

**Sivoia QED™**  
Installation  
and Operating  
Instructions

**Drapery  
System**



# Sivoia QED™ | drapery system

## Installation Instructions Please read before installing

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### Tools Required:

Tape Measure

Wire Cutter/Stripper

Pliers

#2 Phillips Screwdriver

\*Mounting Screws

1/8 inch Straight Blade Screwdriver

Level

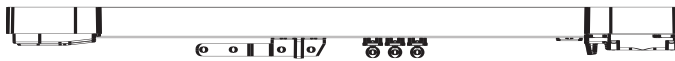
Power Drill, Drill Bits, Screwdriver Attachments

\* NOTE : Wallmounting hardware is not included due to the wide variety of wall materials. Installer should determine the appropriate mounting hardware for their specific needs. Lutron recommends the use of #8 mounting hardware.

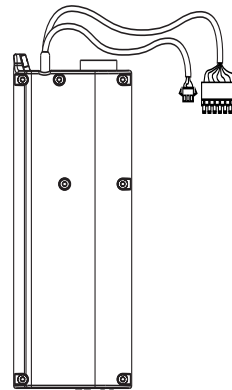
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### Carton Contents:

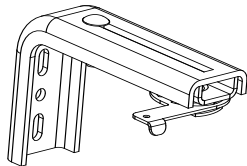
Single Track System – (right draw shown)



Electronic Drive Unit (EDU)

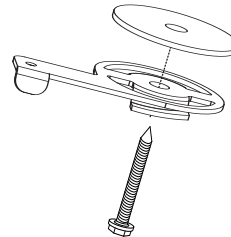


wall mount “L” brackets with cam-lock  
(quantity depends on system width)

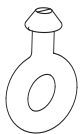


OR

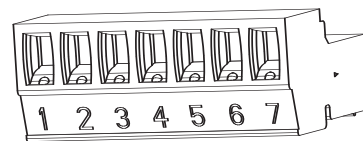
ceiling mount cam-locks  
(quantity depends on system width)



one hook eye  
(split draw only)



(1) 7 Pin Terminal Block



(1) Screwdriver



(1) 4 in. (102 mm) Cable Tie



(1) 7 in. (178 mm) Cable Tie



# Sivoia QED™ | drapery system

## Installation Instructions (continued)



**Warning:** Incorrect installation can lead to severe injury. Follow all installation instructions.

### Notes:

- The Sivoia QED drapery system has a maximum continuous rated operating time of 8 min, followed by an 18 min rest.
- Do not connect Electronic Drive Unit (EDU) to Sivoia QED System before installation.
- Before installation, remove any unnecessary cords and disable any equipment not needed for powered operation.
- Lutron drapery systems are intended for use with only Lutron drapery track hardware, controls, and power supplies.
- **Codes:** Install in accordance with all local and national electrical codes.
- **Environment:** Ambient operating temperature: 32 - 104 °F (0 - 40 °C) 0-90% humidity, non-condensing. Indoor use only.
- There must be a clearance of at least 1.3 feet (0.4 m) between the moving drapery and any movable object.

# 1

## Mounting the Drapery Track

### Wall Mounting

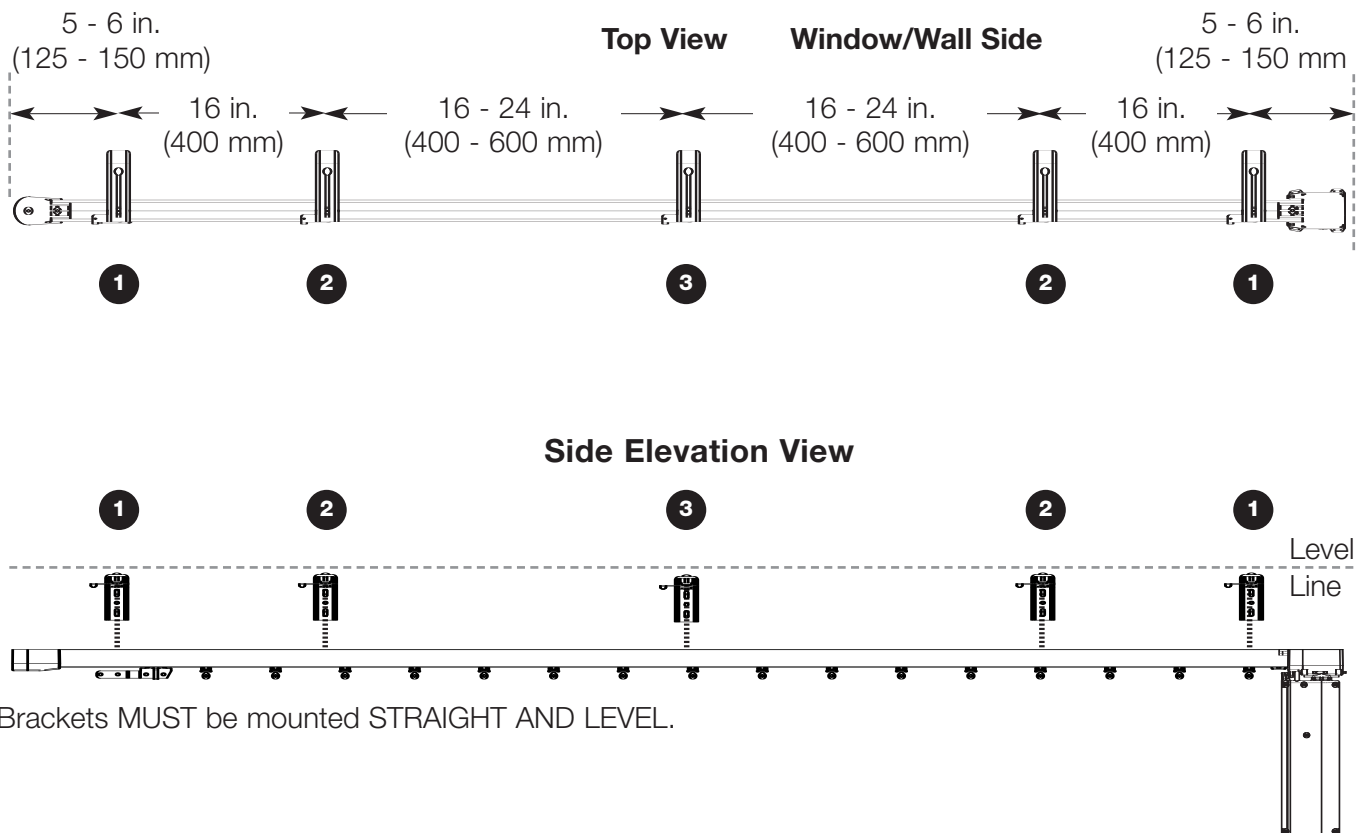
**Note:** The drapery track must be straight and level to operate properly, and brackets must be vertically and horizontally aligned.

#### 1.1

Mount the drapery track to the wall using the wall mount “L” brackets. Mount the “L” brackets using the spacing guidelines below.

- 1 “L” brackets mounted at the ends of the track should be positioned between 5 in. (125 mm) and 6 in. (150 mm) from each end.
- 2 On both sides of the track, starting from the end “L” bracket, position the next “L” bracket a distance of 16 in. (400 mm) inward.
- 3 Space the remaining “L” brackets 16 - 24 in. (400 - 600 mm) apart.

