

SmoothLift System Troubleshooting Guide

Overview

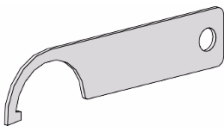


The SmoothLift System is a spring-assisted, cordless solution designed to deliver smooth, effortless shade control.

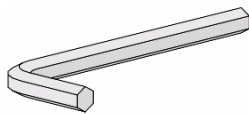
This guide provides instructions for addressing common issues that you may encounter with the SmoothLift System along with step-by-step instructions for shade installation and removal, spring pre-turn adjustments, and solutions to common operating issues.

Tools Required

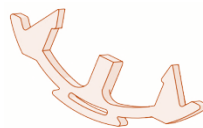
Spanner Tool



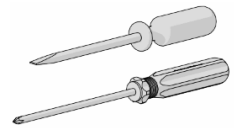
5mm Allen Key



Tension Lock



Screw Driver



ⓘ Always ensure the **pretension clip** is secured before removing the shade.

Limit Adjustment

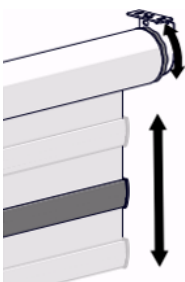
Note:

- Prior to adjusting the limits, move the flat hem bar to limit position.
- Doesn't apply to 2" tube systems with the Heavy-Duty pin end.

STEP 1.

Rotate the wheel to adjust the roll type as needed.

Normal Roll



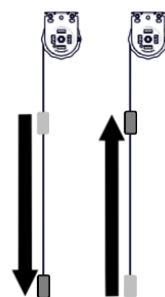
Reverse Roll



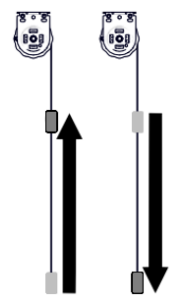
STEP 2.

Test limits by moving the shade up and down. Continue to adjust as necessary.

Normal Roll



Reverse Roll



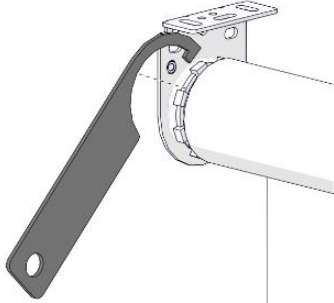
ⓘ **Note:** If shade limit needs significant adjustment:

- Lock the spring and remove the shade
- Remove the limiter and adjust the wheel position
 - Install the shade and remove the lock
 - Test shade

Installed Shade – Pre-Turn Adjustment

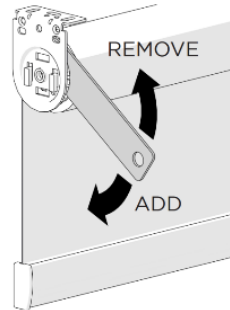
STEP 1.

Use spanner tool to adjust pre-turns.

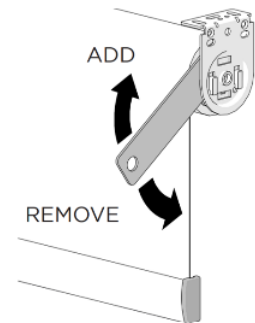


Pre-Turn Adjustment per Roll

Normal Roll - LHS



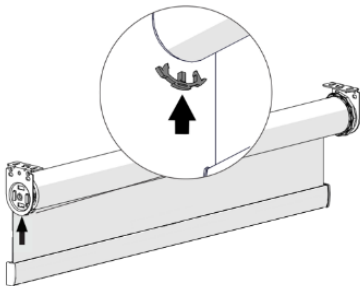
Reverse Roll - RHS



Uninstall Shade

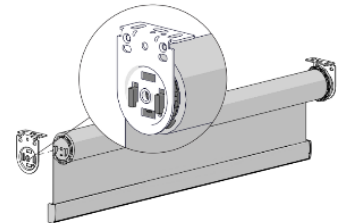
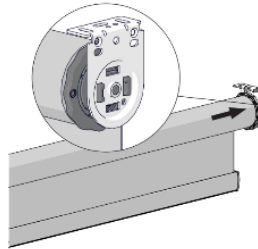
STEP 1.

