

Serena Open Roll Shade Assembly & Installation

Worldwide Headquarters | USA
Lutron Electronics Co., Inc.
7200 Suter Road
Coopersburg, PA 18036-1299 USA
Customer Assistance: 1.844.LUTRON1
lutron.com/help | support@lutron.com

English

Assembly, Mounting, and Setup Guide for Remote-Controlled Shades. Please read before installing.

⚠️ WARNING: Important safety instructions

For safe installation and operation of this product, follow and save these important safety instructions.

- This device is not intended for use by persons (including children) with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the device by a person responsible for their safety. Children must be supervised to ensure that they do not play with the device.
- Keep remote controls away from children.
- Children should be supervised to ensure that they do not use the devices as toys.
- This device is powered by D size, alkaline batteries only; **DO NOT** mix battery types.
- Install new batteries only; **DO NOT** mix new and used batteries.
- **DO NOT** install damaged or modified batteries.
- **DO NOT** install rechargeable batteries.
- Remove depleted batteries promptly and dispose of them responsibly in accordance with local laws and policies. Recycle if possible.
- Wear hand and face protection when removing batteries found to be leaking, and dispose of leaking batteries responsibly in accordance with local laws and policies.
- Remove all batteries from the device:
 - when maintenance is being performed in the vicinity.
 - when the device will be unused or stored for an extended period of time.
- **DO NOT** expose the device or its batteries to extreme temperature.

Important Installation Notes:

- A.** Plan the installation to maintain sufficient clearance between the shade and any other object, including window or door trim, ceilings, corners, hardware, cranks, lock levers, other shades, and drapery.
- B.** This product is battery powered and not suitable for mounting in a pocket or recess as it requires specific installation clearances to allow battery changes without demounting.
- C.** It is the responsibility of the installer to use fasteners of appropriate type and length, such that each shade bracket can support 150 lbs (68 kg), and ensure they are driven securely into a solid structure. Add secure blocking if necessary.

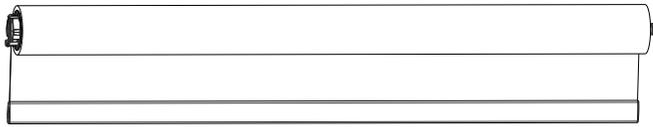
Applicable Model Numbers

– SYERJ-B-A-C

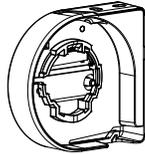
Table of Contents

Shade Assembly	pages 2-7
Shade Programming and Troubleshooting	pages 8-10

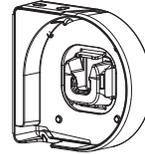
1 Prepare to Install



Assembled Shade

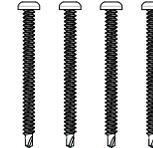


Left Bracket Assembly*

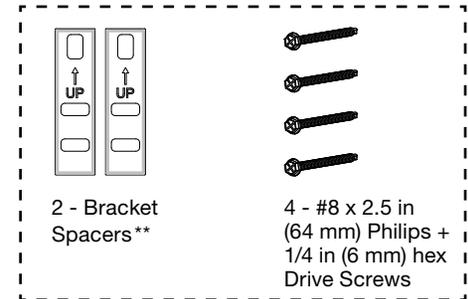


Right Bracket Assembly*

* Bracket assemblies comprise a shade bracket and mounting bracket

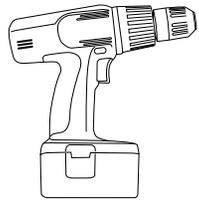


4 - #8 x 2 in (51 mm) T20 Torx Drive Screws



**Spacer kits only included for "Outside, Above Trim" mounting selection when ordered, can be provided upon request

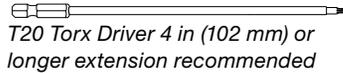
Other Items You Will Need



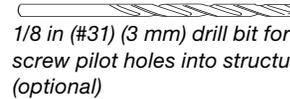
Power Drill/Driver



Pencil



T20 Torx Driver 4 in (102 mm) or longer extension recommended



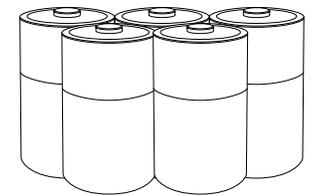
1/8 in (#31) (3 mm) drill bit for screw pilot holes into structure (optional)



Level



Tape Measure

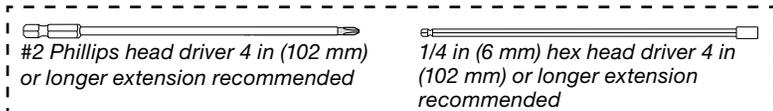


D-Size Alkaline Batteries available separately
Use Lutron Recommended Battery brand. Please see [Lutron App Note #561 \(P/N 048561\)](#) at www.lutron.com for more information.

