



Awning not opening?

A simple self-check guide before you book a visit

Most awning faults we see have one of three causes. Working through the checks in this guide takes about 10 minutes and solves the problem more often than not. The most common cause is the first one in this guide, so please start there. If you still need us at the end, the questions in Section 4 help us bring the right parts on the day.

A note for our customers: This guide is written for awnings we have supplied and installed at The Scottish Shutter Company. The checks below cover the controls, motors and sensors we fit as standard. If your awning came from another company, please get in touch with whoever supplied it. They will have the original specification and warranty details to put things right for you.

1 The remote handset

By a long way, the most common reason a motorised awning stops working is the small battery inside the handset. **We recommend changing the handset battery every year as routine maintenance.** A fresh battery once a year rules out by far the most common fault before it happens, and it costs less than a coffee. If your awning has suddenly stopped, the handset battery is almost certainly the cause.

Test 1: does the handset still send a signal?

When you press any button on the handset, look at the small light (LED) on the front of the remote. It should flash for about a second.



What you see

What it means

● **Green flash**

The handset is working and sending a signal. If the awning still will not move, go to Test 3 (channel check). If none of the channels work, then go to Section 2.

● **Red flash**

Battery is low and on its way out. Replace it now (see Test 2 for the correct battery).

● **No light at all**

The battery is dead, fitted the wrong way round, or is the wrong type. Go to Test 2.

Test 2: is it the correct battery, fitted correctly?

Your Somfy handset takes a **CR2430** 3V lithium coin cell. This is the standard replacement battery for all Situo and Smoove handsets and is available from any supermarket, chemist or hardware shop. The numbers tell you the size: **24** is the diameter in millimetres, **30** means 3.0mm thick.

Battery	Diameter	Thickness	Will it work?
CR2430	24mm	3.0mm	Yes, this is the standard SSC handset battery
CR2425	24mm	2.5mm	No: too thin, sits loose and may not make contact
CR2450	24mm	5.0mm	No: too thick, the cover will not close properly

Newer "Pure" model handsets (often have a slimmer, flatter body and the word "Pure" on the rear cover) also accept the smaller **CR2032**. If you are not sure which model you have, buy **CR2430**: it works in every Situo and Smoove handset we supply.

Before you fit the new battery: check for a safety film

This is the second most common mistake we see. New coin-cell batteries are often supplied with a thin clear plastic film or sticker covering one or both faces. **The battery will not work until you peel this off.** Hold the battery up to the light and look carefully at both sides. If you can see any film, tab or sticker, peel it away completely before fitting.

Fit the battery with the **+ side facing up** so you can read the writing. Close the cover firmly and test the LED again.

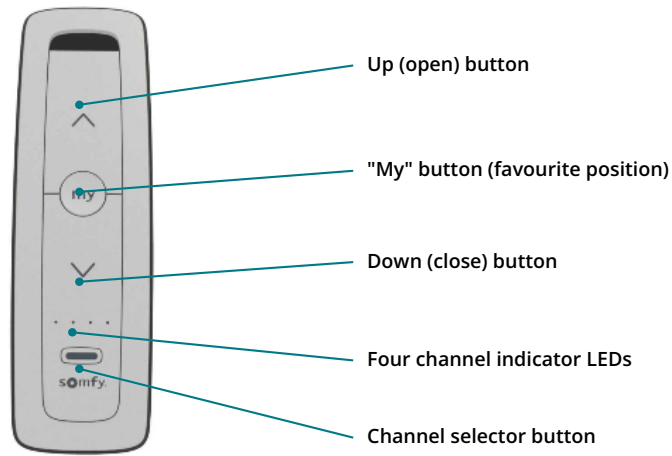
If the handset now shows a green LED and the awning moves, you are done.

If the LED is green but the awning still will not respond, go to Test 3.

Test 3: are you on the correct channel?

Many SSC awnings are operated from a **Somfy Situo 5** handset, which is a five-channel transmitter. It is easy to nudge the channel selector by accident, especially when the handset has been in a drawer or down the side of the sofa.