**Note:** All screws must be securely fastened to a stud or a structural member.



# 1

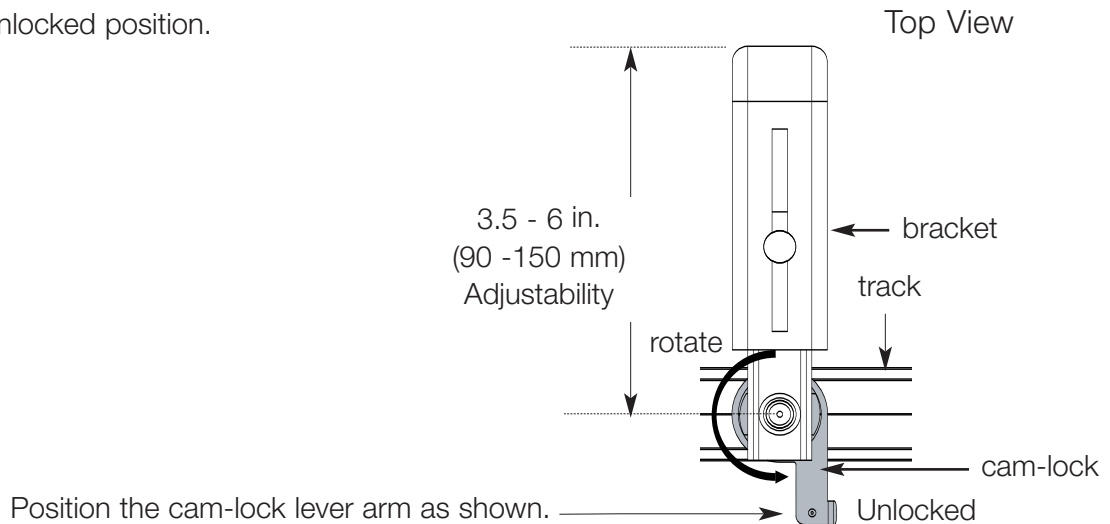
## Mounting the Drapery Track

### Wall Mounting (continued)

#### 1.2

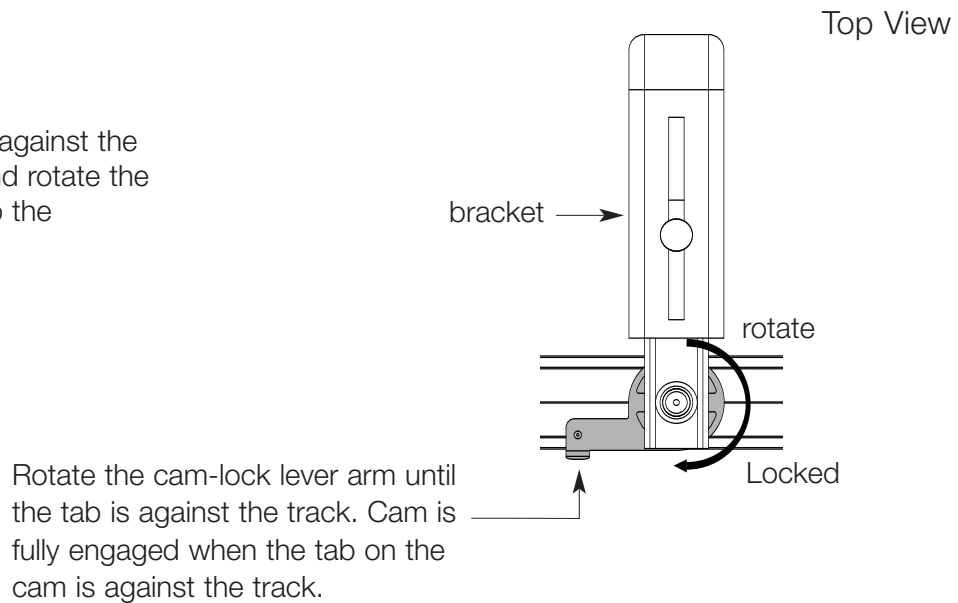
Mount the track to the brackets.

Position all of the cam-lock lever arms to the unlocked position.



#### 1.3

Position the track up against the cam-lock brackets and rotate the cam-lock lever arm to the locked position.



**Note:** Cam-lock must be fully engaged.  
If cam-lock does not line up with track, re-adjust bracket.

# 1

## Mounting the Drapery Track

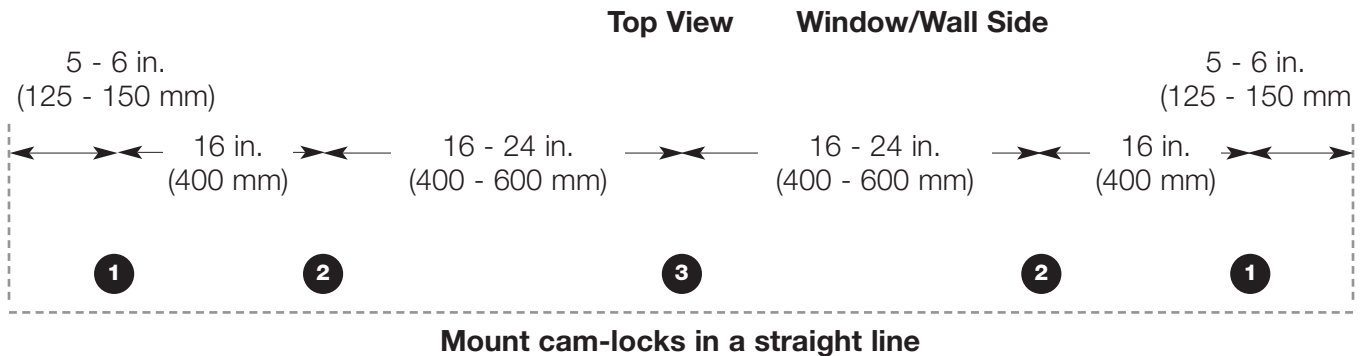
### Ceiling Mounting

**Note:** All screws must be securely fastened to a joist or a structural member. Tighten screws to ensure cam-lock does not spin loose.

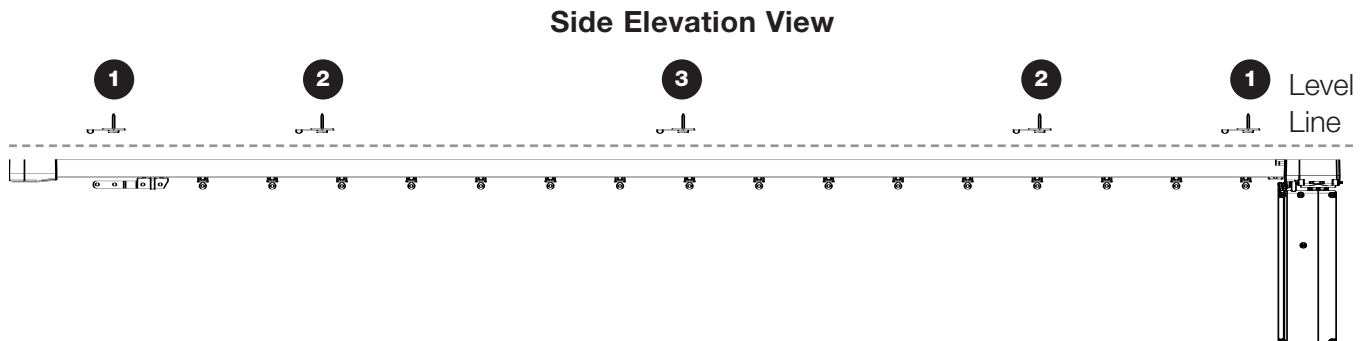
#### 1.4

Mount the drapery track to the ceiling using ceiling mount cam-locks. Mount the cam-locks using the spacing guidelines shown below

- 1 Cam-locks mounted at the ends of the track should be positioned between 5 in. (125 mm) and 6 in. (150 mm) from each end.
- 2 On both sides of the track, starting from the end cam-lock, position the next cam-lock a distance of 16 in. (400 mm) inward.
- 3 Space the remaining cam-locks 16 - 24 in. (400 - 600 mm) apart.



**Note:** The ceiling mount cam-locks should be mounted in a straight and level line. If the contour of the ceiling is not straight and level, use shims (not included) between the cam-lock bracket and the ceiling to compensate for the irregularities.



# 1

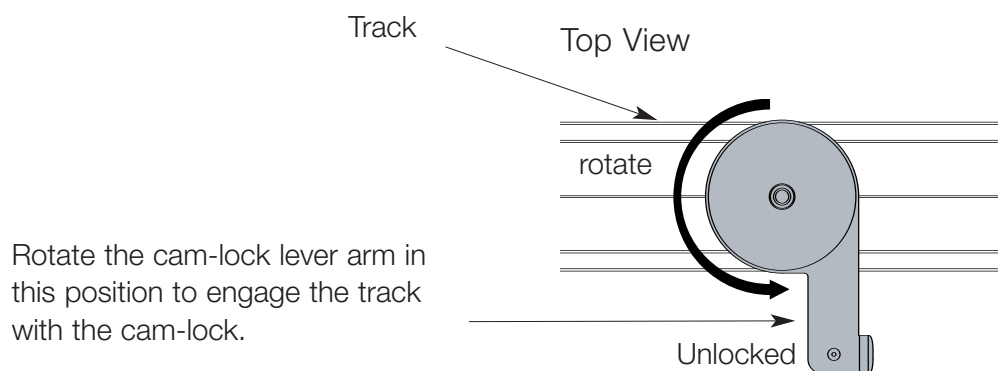
## Mounting the Drapery Track

### Ceiling Mounting (continued)

#### 1.5

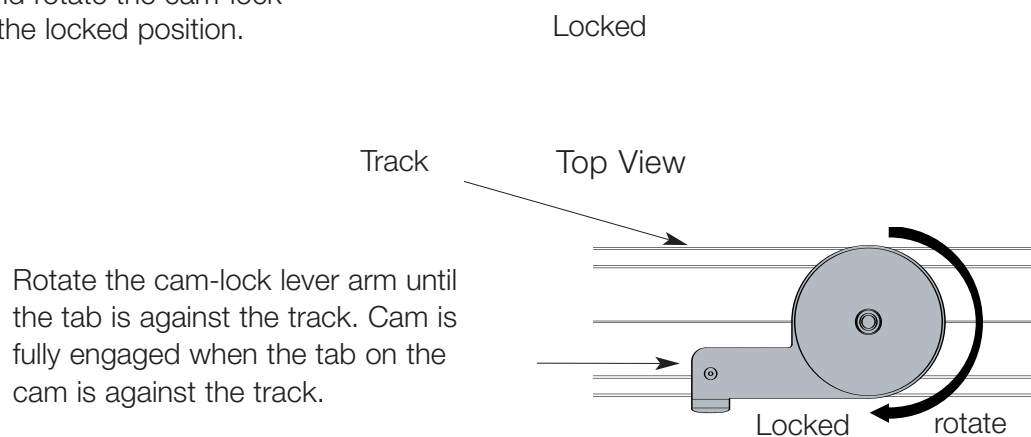
Mount the track to the cam-locks.

