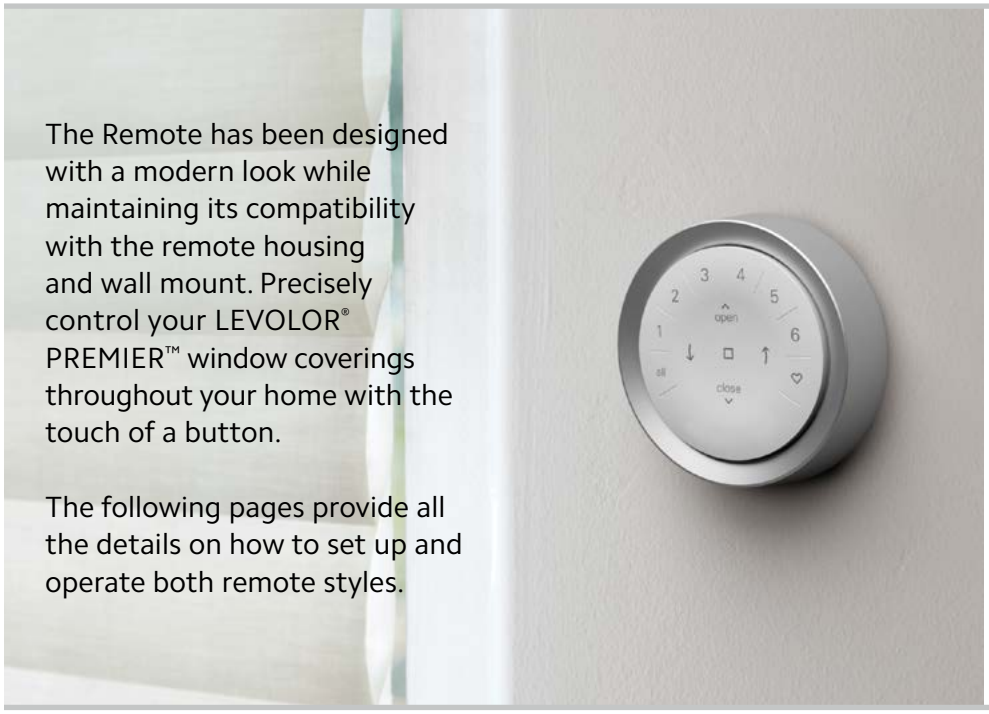
LEVOLOR®
PREMIER™



REMOTE CONTROL GUIDE



The Remote has been designed with a modern look while maintaining its compatibility with the remote housing and wall mount. Precisely control your LEVOLOR® PREMIER™ window coverings throughout your home with the touch of a button.

The following pages provide all the details on how to set up and operate both remote styles.

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Key Components



REMOTE MODULE



OR





INCLUDED

Getting Started

IMPORTANT: The Remote will not operate a window covering until the window covering and remote have been added and configured to a Home in the LEVOLOR PREMIER App.

GETTING STARTED: First, activate the remote by pulling both plastic tabs from the back battery compartment.



Inserting the remote module into the remote housing (hand-held):

1. Center the down arrow on the remote module above the indentation on the bottom rim of the remote.
2. Align the ribs on the remote module with the grooves on the remote.
3. Gently push the remote module into the remote until it is snug.



○ Ribs on remote to be aligned with the
---- grooves on the housing.

Mounting the Wall Mount:

1. Choose a location to mount the Wall Mount.
2. Orient the Wall Mount mounting plate so that the down arrow is horizontal and level. Mark screw holes.
3. Mounting the Wall Mount onto **drywall**? Use a 7/32" drill bit to drill pilot holes. Tap drywall anchors into the pilot holes until the flange of the anchor is flush with the drywall.

   Mounting the Wall Mount onto **wood**? Use a 3/32" drill bit to drill screw holes.
4. Attach the Wall Mount mounting plate using the screws provided.
5. Align the Wall Mount ring with its mounting plate. Twist the Wall Mount ring clockwise to lock it in place.



Inserting the remote module in the Wall Mount:

1. Align the ribs on the remote module with the grooves on the Wall Mount.
2. Gently push the remote module into the Wall Mount until it is snug.