Check wheel position and add tension lock.



STEP 2.

Compress the limiter, release the hooks, and remove the shade.

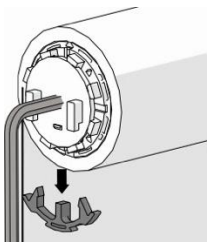


Uninstalled Shade – Pre-Turn Adjustment

ⓘ The spring is under tension. Do NOT remove the tension lock until you have the Allen Key inserted and securely held.

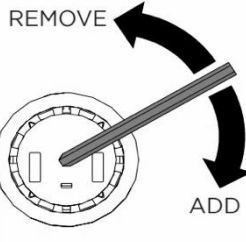
STEP 1.

Insert the allen key to secure the spring's tension before removing the lock.



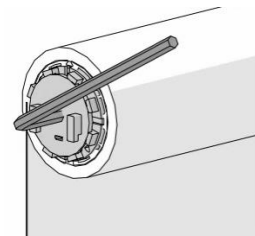
STEP 2.

Rotate the wheel to add or remove pre-tension as required for optimal performance.



STEP 3.

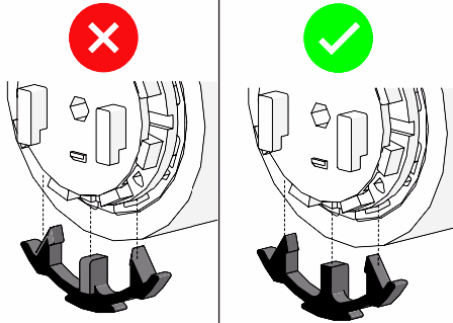
Keep the allen key engaged until the lock is fully installed and secured.



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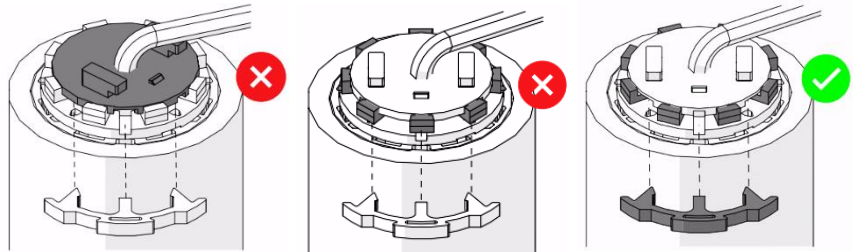
WINDOW COVERINGS
TO THE TRADE

⚠ Lock Orientation ⚠



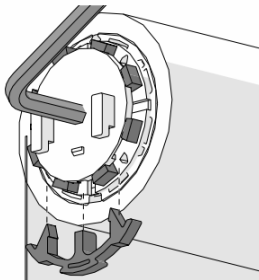
STEP 4.

Align the lock with the hooks, verifying its correct position before rotating the wheel to open to secure it.



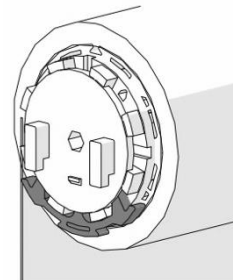
STEP 5.

Insert the tension lock.



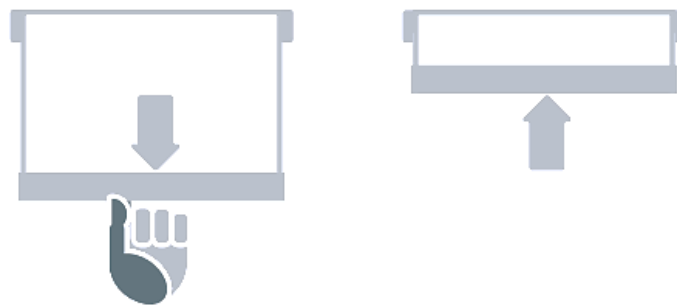
STEP 6.