Position all the cam-lock lever arms to the unlocked position.



#### 1.6

Position the track up against the cam-locks and rotate the cam-lock lever arm to the locked position.



## 2

## Carrier Installation – Left and Right Draw Systems (Pinch Pleat)

### 2.1

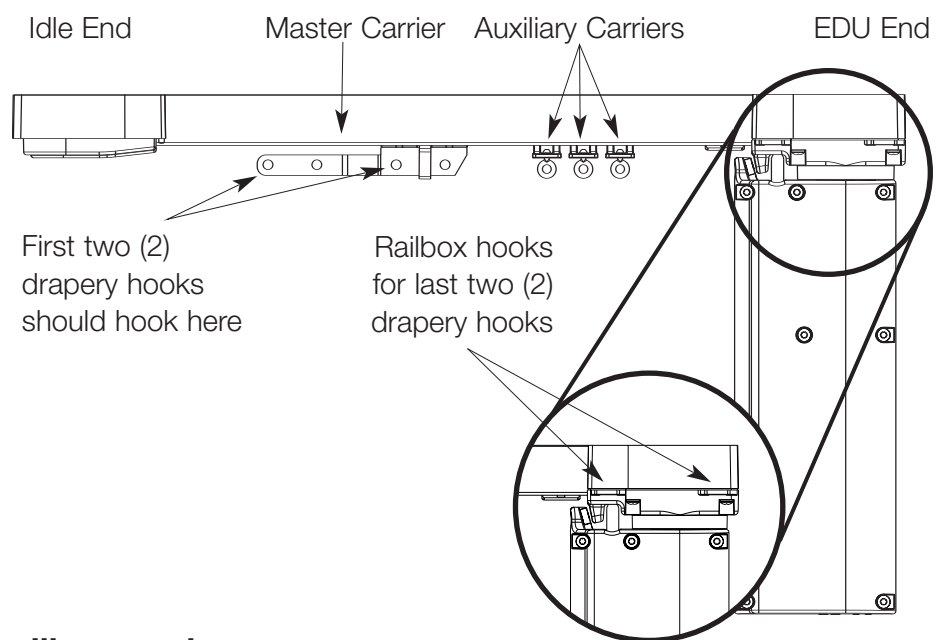
Loading and unloading the carriers

The drapery carriers are installed at the factory. Confirm the number of carriers required for your application, and remove any excess carriers per the instructions below.

### 2.2

Left and right draw single track systems.

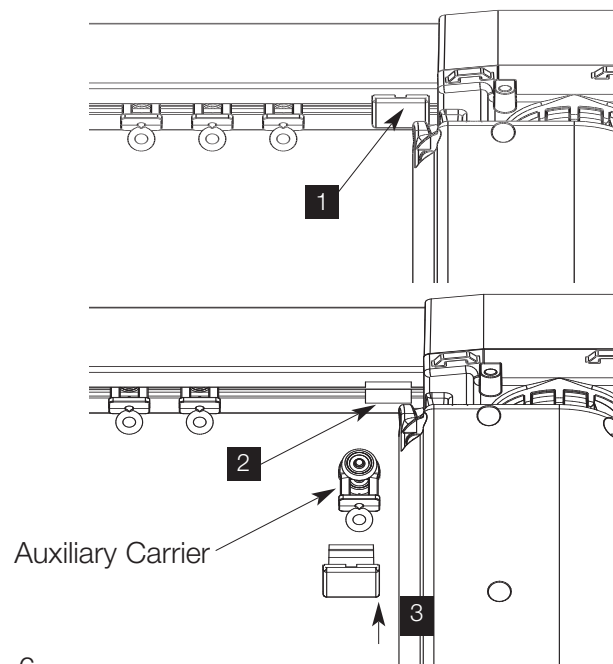
The number of auxiliary carriers required is four (4) less than the total number of hooks on the drapery. The first two drapery hooks should hook to the master carrier and the last two drapery hooks should hook to the railbox.



### To add or remove auxiliary carriers:

Left or right draw.

- 1 Pry out square plug on the EDU end of the track, using a flat blade screw driver
- 2 Insert or remove auxiliary carriers through the square hole in the track until the proper number of carriers are installed.
- 3 Replace the plastic square plug by pushing it into the square hole until it snaps into place.





## 2

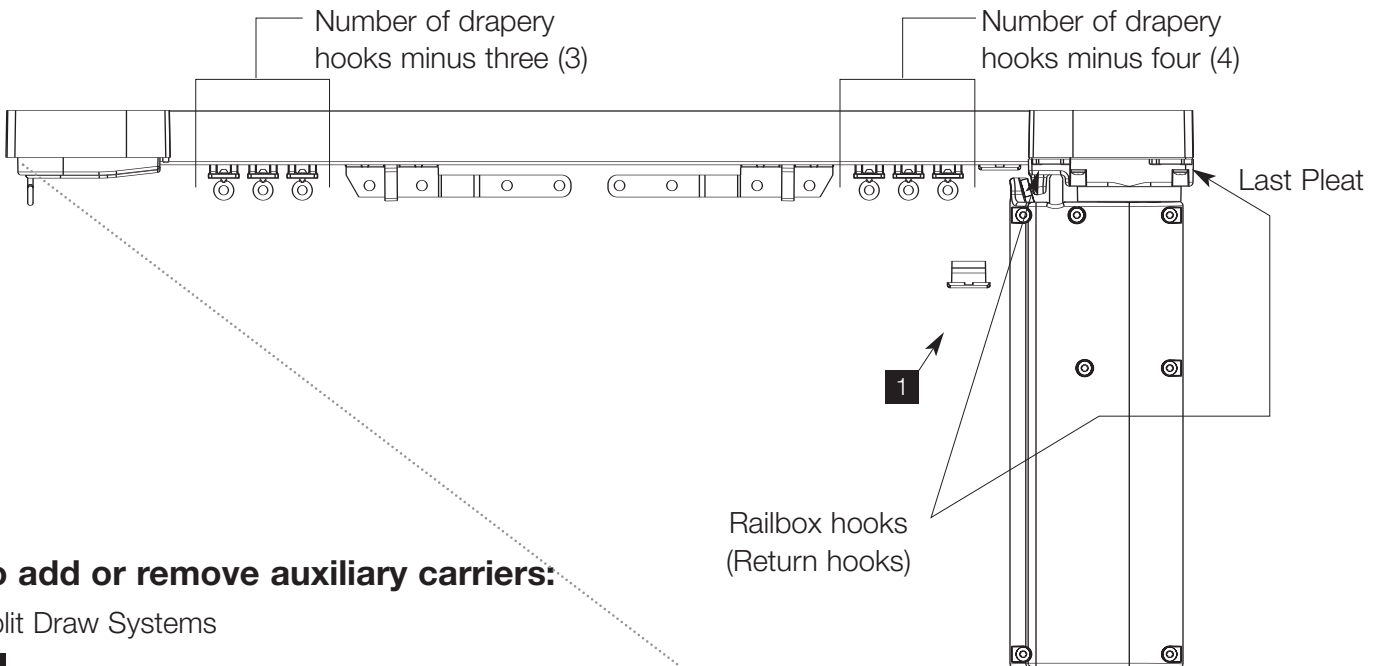
## Carrier Installation – Split Draw Systems

### 2.3

#### Split draw systems

The EDU end of the drapery track requires four (4) less auxiliary carriers than the total number of hooks on the drapery. The first two drapery hooks should hook to the master carrier and the last two drapery hooks should hook to the railbox.

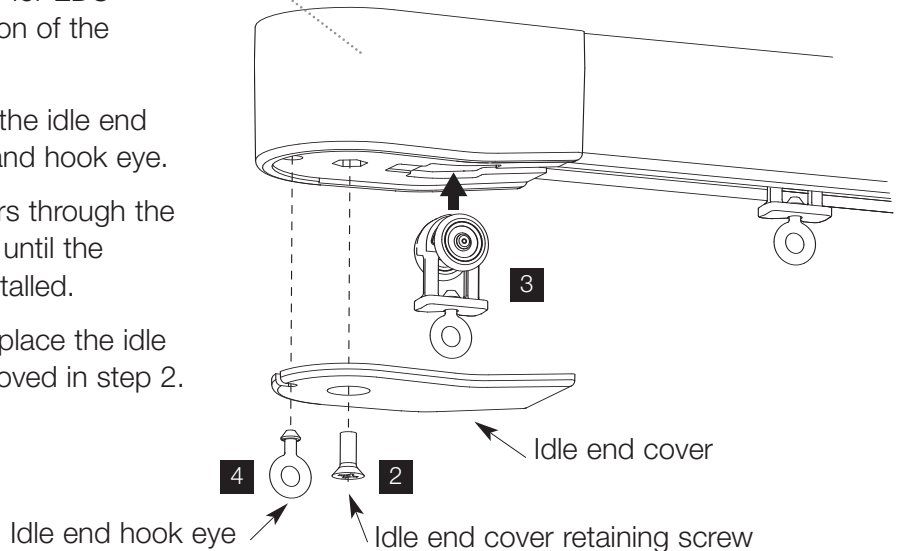
The number of auxiliary carriers required is different for the idle end. The idle end of the drapery requires three (3) less auxiliary carriers than the total number of hooks on the drapery. The first two drapery hooks should hook to the master carrier, and the last drapery hook should hook onto the hook eye on the idle end cover. See diagram below.