○ Ribs on remote to be aligned with the
---- grooves on the Wall Mount.

Programming



IMPORTANT: All remotes (regardless of how many are in a project) are programmed solely through the LEVOLOR PREMIER App. To download the LEVOLOR PREMIER App from the Apple or Google Play store, go to GETLPAPP.COM or scan this QR code.

SCAN ME

HOW TO CONFIGURE A REMOTE

NOTE: A single window covering or multiple window coverings can be added to a single GROUP. Additionally, a single window covering can be assigned to more than one GROUP. We recommend only similar window coverings be included in a GROUP because of differences in product features and operation.

Remotes can be set up in one of two ways:

1. During the initial Home setup process
2. After the Home is created by navigating to "More" ➔ "Accessories" ➔ "Remotes"

The LEVOLOR PREMIER App will guide you through the entire process, from configuration to syncing your remotes. Please follow each step carefully in the app to successfully set up all remotes.



DEACTIVATING THE REMOTE'S "RAISE-TO-WAKE" FEATURE

The remote's LEDs will automatically turn on whenever the remote is picked up. This feature is useful for immediately seeing which window covering GROUP buttons were activated last. Deactivating this feature will help conserve battery life.

To deactivate, press and hold the GROUP 6 button on the remote for 5 seconds, or until LEDs start flashing.

To activate the LED again, follow the same steps. Press and hold the GROUP 6 button for 5 seconds, or until LEDs start flashing.

Please note, regardless if the "Raise-to-Wake" feature is on or off, the remote's LEDs will turn on when any button is pressed.

ADDING OR REMOVING A WINDOW COVERING FROM A GROUP

1. Open the LEVOLOR PREMIER App and navigate to "More" ➔ "Accessories" ➔ "Remotes."
2. Select the desired remote.
3. In the virtual remote configuration page, select the GROUP that you want to add or remove a window covering from.
4. Select the editing tool icon in the bottom right-hand corner of the screen.
5. Select a window covering that you want to add to the GROUP. An orange circle with a checkmark will appear. Alternatively, select an already checked window covering to remove the checkmark and remove the window covering from the GROUP. Then select "Done"
6. Select "Sync" and follow the prompts to sync your remote to complete the configuration process.

SETTING FAVORITE POSITIONS

Each LEVOLOR PREMIER window covering has two FAVORITE positions. Each window covering has two default FAVORITE positions based on the window covering type.

To set a new FAVORITE position:

1. Open the LEVOLOR PREMIER App and navigate to "More" ➔ "Shades" ➔ Select the specific shade.
2. In the Shade Settings page, you will see both FAVORITE settings. Select which position you want to modify.
3. Adjust the shade to the new desired position and select "Done." The new FAVORITE position is now saved.

Basic Operation

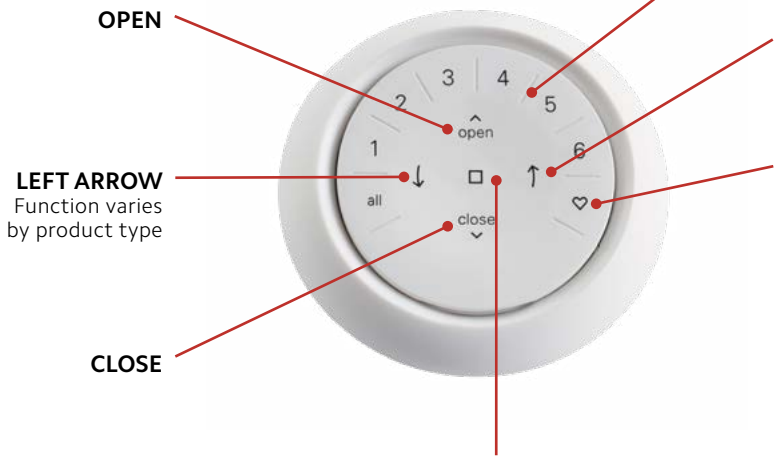


Once the window coverings have been joined to a GROUP or multiple GROUPS, the remote is ready to operate. Multiple window coverings can be operated at the same time.

