SETTING THE FIRST LIMIT

- 1 Press the **Programming button** on the back of the remote for 1 second. The motor jogs once.
- 2 Use **Up** or **Down** to move the shade to the first limit position.
- 3 Press the **Programming button** again for 1 second to save. The motor jogs to confirm.

30-second timeout. If 30 seconds pass with no action during limit setting, the motor exits limit-setting mode automatically.

Adding, deleting & resetting.

SETTING ADDITIONAL LIMITS

- 1 Move the shade to the next desired position using **Up** or **Down**.
- 2 Press the **Programming button** for 1 second. The motor jogs once.
- 3 Press the **Programming button** again for 1 second to save. The motor jogs to confirm.

SKIPPING MIDDLE LIMITS

To send the shade directly to the UP or DOWN limit without stopping at middle limits, press **Up** or **Down** twice within one second.

DELETE A SINGLE LIMIT

- 1 Move the shade to the limit you want to delete.
- 2 Press the **Programming button** twice in quick succession. The motor jogs twice to confirm.

DELETE ALL LIMITS

Press the **Programming button** for 6 seconds. The motor jogs three times. All limits are now cleared.

Heads-up. The shade will travel until it hits a physical stop until you set new UP and DOWN limits. Set those right away.

Charging the motor.

A full charge typically lasts 4 to 6 months at about a minute of daily use. Charge anytime the indicator dims; topping up early will not damage the battery.



USB-C cable connected to the motor charge port.

- 1 Plug the **USB-C cable** into the charge port on the motor head. Reach up under the headrail and feel for the slot just behind the bracket.
- 2 Plug the supplied **USB-C wall adapter** into a standard outlet (100 to 240 V).
- 3 The indicator light is **red** while charging and turns **green** when fully charged. Disconnect the charger once the light is green.

Use only the supplied charger. Off-brand chargers can damage the battery and may void the warranty.

Adding & removing remotes.

Each motor can pair with several remotes, one for each room or family member.

ADD A NEW REMOTE

- 1 Press and hold **Stop** on the existing (already-paired) remote for 5 seconds. The motor jogs once.
 - 2 Press **Up** on the new remote within 10 seconds. The motor jogs once, confirming the new remote is paired.
-

CLEAR ALL REMOTES

Use this when you want to start fresh, are reselling the shade, or have lost a remote.

- 1 Short-press the **Programming button** on the motor head twice, then long-press once. The motor beeps once.
 - 2 Long-press the **Programming button** again. The motor jogs twice. All remotes are cleared.
-

This is permanent. All paired remotes lose access. Pair at least one remote again using Method A before you can operate the shade.

Replacing remote batteries.

The Scrol-Control remote uses two standard AA (LR6, 1.5 V) batteries. Standby life is up to a year of typical home use. Swap them when the indicator light dims or response feels sluggish.

- 1 Slide open the battery cover on the back of the remote.
- 2 Remove the old batteries and dispose of them according to local regulations.
- 3 Insert two new AA (LR6, 1.5 V) batteries, matching the + and – markings.
- 4 Replace the cover.

You will not lose your pairings. Removing the batteries does not erase paired motors or channel assignments.

Safety reminders.

- Use the same brand and freshness for both batteries.
- Do not mix old and new batteries, or alkaline with rechargeable.
- Remove the batteries if the remote will be stored for more than 30 days.
- Keep batteries away from children and pets.

When something is off.

PROBLEM	WHAT TO TRY
Remote does nothing	Slide the motor power switch to I. Replace remote batteries if the indicator light is dim.
Shade goes the wrong direction	Run the direction reset on Page 14. Hold Stop 5 seconds, then press Down within 10 seconds.
Shade stops mid-travel	It has reached a programmed limit. This is normal. Set a new limit on Page 16 if the shade should travel further.
Range feels short or unreliable	Hold the remote at least 1.5 m (5 ft) above the floor and away from metal surfaces.
Motor unresponsive after charge	Leave the charger connected for a full 4 hours. The indicator turns green when fully charged.

More common scenarios.