#### To add or remove auxiliary carriers:

##### Split Draw Systems

- 1 Follow the directions on page 6 for EDU end plug removal, and installation of the auxiliary carriers.
- 2 Remove the screw that retains the idle end cover. Remove idle end cover and hook eye.
- 3 Insert or remove auxiliary carriers through the square hole in the idle end cap until the proper number of carriers is installed.
- 4 Install idle end hook eye and replace the idle end cover using the screw removed in step 2.



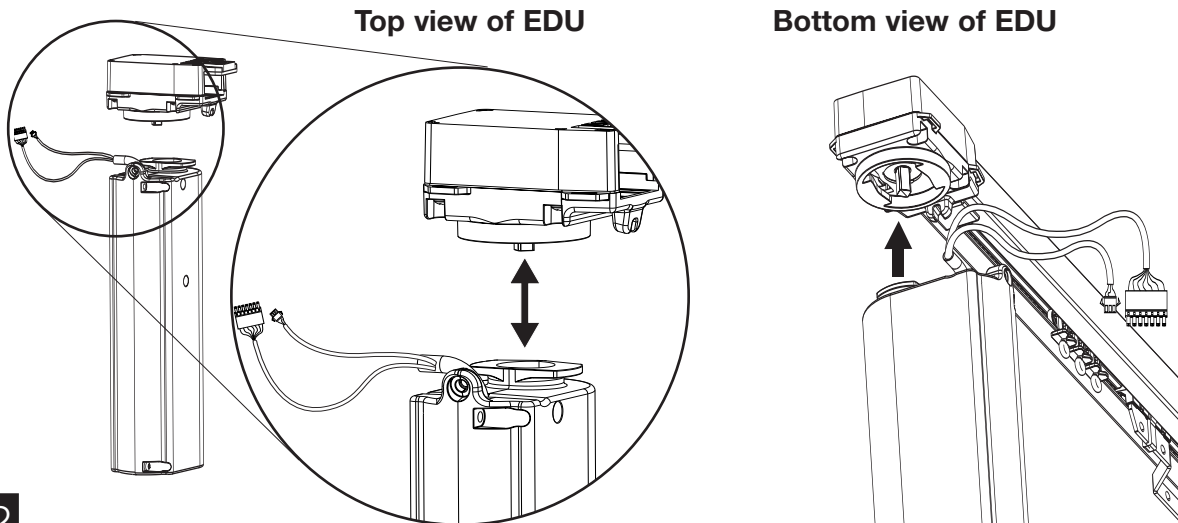
# 3

## Installing Electronic Drive Unit

### 3.1

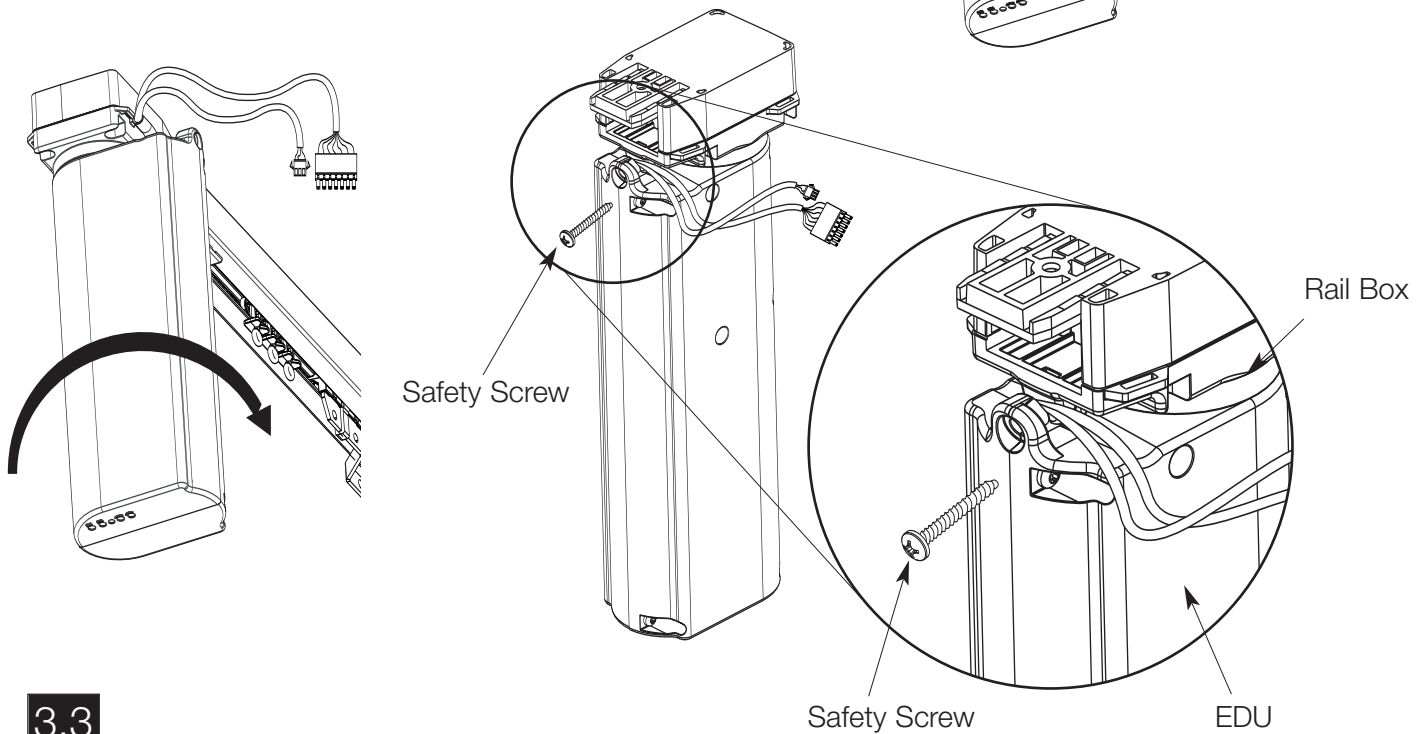
Insert EDU mounting flange into the rail box by aligning the mounting tabs and drive shafts.

Push the EDU into the railbox until the mounting tabs are fully inserted.



### 3.2

Rotate the EDU inside the mounting flange and align the holes for the safety screw. Ensure wires are not pinched.



### 3.3

Hand-tighten the safety screw. Do not over-tighten.

