

Change Batteries in Shade

Most units will take **12 AA alkaline batteries**. Preferred brands of Duracell and Energizer. We do not recommend generic brands such as Amazon or Walmart.

PowerView Shades are powered by placing AA batteries in series. Like all other products that are powered by batteries in series, it is important to ensure that all batteries are **installed in the correct direction** to avoid damage to the batteries or the wand. The battery wand itself will have a graphic demonstrating which direction batteries should be placed.



The positive (+) and negative of the battery (-) should line up as shown in the graphic.

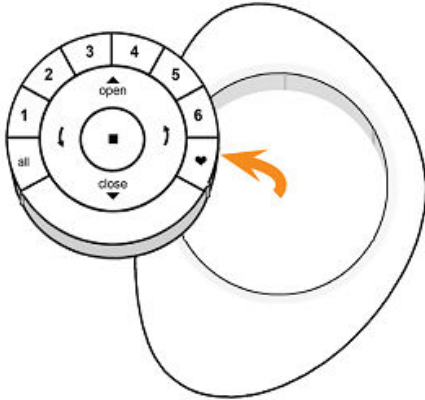
A battery installed upside down is effectively being charged by the battery pack and this damages the battery.

CAUTION: Always replace dropped or damaged batteries. If batteries or a battery wand is dropped from window installation height, the batteries should be replaced. Damage to the battery cells is likely from these distances and the cells or their seals can have damage that is not easily visible. Damaged cells are likely to leak, significantly shortening battery life and possibly damaging the battery wand.

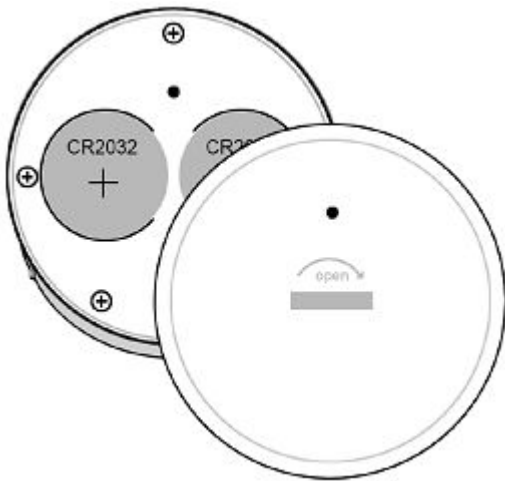
Change Batteries in Remote

To replace the batteries in the PowerView Remote, follow the instructions below or skip to the [video tutorial](#). The remote takes two CR2032 batteries.

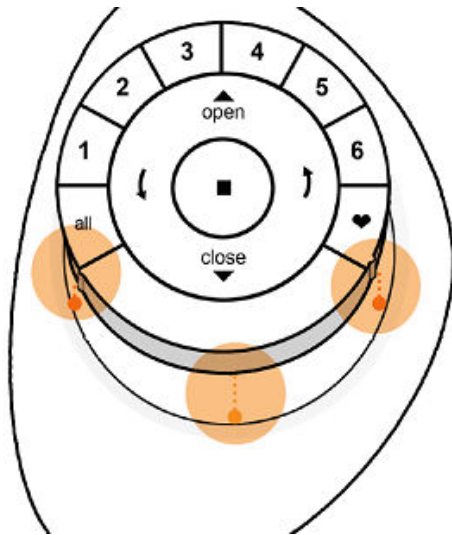
1. Gently remove the remote module. For the Pebble® Remote, slide your thumb in the indentation, gently lift and remove the remote module from the Pebble. For the Surface Remote, remove the Surface from its mounting plate by twisting the Surface counter-clockwise. Push the remote module out from the back of the Surface.



2. Remove the back cover from the remote module. It can be useful to insert a small coin, such as a penny, into the indentation on the back of the remote module and use the coin to twist the cover off.



3. Remove the old batteries and replace with the positive side facing up.



4. Gently re-insert the remote module into the PowerView Pebble, until it is snug.

Corrosion in Battery Wand

There are a few different things that can cause corrosion, including dropping of the battery wand or batteries being inserted incorrectly. If there is corrosion within your battery wand, Hunter Douglas will send you a new one free of charge.

You can request the part using [this form](#). If you would prefer, you can contact Hunter Douglas by phone (800) 789-0331 Monday-Friday, 9AM-8PM ET.

Batteries in Shade Drain Rapidly

Many things can affect battery life, including the way the shades are being controlled, how often they are being operated, the product, the shade type, the size, etc.

An average-sized shade (50" by 50" or so) with average use (open and close once a day) should last about a year. Taller and wider shades used twice a day could be closer to three months.

We recommend putting the date on the battery wand when you change the batteries so that you can verify how often you are changing your batteries.

Batteries in Remote Drain Rapidly

1. Check inside the back cover of the remote.
 1. If you see three "Rem C", we recommend contacting your installer or dealer. If you are unsure who your installer or dealer is, or if you require additional assistance, please contact us. We can be reached at (800) 789-0331 Monday-Friday, 9AM-8PM ET. If it is more convenient for you, please feel free to send us an email or chat.
 2. If you see Rem E / RMHP-A, this is most likely an issue with the batteries themselves. Please change the batteries in the remote by following [these instructions](#).