Look at the front face of your handset. Below the up / "my" / down navigation buttons you will see a row of **four small indicator LEDs**, and below those a small **oval channel selector button** just above the "somfy" logo. The pattern of lit LEDs tells you which channel is currently selected:



Somfy Situo 5 handset (Pure model shown)

What you see on the four LEDs	Channel selected
First LED lit (leftmost), others off	Channel 1
Second LED lit, others off	Channel 2
Third LED lit, others off	Channel 3
Fourth LED lit (rightmost), others off	Channel 4
All four LEDs lit at once	Channel 5

The LEDs only show the channel for a second or two after you press a button, then go out to save battery, so press any button to wake the display.

Your awning is normally programmed on **channel 1**. If you also have **integrated LED lights in the awning arms**, those lights are on a separate channel (most commonly channel 2). The handset will happily send a signal on the wrong channel and nothing will appear to happen.

If your handset shows a green LED but the awning will not move, work through each channel in turn:

1. Press the channel selector button until **only the first LED** is lit (channel 1). Press the up/open button and wait a few seconds.
2. If nothing happens, press the selector again to move to the next channel and try the up/open button.
3. Continue cycling through channels 2, 3, 4 and 5 (all four LEDs lit) until you find the one that moves the awning.

4. Once you find the right channel, leave the selector on that channel.

If none of the five channels move the awning, the handset is sending a signal but the motor is not responding. Go to Section 2.

2 Power to the motor

Your awning motor runs on mains electricity. It is connected to a waterproof socket fitted up at the awning, fed from a switch inside your house. If the motor has lost power, the handset signal still sends but nothing happens.

Check these three things in order:

1 Your fuse box (consumer unit)

Open the panel and look at the row of switches. If any switch is sitting in the "off" position when the rest are "on", switch it back on. Look out for one labelled "awning", "garden", "external", "outside socket" or similar. A tripped switch is the most common cause of an awning that has suddenly gone dead.

2 The isolator switch inside the house

Somewhere indoors there will be a small white wall switch with a tiny orange neon light. It is often in a utility room, garage, hallway or behind furniture near where the awning is fitted. If the neon is off, flip the switch on. If you cannot find one, do not worry, move on to the next step.

3 The external socket at the awning

This is the waterproof socket fitted at high level near the cassette. It is unlikely anyone has switched it off up there, but if you can reach it safely, check that it is in the "on" position.

If power is restored and the awning works, you are done.

If everything has power, the handset shows a green LED, and the awning still will not move, there is one more thing to check in Section 3.

3 The wind safety sensor

There is a small white box fitted to the front bar of your awning. This is a wireless wind safety sensor. It is battery-powered and the batteries typically last around three years. As with the handset, **we recommend changing them every year as routine maintenance** so you are never caught out.

If the sensor batteries are dying or dead, your awning will behave in a very specific way:

- It **opens normally when you press the button**
- Then it **retracts itself**, usually within 15 to 60 minutes, even on a calm day
- This is a built-in safety feature. When the sensor cannot detect wind, the awning is automatically retracted to protect it from damage

The sensor uses **2 x AAA alkaline batteries** (1.5V each), not a coin cell. Standard alkaline AAAs from any supermarket are fine. **Never use rechargeable batteries** in the sensor: they do not hold the right voltage and the sensor will not work reliably.

Don't forget to check the new batteries for a **safety film or sticker** on the contact end and peel it off before fitting, just as you did with the handset battery.

Working at height: Replacing the sensor battery means reaching the front bar of the awning, which is typically 2.5 to 3 metres off the ground. If you are not comfortable working at height with a step ladder, please book a visit and we will do this for you safely.

4 Still not working? Let us help

If you have worked through all three sections and the awning still will not move, please get in touch. The more information you can give us, the quicker we can put it right and the more likely we are to bring the correct part on the first visit.

Please tell us:

1. What colour LED you see on the handset when you press a button: green, red, or no light
2. Whether you found any tripped switches or lost power in Section 2
3. Whether the awning is completely silent, or whether it opens then closes itself again
4. The approximate age of the awning

Get in touch

0800 086 2989

team@scottishshutters.co.uk

scottishshutters.co.uk