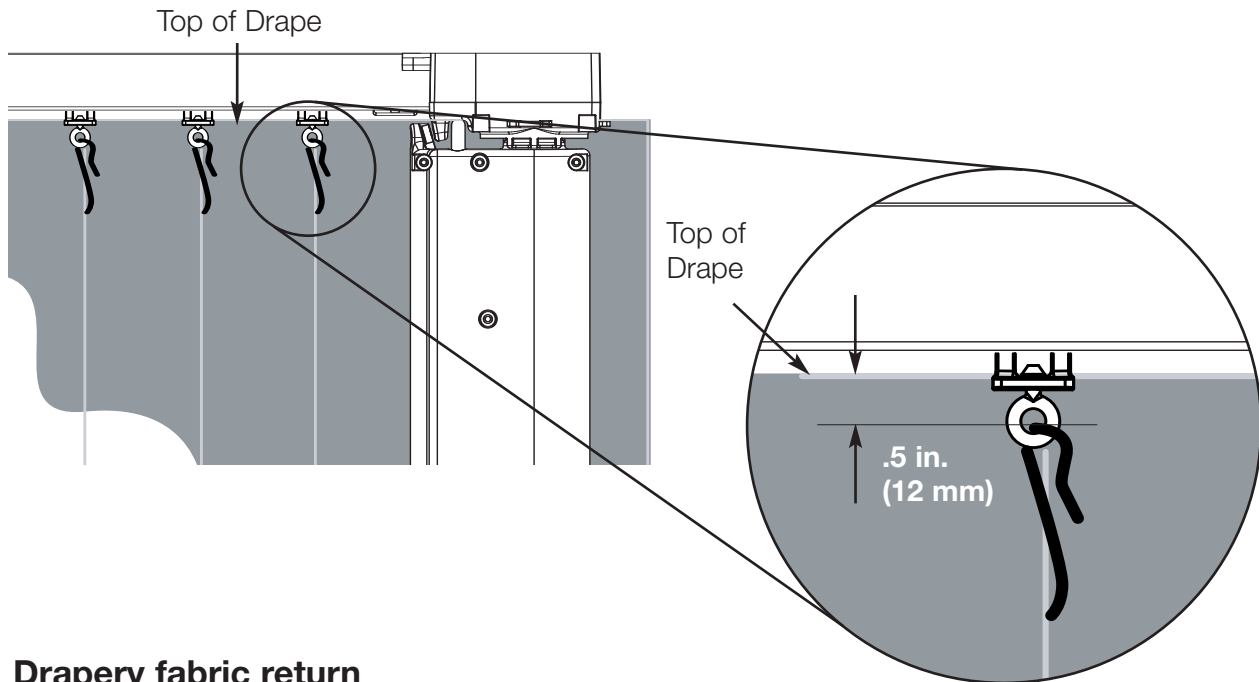
# 4

## Hanging Drapery Fabric

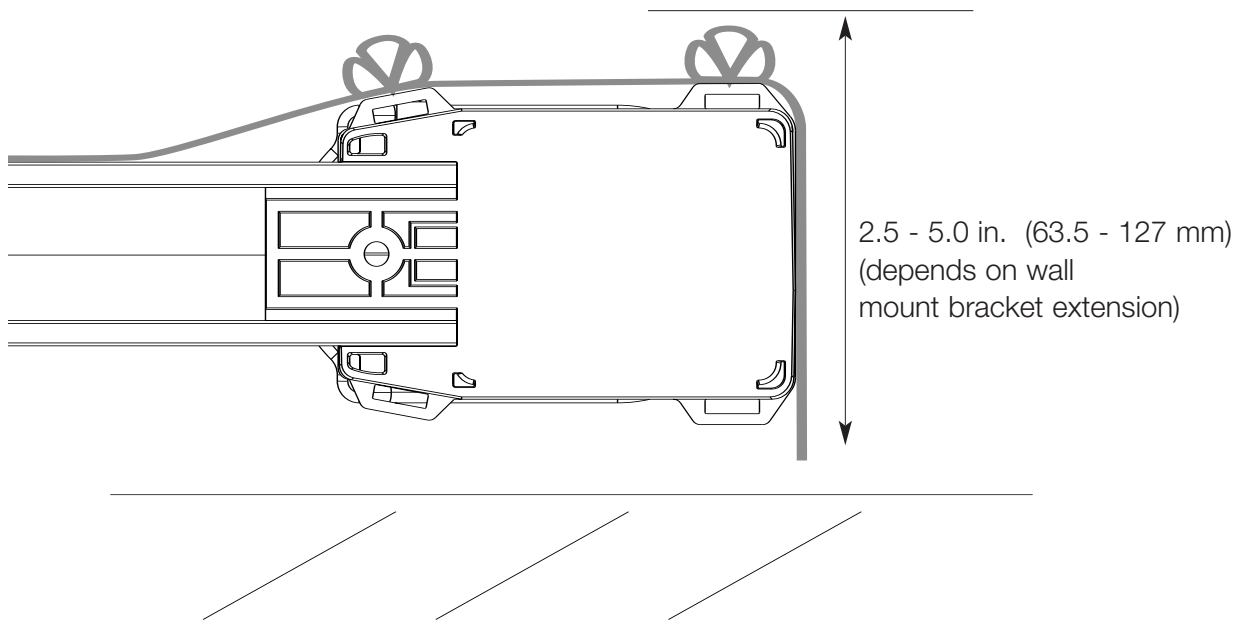
### 4.1

#### Drapery hook setting

For the best system performance, a drapery hook setting of 0.5 in. (12 mm) is required. This allows the system to operate with minimal noise and prevents premature carrier wear.