Remove the allen key.



Shade Operation Test

① To operate the shade, the user MUST use the shade from the center of the flat hem bar.





Common Questions & Solutions

Problem: The flat hem bar hits hard stop when lowering.

Solution:

- Remove the shade ensuring tension is secure.
- Remove the limiter from the tube.
- Ensure the limiter wheel is near the pin end and rotate to adjust as needed before re-installing.

Problem: The tube stops rotating when raising, or the flat hem bar moves past the top limit.

Solution: Adjust the top limit position by rotating the limiter wheel.

Problem: The flat hem bar rises or falls on its own when released.

Solution:

- Check the tension with the adjustment wheel.
- Use the spanner tool to remove or add pre-turns to balance the flat hem bar.
- For larger adjustments, un-install the shade and use a 5mm hex key.
- If needed, unwind the spring tension, remove the spring, and rotate the flat hem bar to its correct position.

Problem: The flat hem bar falls from the top limit and/or the shade goes up from the bottom limit.

Solution:

- Increase the spring plug position.
- Add additional pre-turns if needed.

Problem: The flat hem bar raises at the top limit and/or the flat hem bar lowers from the lower limit.

Solution:

- Decrease the spring plug position.
- Less pre-turns may be needed.

Problem: Shade has erratic or jerky movement.

Solution:

- Check if the spring is installed on the correct side.
 - Normal Roll → Spring on left hand side (LHS)
 - Reverse Roll → Spring on right hand side (RHS)
- If not, safely remove and re-install it on the other end.

Problem: Fabric tracks or bunches upwards on one side.

Solution:

- Operate bottom rail from the middle.
 - Shade cannot be operated from the sides.
- Check to see if the brackets are level and installed correctly.

Top Limit Test

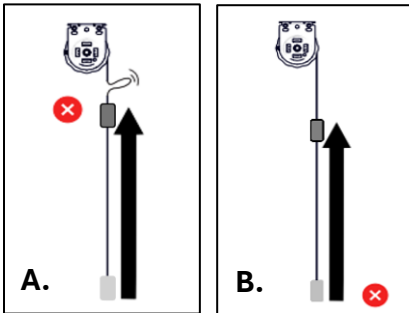
Operate shade near top limit.

- If flat hem bar falls → add pre-turns
- If flat hem bar rises → remove pre-turns

Lower Limit Test

Operate shade near lower limit.

- If hem bar rises slightly → remove pre-turns (small increment)
- If hem bar falls slightly → add pre-turns (small increment)
- If hem bar rises significantly → increase plug position
- If hem bar falls significantly → lower plug position



Problem:

- A. Shade rises too quickly.
- B. Shade does not rise.

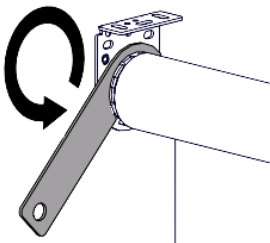
Cause:

- A. Too much tension or incorrect spring size.
- B. Not enough tension or incorrect spring size.

Solution:

A

Add additional pretension until the shade functions correctly:

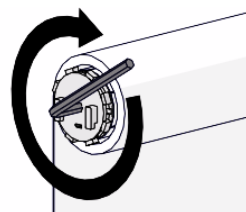


Use the spanner tool to adjust the tension without removing the shade.

Note: Shade adjustment does not require removal, but the process will be slower.

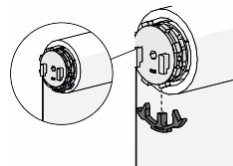
B

Add additional pretension until the shade functions correctly:



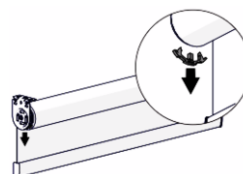
Step 1:

Remove the shade and use the allen key to adjust pretension to the right number.



Step 2:

Use the tension lock to lock the pretension.



Step 3:

Mount the shade onto the brackets and remove the lock.