PROBLEM	WHAT TO TRY
Lost remote, no spare	Use the Programming button on the motor head: short, short, long, then long, to clear remotes. Then pair a new remote with Method A on Page 13.
Shade jogs but ignores commands	It is in limit-setting or pairing mode. Wait 30 seconds for the motor to exit, then try again.
LED does not light when buttons pressed	Check battery polarity. Replace batteries if needed.
Motor runs slowly	Battery may be low. Recharge fully. Verify the shade is not binding in the bracket.
Cannot pair an additional remote	Power on the motor and confirm at least one remote is already paired before adding another.

Still stuck? Contact your Carsan dealer with the model number, the symptom, and what you have already tried. Most issues are resolved on the first call.

Taking care of your shades.

ROUTINE CLEANING

- Dust the slats or fabric monthly with a soft cloth or feather duster.
- For stubborn dust, use the brush attachment on a vacuum at low suction.
- Spot-clean fabric shades with a damp cloth and mild soap; let air dry.
- Wipe the motor head with a dry cloth only. Never spray cleaner directly on the motor.

STORING THE REMOTE

- Keep the remote in a cool, dry place out of direct sunlight.
- Remove the AA batteries if the remote will be stored more than 30 days.
- Avoid resting the remote on metal surfaces, which can shorten its range.

OPERATING ENVIRONMENT

- Operating temperature: -20°C to $+55^{\circ}\text{C}$ (-4°F to $+131^{\circ}\text{F}$).
- Indoor use is recommended. Protect from direct rain and extreme humidity.
- Do not immerse any component in water or expose to open flame.

Safety reminders.

- Keep cords and small parts away from children and pets.
- Do not pierce, crush, expose to fire, or attempt to disassemble the motor.
- Use only the supplied USB-C charger. Off-brand chargers may damage the battery and void the warranty.
- If the motor is dropped, makes unusual noise, or stops working after damage, take it out of service and contact your dealer.
- Do not operate the shade with anything blocking its path.

Lithium battery disposal. The AM35 contains a lithium battery. Do not place the motor in regular household waste at end of life. Contact your dealer or local recycler for safe disposal.

Specifications.

SCROL-CONTROL REMOTE

Radio frequency	433.92 MHz
Transmitting power	≤ 10 mW
Transmitting current	≤ 20 mA
Standby current	1 to 125 µA
Standby battery life	Up to 1 year
Battery type	2 × AA (LR6, 1.5 V)
Operating temperature	−20 °C to +55 °C

AM35 MOTOR

Power source	Built-in lithium battery (USB-C charging)
Charger input	100 to 240 V AC, 50 / 60 Hz
Limit positions	Up to 6 (2 end + 4 mid)
Battery life per charge	4 to 6 months at ~1 min daily use
Operating temperature	−10 °C to +55 °C
Protections	Over-charge, under-charge, overload

Warranty & support.

LIMITED WARRANTY

Carsan Window Fashions offers a **3-year limited warranty** on the AM35 motor and Scrol-Control remote against manufacturer defects in materials and workmanship under normal residential use. Coverage runs for 3 years from the date of purchase by the original retail customer.

- **Coverage period:** 3 years from date of purchase.
- **What is covered:** manufacturer defects in materials and workmanship under normal residential use.
- **What is not covered:** damage from misuse, off-brand chargers, unauthorized service, accidents, or normal wear.
- **How to claim:** contact your Carsan dealer with your order number and a description of the issue.

SERVICE AND SUPPORT

Start with your Carsan dealer. They have your installation file and can resolve most issues directly. If your dealer needs to escalate a warranty claim or request a replacement part, the team email is **sales@carsanwf.com**. Have your dealer name, order number, and motor serial number on hand.



C A R S A N

CARSAN / DUALMOTION

Quiet motors. Beautiful windows. One simple remote.

SERVICE & SUPPORT

Start with your Carsan dealer. Dealer escalations: sales@carsanwf.com.

WARRANTY & REGISTRATION

3-year limited warranty. Register within 30 days of installation through your dealer.

EDITION

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