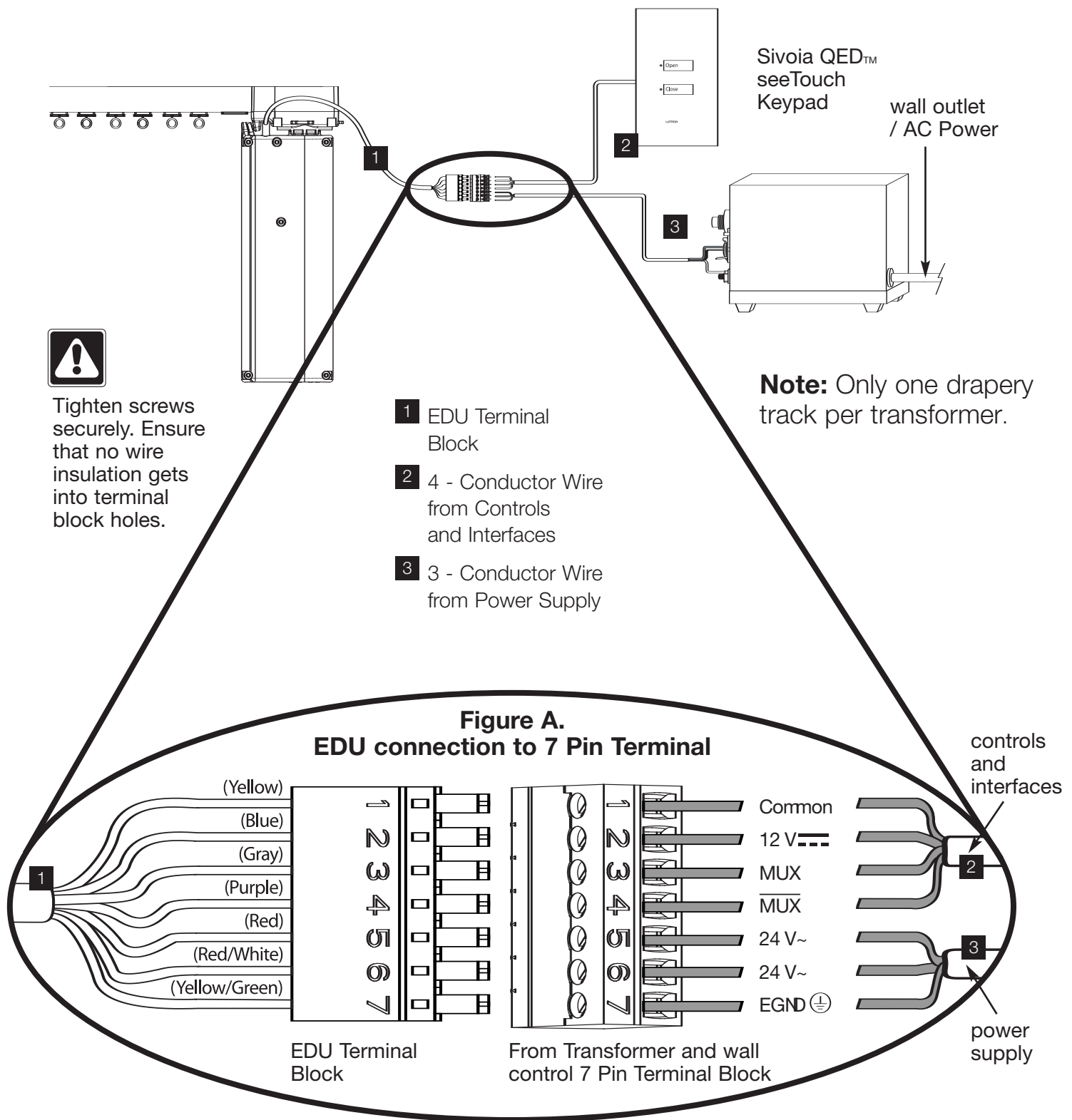
#### Drapery fabric return



# 5

## Wiring Overview

**NOTE:** Refer to individual product instructions sheets for specific wiring and programming details.



# 5

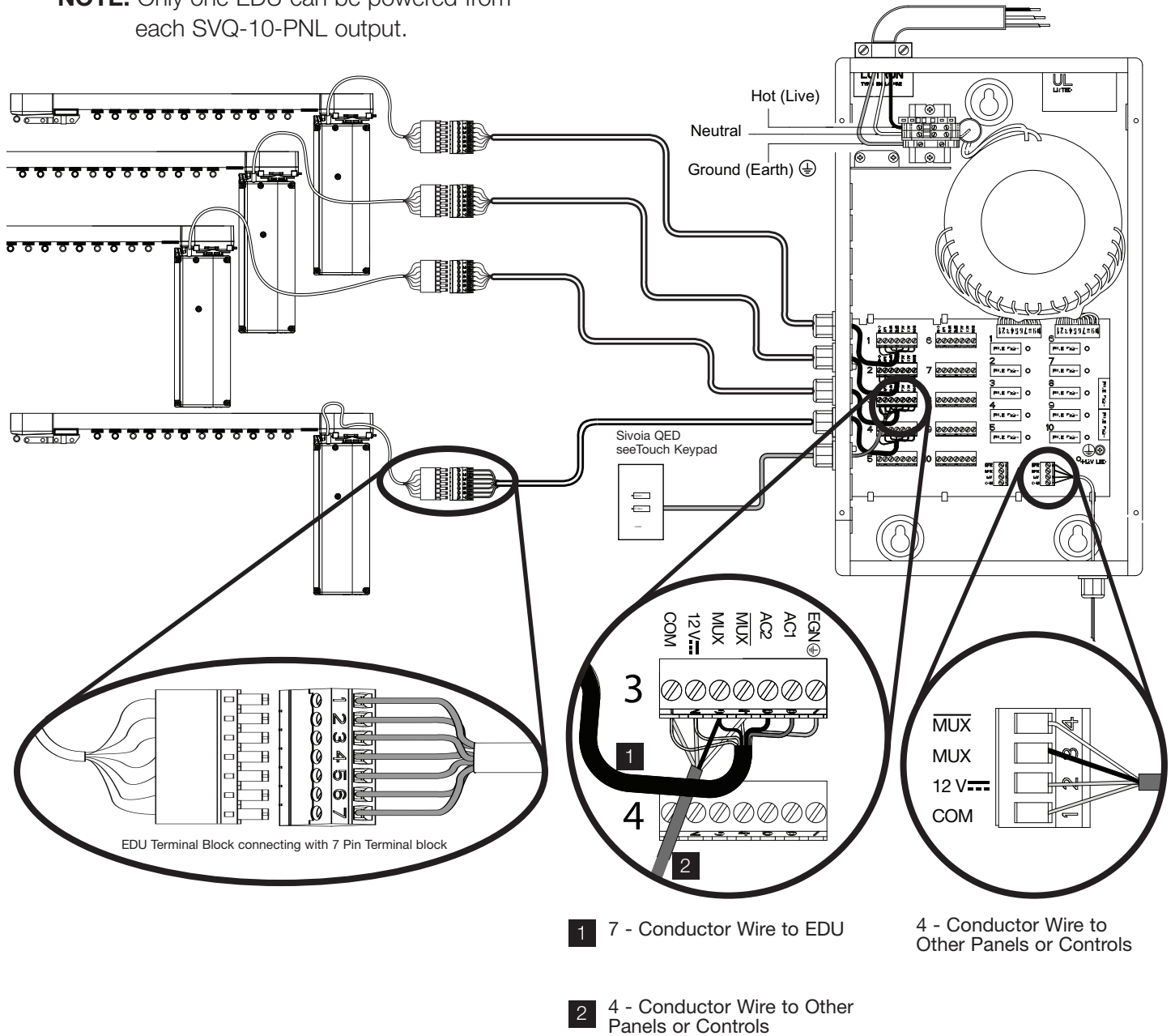
## Wiring Overview (continued)

**NOTE:** Refer to individual product instructions sheets for specific wiring and programming details.

**NOTE:** Only one EDU can be powered from each SVQ-10-PNL output.

SVQ-10-PNL

Supplies 24 V~ to 10 roller shades and/or drapery tracks.

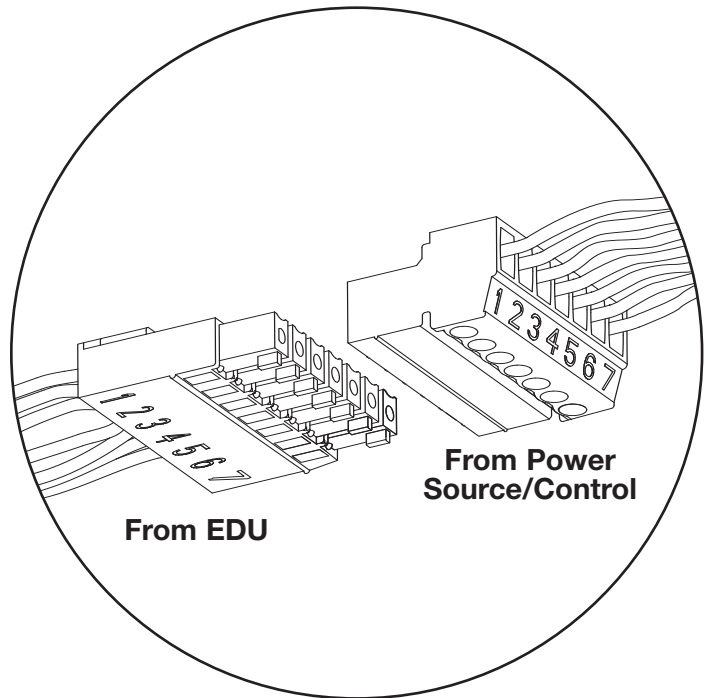


## 6

## Connect Terminal Blocks

### 6.1

Plug the EDU terminal block into the 7-pin terminal block (from power source/control).

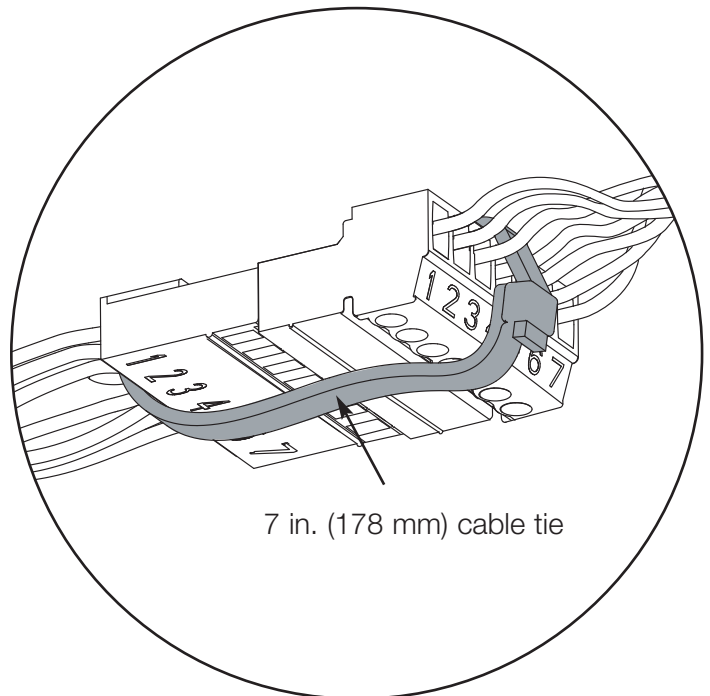


### 6.2

Ensure terminal blocks are oriented as shown.

### 6.3

Secure terminal blocks with 7 in. (178 mm) cable tie.



### 6.4

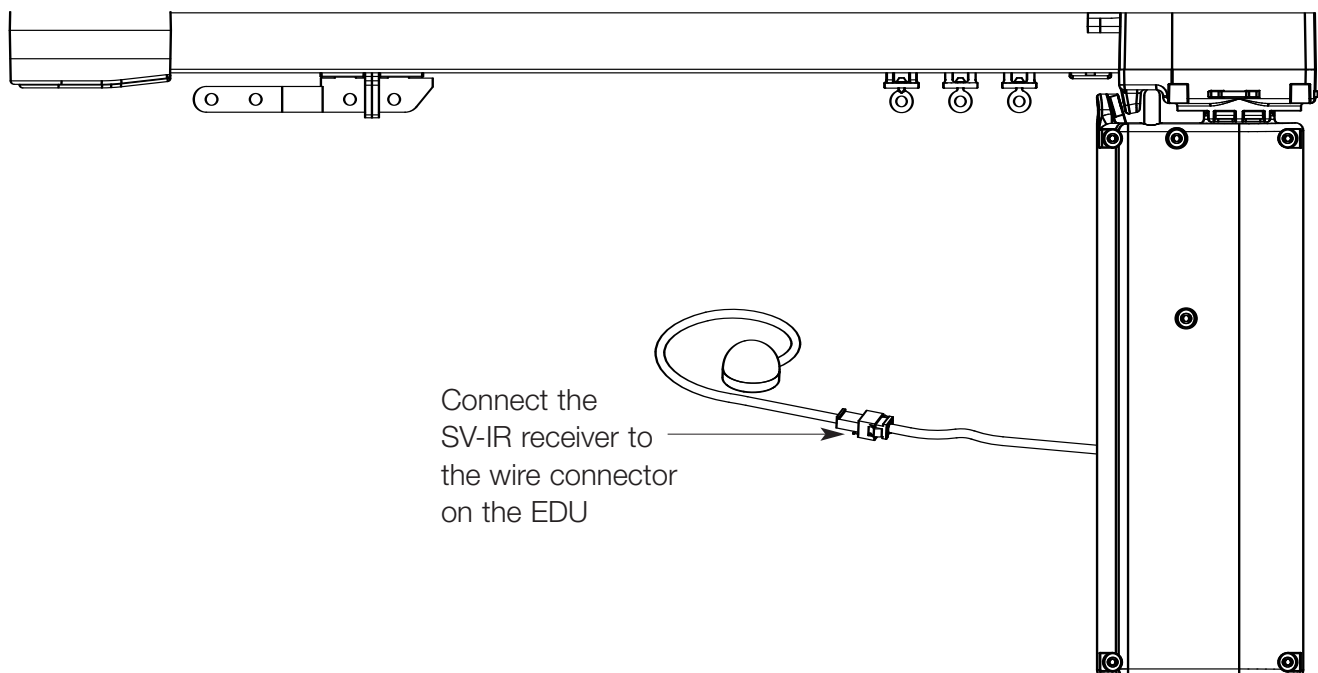
Use 4 in. (102 mm) cable tie to dress wires to prevent them from rubbing against drapery fabric.