NOTE: Some LEVOLOR® PREMIER™ window coverings offer variable operation from the basic operation listed here. For full instructions on how to operate your LEVOLOR PREMIER window covering, please consult the digital "Installation, Operation and Care" manual that came with your window coverings' warranty card.

BASIC OPERATION

1. To wake up the remote, simply pick it up or press ■ Stop. The last GROUP(S) selected will be highlighted and active.
2. Press All or GROUP 1–6 button(s) to select specific window covering(s) to operate. Selected GROUP button(s) will light to show they are selected.
   a. Multiple GROUP buttons may be selected at the same time.
   b. To deselect a GROUP, press the GROUP button again. The backlit GROUP button will go out.
3. Press ▲ OPEN to open the selected window covering(s).
4. Press ▼ Close to close the selected window covering(s).
5. For window covering(s) with vanes, louvers, slats or a middle rail*, press the 〉 RIGHT ARROW to close the window covering and open the vanes, rotate the vanes to the right, tilt the louvers/slats up or fully raise the middle rail.
6. For window covering(s) with vanes, louvers, slats or a middle rail, press the 〈 LEFT ARROW to close the vanes, rotate the vanes to the left, tilt the louvers/slats down or fully lower the middle rail.
   a. **NOTE:** Single-function window coverings will not operate by pressing the ARROW buttons.
7. Press ■ STOP to stop window covering/vane/louver/slat movement anywhere along its travel.
8. While a window covering is in motion, press the opposite of its motion (▲ OPEN or ▼ CLOSE) to reverse direction.
9. Press ♥ FAVORITE to send selected window covering(s) to your first FAVORITE position. Double click FAVORITE to send selected window covering(s) to your second FAVORITE position.



NOTE: Additional functions vary by product type. To view your window coverings' specific functions, please consult your "Installation, Operation and Care" manual. You can find this here: *levolor.com/premier*

*Applies to Top-Down/Bottom-Up and Day/Night window coverings only. The bottom rail on Top-Down/Bottom-Up window coverings operates using the OPEN and CLOSE commands.

**The default FAVORITE positions vary based on the window covering type.

***Both FAVORITE positions can be updated in the LEVOLOR PREMIER App under Shade Settings.

Battery Replacement





REPLACING BATTERIES IN THE REMOTE

Replacing the batteries in the remote module will not cause the loss of any window covering programming, including GROUPS and FAVORITES. The remote uses two CR 2032 batteries.

1. For the Remote, slide your thumb in the indentation, gently lift and remove the remote module from the remote housing. For the Remote with Wall Mount, remove the Wall Mount from its mounting plate by twisting it counter-clockwise. Push the remote module out from the back of the Wall Mount.



1. Using a flat-head screwdriver, rotate the safety screw counter-clockwise two times.
2. Remove the back cover from the remote.
3. Using a finger or small screwdriver, gently lift and remove the old batteries.





1. Insert new batteries in their correct orientation, making sure each is snug.
2. Align and replace the back cover onto the backside of the remote module.
3. Using the flat-head screwdriver, rotate the screw clockwise two times or until the screw is snug.
4. Align the ribs on the remote module with the grooves on the remote housing or the Wall Mount.
5. Gently push the remote module into the remote housing or the Wall Mount until it is snug.



Troubleshooting



1. None of the backlit buttons illuminate on my remote when I press the buttons.

- Check to make sure the batteries are inserted properly and are new.
- If the batteries are inserted properly and the lights still do not turn on, the batteries are likely dead and need to be replaced. Refer to "Battery Replacement" on page 5.

2. The window covering is not responding to the remote.

- **NOTE:** A window covering will not operate until it is joined to a GROUP.
- Check that the correct GROUP number is selected. The LED on that GROUP number will light up. You can also check which GROUP number the window covering is joined to on the remote in the LEVOLOR PREMIER App. You can find this under "More" ➔ "Accessories" ➔ "Remotes."