## 7

## Infrared Control (If Applicable)

## 7.1

## Mounting the IR eye



Mount the IR eye to the wall, the ceiling or even a non-moving edge of the drapery fabric. Make sure the location of the eye is not obstructed by an object.

The SV-IR allows the EDU to be controlled directly with a Sivoia QED Infrared handheld transmitter (SVQ-OCIT, SVQ-3PIT, SVQ-4GD-OCIT, or SVQ-4S2G-IT). The SV-IR receiver connects to the EDU via a 20 in. (500 mm) cable. This provides the SV-IR receiver ample mounting range to offset any infrared signal restriction caused by a protective/decorative covering for the drapery system.

- The SV-IR receiver must be located to allow line-of-sight reception of infrared signals.
- The SV-IR must **NOT** be located near lighting fixtures or in direct sunlight.
- The SV-IR must be located within 50 ft (15 m) of the EDU it is connected to.  
Add up to five SV-IR-EXT-10 extension cables 10 ft (3 m) each.


**Note:** Only one SV-IR can be used per area. Multiple SV-IR's in the same area will cause communication problems.

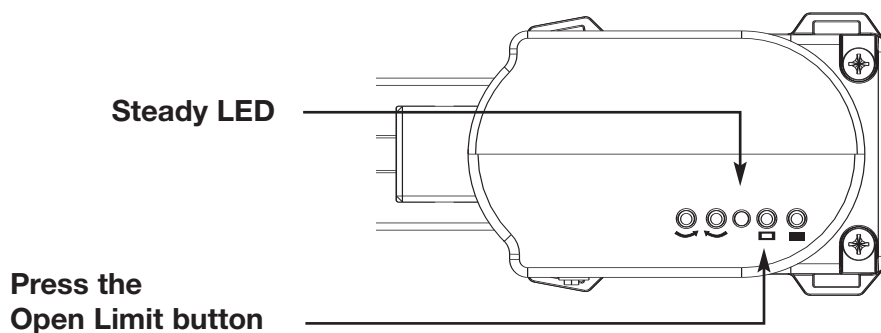
## 8

## Setting Limits from the EDU


## Setting the Open Limit from the EDU

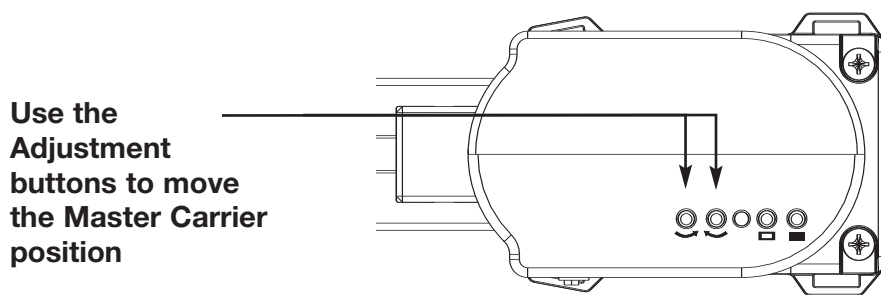
## 8.1

Press the “Open Limit” button (  ). The green LED on the EDU will turn on steady, indicating that the EDU is in “Set Open Limit Mode.”




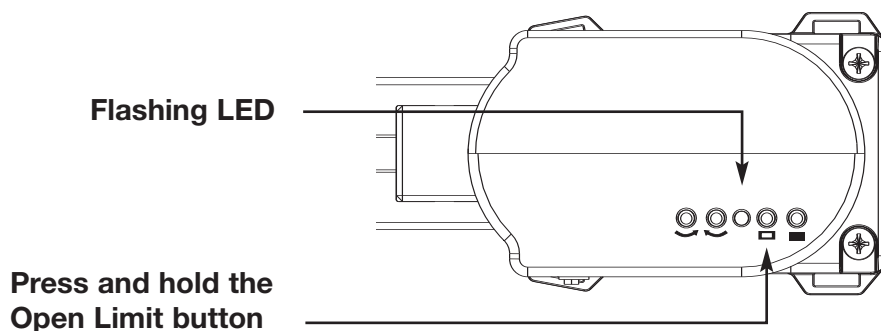
## 8.2

Adjust the position of the Master Carrier to the desired Open Limit using the adjustment buttons (  ).



## 8.3

Press and hold the “Open Limit button” (  ) for 5 seconds. The green LED on the EDU will flash for 2 seconds, then turn off, indicating that the current position has been stored as the Open Limit.





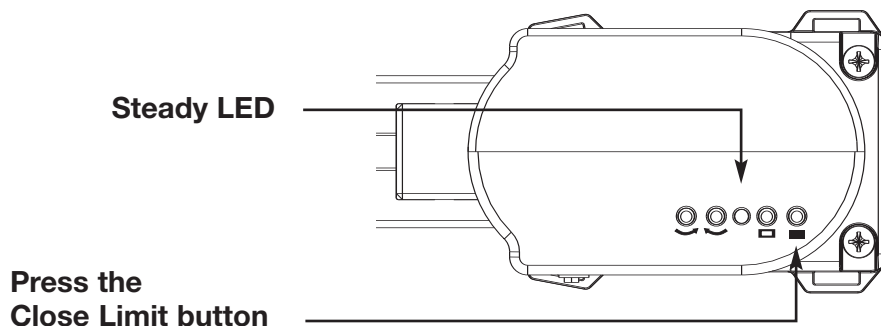
## 8

## Setting Limits from the EDU (continued)

## Setting the Close Limit from the EDU

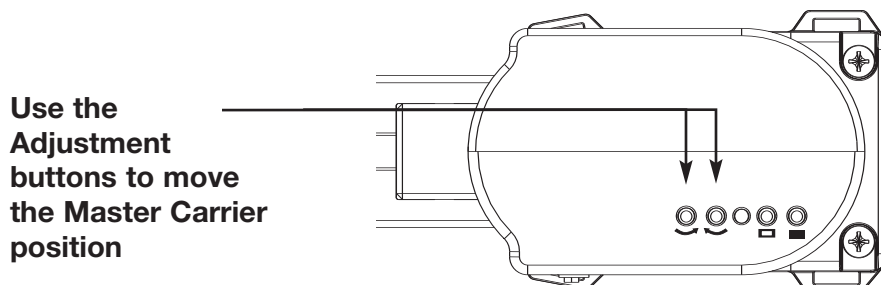
## 8.4

Press the “Close Limit” button (■). The green LED on the EDU will turn on steady, indicating that the EDU is in “Set Close Limit Mode”.



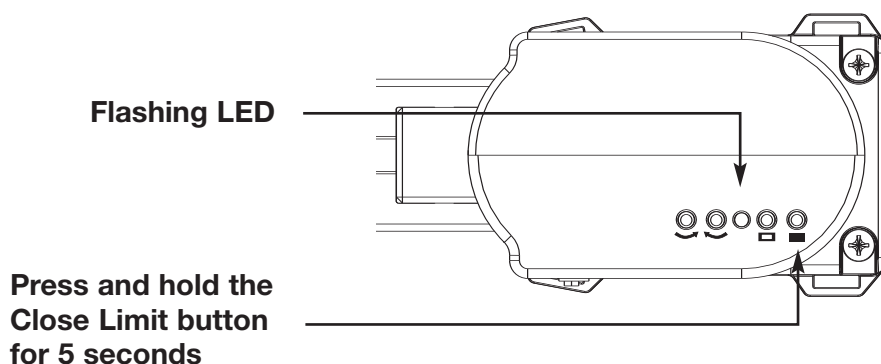
## 8.5

Adjust the position of the Master Carrier to the desired Close Limit using the adjustment buttons (↔).



## 8.6



Press and hold the “Close Limit” button (■) for 5 seconds. The green LED on the EDU will flash for 2 seconds, then turn off, indicating that the current position has been stored as the Close Limit.





## 9.1

**Symptom****Solution**

The draperies will not open or close.

...Check power to the EDU by pressing either the “” or “” button. If the LED is not green check that:

- transformer has power
- EDU is wired correctly
- power wiring terminal is not miswired or disconnected

...Try to open and close the drapery using the buttons marked “” and “” on the EDU. If the drapery does not respond, check for and clear all obstructions.

...Check that the Open and Close limits are set correctly.

The drapery does not respond to keypads or IR.

...Check that power is connected to the drapery.

...Check that EDU terminal block is connected securely and wired correctly.

...If using wall keypad, check that wall keypad has been wired correctly.

...If using IR remote, confirm that SV-IR, infrared receiver is wired to EDU correctly and is not obstructed.

...If using IR remote, check transmitter batteries.

Grouped draperies do not move together.

...Confirm that all EDUs are wired correctly, including power and comm Link.

...Check EDU programming

- assignment
- addressing

Drapery will not move to full open or full close.

...Confirm that open and close limits are set correctly.

...Confirm that drapery fabric is not obstructed or caught on something.

...Confirm that drapery fabric is hanging from only 2 holes of the master carrier.

When setting limits, drapery EDU stalls, or the Master Carrier stops moving.

...Be sure not to run the master carrier to the end of the track with force. (Re-set mode).

...Drapery fabric is caught on something.

For additional technical information visit [www.lutron.com/shadingsolutions](http://www.lutron.com/shadingsolutions), or contact Lutron Technical Support at 1-800-523-9466

# Limited Warranty

## SCOPE

This limited warranty ("Warranty") covers the Lutron supplied (a) Sivoia QED Drapery System ("Sivoia QED Drapery System"), (b) manual shade system and (c) alternating current or a/c shade system (each of the foregoing being a "System"). Customer acknowledges and agrees that use of the System constitutes acceptance of all terms and conditions of this Warranty.

## LIMITED WARRANTY

Subject to the exclusions and restrictions described below, Lutron warrants that each System will be free from manufacturing defects from the date of shipment by Lutron for a period of (a) one year as to the wall controls, interfaces and system accessories of the Sivoia QED Drapery System ("External Sivoia QED Components") and (b) eight years as to the other Systems and the electronic drive unit, shade fabric and shade hardware of the Sivoia QED Drapery System. If any manufacturing defect exists in the External Sivoia QED Components, so long as Customer promptly notifies Lutron of the defect within the one year warranty period and, if requested by Lutron, returns the defective part(s), Lutron will, at its option, either repair the defective part(s) or provide comparable replacement part(s). If any manufacturing defect exists in any of the components of a System other than the External Sivoia QED Components, so long as Customer promptly notifies Lutron of the defect within the eight year warranty period and, if requested by Lutron, returns the defective part(s), Lutron will, at its option, either repair the defective part(s) or issue a credit to the Customer against the purchase price of comparable replacement part(s) purchased from Lutron as provided below: Replacement parts for the System provided by Lutron or, at its sole discretion, an approved vendor may be new, used, repaired, reconditioned, and/or made by a different manufacturer.

## EXCLUSIONS AND RESTRICTIONS

Number of Years from Date of Shipment	Percentage of Cost of Replacement Parts Credited by Lutron
Up to 2	100%
More than 2 but not more than 5	50%
More than 5 but not more than 8	25%
More than 8	0%

This Warranty will be void, and Lutron and its suppliers will have no responsibility under this Warranty, if Lutron or its representatives cannot access any components of the System to inspect, diagnose problems with or repair the System or any of its components as a result of concealment or inaccessibility of such components within a building structure.

This Warranty does not cover, and Lutron and its suppliers are not responsible for:

1. Damage, malfunction or inoperability diagnosed by Lutron or a Lutron approved third party as caused by normal wear and tear, abuse, misuse, incorrect installation, neglect, accident, interference or environmental factors, such as (a) use of incorrect line voltages fuses or circuit breakers; (b) failure to install, maintain and operate the System pursuant to the operating instructions provided by Lutron and the applicable provisions of the National Electrical Code and of the Safety Standards of Underwriter's Laboratories; (c) use of incompatible devices or accessories; (d) improper or insufficient ventilation; (e) unauthorized repairs or adjustments or alterations; (f) vandalism; (g) an act of God, such as fire, lightning, flooding, tornado, earthquake, hurricane or other problems beyond Lutron's control; or (h) direct exposure to corrosive materials.
2. On-site labor costs to diagnose issues with, and remove, repair, replace, adjust, reinstall and/or reprogram the System or any of its components.
3. Components and equipment external to the System, such as, non-Lutron lighting and automation systems; building wiring audio-visual equipment; and non-Lutron time clocks, photosensors and motion detectors.
4. The cost of repairing or replacing other property that is damaged when any System does not work properly, even if the damage was caused by the System.

**THIS WARRANTY IS IN LIEU OF ALL OTHER EXPRESS WARRANTIES. ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND OF FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO EIGHT YEARS FROM THE DATE OF SHIPMENT, EXCEPT THAT SUCH IMPLIED WARRANTIES ARE LIMITED TO ONE YEAR FROM THE DATE OF SHIPMENT AS TO THE EXTERNAL SIVOIA COMPONENTS.**

**NO LUTRON AGENT, EMPLOYEE OR REPRESENTATIVE HAS ANY AUTHORITY TO BIND LUTRON TO ANY AFFIRMATION, REPRESENTATION OR WARRANTY CONCERNING THE SYSTEMS. UNLESS AN AFFIRMATION, REPRESENTATION OR WARRANTY MADE BY AN AGENT, EMPLOYEE OR REPRESENTATIVE IS SPECIFICALLY INCLUDED HEREIN, OR IN STANDARD PRINTED MATERIALS PROVIDED BY LUTRON, IT DOES NOT FORM A PART OF THE BASIS OF ANY BARGAIN BETWEEN LUTRON AND CUSTOMER AND WILL NOT IN ANY WAY BE ENFORCEABLE BY CUSTOMER.**

**IN NO EVENT WILL LUTRON OR ANY OTHER PARTY BE LIABLE FOR EXEMPLARY, CONSEQUENTIAL, INCIDENTAL OR SPECIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO DAMAGES FOR PERSONAL INJURY, FAILURE TO MEET ANY DUTY, INCLUDING OF GOOD FAITH OR REASONABLE CARE, NEGLIGENCE, OR ANY OTHER LOSS WHATSOEVER), NOR FOR ANY REPAIR WORK UNDERTAKEN WITHOUT LUTRON'S PRIOR WRITTEN CONSENT ARISING OUT OF OR IN ANY WAY RELATED TO THE INSTALLATION, DEINSTALLATION, USE OF OR INABILITY TO USE THE SYSTEM OR OTHERWISE UNDER OR IN CONNECTION WITH ANY PROVISION OF THIS WARRANTY, EVEN IN THE EVENT OF THE FAULT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY, BREACH OF CONTRACT OR BREACH OF WARRANTY OF LUTRON OR ANY OTHER PARTY, AND EVEN IF LUTRON OR SUCH OTHER PARTY WAS ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.**

**NOTWITHSTANDING ANY DAMAGES THAT CUSTOMER MIGHT INCUR FOR ANY REASON WHATSOEVER (INCLUDING, WITHOUT LIMITATION, ALL DIRECT DAMAGES AND ALL DAMAGES LISTED ABOVE), THE ENTIRE LIABILITY OF LUTRON AND OF ALL OTHER PARTIES UNDER THIS WARRANTY ON ANY CLAIM FOR DAMAGES ARISING OUT OF OR IN CONNECTION WITH THE MANUFACTURE, SALE, INSTALLATION, DELIVERY, USE, REPAIR, OR REPLACEMENT OF THE SYSTEM, AND CUSTOMER'S SOLE REMEDY FOR THE FOREGOING, WILL BE LIMITED TO THE AMOUNT PAID BY CUSTOMER FOR THE SYSTEM. THE FOREGOING LIMITATIONS, EXCLUSIONS AND DISCLAIMERS WILL APPLY TO THE MAXIMUM EXTENT ALLOWED BY APPLICABLE LAW, EVEN IF ANY REMEDY FAILS ITS ESSENTIAL PURPOSE.**

**THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.**

#### **WARRANTY CLAIMS, TECHNICAL ASSISTANCE AND WARRANTY INFORMATION.**

Contact the Lutron Technical Support Center at the numbers provided on the following page or your local Lutron sales representative with questions concerning the installation or operation of the System or this Warranty, or to make a warranty claim. Please provide the exact model number when calling.

These products may be covered by one or more of the following US patents: 6,935,403; 6,983,783; and 6,994,145; corresponding foreign patents. US and foreign patents pending.

Lutron, the Sunburst logo, and Sivoia are registered trademarks, and Sivoia QED and "Lighting Controls" are trademarks of Lutron Electronics Co., Inc.

## Notes

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## Notes

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## Notes

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# Technical Assistance

## **WORLD HEADQUARTERS**

Lutron Electronics Co., Inc.  
7200 Suter Road  
Coopersburg, PA 18036  
United States  
Tel: +1-610-282-3800  
Fax: +1-610-282-1243

## **ASIAN HEADQUARTERS**

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#07-03 Tower Fifteen  
Singapore 089316  
Tel: +65-6220-4666  
Fax: +65-6220-4333  
lutronsea@lutron.com

## **EUROPEAN HEADQUARTERS**

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6 Sovereign Close  
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United Kingdom  
Tel: +44-(0)20-7702-0657  
Fax: +44-(0)20-7480-6899

## **CUSTOMER SERVICE/ORDERING**

UK +44-(0)20-7702-0657 –  
09.00 - 18.00 GMT  
USA +1-610-282-3800 –  
08.00 - 20.00 EST

## **CUSTOMER SERVICE /E-MAIL**

shadinginfo@lutron.com

## **TECHNICAL SUPPORT & SERVICES**

USA +1-610-282-3800 –  
24 hours/7 days  
UK +44-(0)20-7702-0657  
09.00 - 18.00 GMT

## **INTERNET:**

www.lutron.com

## **ADDITIONAL LUTRON SALES OFFICES:**

### **Germany**

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Fax: +49-309-710-4591  
FREEPHONE  
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