3. My window covering operates when I press OPEN or CLOSE, but not when I press either of the arrow buttons.

The arrow buttons are for operating specific product lines. To see if your window covering has operational capabilities with the arrow buttons, please refer to your product's "Installation, Operation and Care" instructions. You can find this here: *levolor.com/premier*

- If your window covering has operational capabilities with the arrow buttons, calibrate it using the LEVOLOR PREMIER App. Select "More" ➔ "Shades" ➔ Select the affected shade ➔ "Advanced Options" ➔ "Calibrate Shade." The shade will fully open and close during calibration, so be sure to remove any potential obstructions before calibrating the shade. After the window covering has finished calibrating, try operating the window covering again with the arrow buttons on the remote.

4. How do I reset the remote?

- It is not possible to reset the remote, only to delete or reconfigure it. Deleting a remote will remove it from the Home in the app, but it does not remove the programming stored on the remote. To reconfigure the remote, follow the instructions for "Adding or Removing a Window Covering from a Group," found on page 3.
- If a user needs to repurpose a remote for another residence, delete the remote from the existing Home, then add and configure the remote to the new Home. To delete a remote, select "More" ➔ "Accessories" ➔ "Remotes," select the desired remote, and then press "Delete Remote."

5. How can I tell if my remote batteries are running low?

- The remote is equipped with a feature to warn users of a low battery. When activating a command on a remote with a low battery, the numbered groups on the remote will begin to illuminate in sequence, similar to the action seen during a remote syncing. A low battery may cause a remote to become unresponsive or inconsistent in its operation, so it's best to replace the batteries when this sequencing is encountered.

NOTE: Please call 1-800-478-1538 for additional troubleshooting support.

ISED Canada Compliance Statement

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence exempt RSS(s).

This Class B digital apparatus complies with Canadian ICES-003

- 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.

Cet appareil contient des émetteurs/récepteurs sans licence qui sont conformes aux RSS sans licenced'Innovation, Sciences et Développement économique Canada.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

Le présent appareil est conforme aux CNR d'ISDE Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

FCC Statement

NOTE: 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.

NOTE: Changes or modifications not expressly approved by the manufacturer responsible for compliance could void the user's authority to operate the equipment.

Responsible party:

LEVOLOR PREMIER
1 Duette Way
Broomfield, CO 80020 USA

levolor.com/premier

Battery Disposal Information

If the batteries contained within this product require replacing, please closely review the following information and follow all legal guidelines.

This product contains two CR2032 button cell or coin batteries, with a nominal voltage of DC3v. When replacing button cell or coin batteries, Remove and immediately recycle or dispose of used batteries according to local regulations and keep away from children. Do NOT dispose of batteries in household trash or incinerate. Even used batteries may cause severe injury or death. Call a local poison control center for treatment information. When replacing batteries contained within this product, always completely secure the battery compartment when finished. If the battery compartment does not close securely, stop using the product, remove the batteries, and keep them away from children.

When handling button cell or coin batteries, Do not force discharge, recharge, disassemble, heat above 60° or incinerate. Doing so may result in injury due to venting, leakage or explosion resulting in chemical burns. Non-rechargeable batteries are not to be recharged.

Ensure the batteries are installed correctly according to polarity (+ and -). Do not mix old and new batteries, different brands or types of batteries, such as alkaline, carbon-zinc, or rechargeable batteries. Remove and immediately recycle or dispose of batteries from equipment not used for an extended period of time according to local regulations.

CE Statement

LEVOLOR PREMIER, One Duette Way, Broomfield, CO 80020, USA

LEVOLOR PREMIER hereby declares that the LEVOLOR PREMIER Remote is in compliance with the essential requirements and other relevant provisions of Electromagnetic Compatibility (EMC) Directive 2014/30/EU and Radio Equipment Directive (RED) 2014/53/EU. A copy of the DoC can be obtained upon request at levolor.com/premier.

⚠WARNING

- **INGESTION HAZARD:** This product contains a button cell or coin battery.
- **DEATH** or serious injury can occur if ingested.
- A swallowed button cell or coin cell battery can cause **INTERNAL CHEMICAL BURNS** in as little as **2 HOURS.**
- **KEEP** new and used batteries **OUT OF REACH OF CHILDREN.**
- **SEEK IMMEDIATE MEDICAL ATTENTION** if a battery is suspected to be swallowed or inserted inside any part of the body.
- **CR 2032, 3v**



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