Installation Specific requirements:

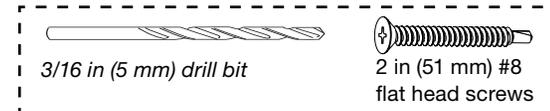
Outside Mount Above Trim: - either a Phillips #2 or 1/4 in (6 mm) hex drive with 4 in (102 mm) or longer extension for provided screws

Outside Mount Above Trim



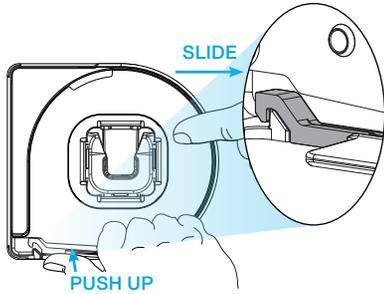
Jamb Mounting - 3/16 in (5 mm) drill bit to drill out bracket, appropriate 2 in (51 mm) #8 flat head screws (provided by others) and relevant drive

Jamb Mount

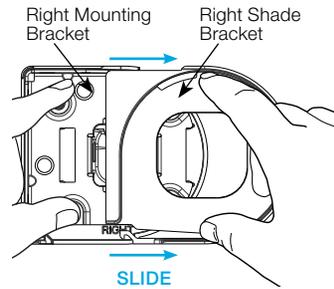


2 Prepare Brackets for Mounting

Right Bracket Assembly

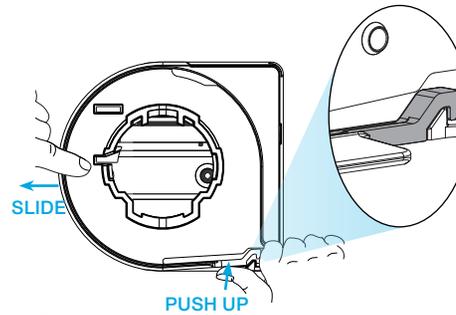


- a. Locate the right bracket assembly and push up on the release tab on the right shade bracket as shown.

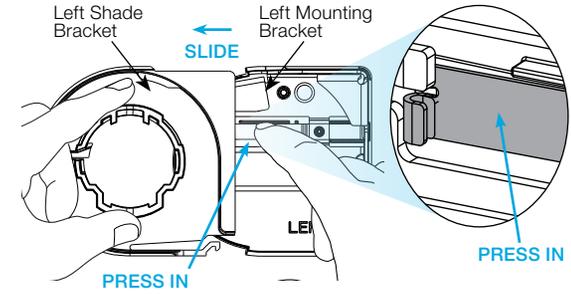


- b. Separate the right shade bracket by sliding it away from the mounting bracket. Set aside the right shade bracket for Step 4.

Left Bracket Assembly



- c. Push up on the release tab on the left shade bracket as shown and slide the shade bracket out.



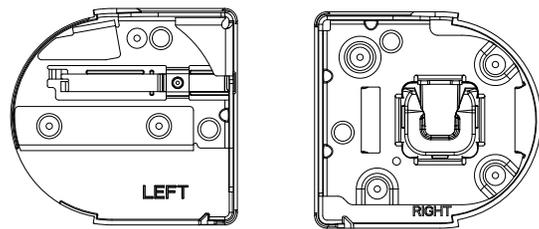
- d. Slide the left shade bracket out and separate it from the left mounting bracket by pressing the release tab as shown and separate the two pieces.

3 Attach the Mounting Brackets to the Mounting Surface

Inside Mount

CAUTION: The shade system must be mounted to blocking or other suitable structural material. It is the responsibility of the installer to choose and install fasteners that are appropriate for the mounting surface such that each shade bracket can support 150 lbs (68 kg). Install the mounting brackets using the provided screws or other appropriate fasteners.

System Mounting Options - Inside Mount



a. Using the System Mounting Options table to the right, take the left and right mounting brackets and position them on the mounting surface. Mark the hole locations, and use a level to make sure the marks are aligned.

Inside Mount

b. Mark location of screws on the jamb.

c. Pre-drill pilot holes with a 1/8 in (3 mm) drill bit to a depth of 2 in (50 mm) if appropriate. Drive the screw into the blocking.

To fully recess the shade, the window jamb must be at least 3.75 in (95 mm) deep.
Screws are driven through the top of the bracket into blocking or other structure as shown.

Inside Jamb Mount

b. Drill out the jamb mounting holes with 3/16 in (5 mm) drill bit.

c. Mark location of screws on the jamb.

d. Pre-drill pilot holes with a 1/8 in (3 mm) drill bit to a depth of 2 in (50 mm) if appropriate. Drive the screw into the blocking.

NOTE: Requires #8 flat head screws (not provided) for jamb mounting. Locate the intended jamb mount screw locations on your brackets. Using the 3/16 in (5 mm) drill bit, drill out the jamb mounting hole on your brackets. Place bracket in intended location and drive screws through drilled holes into structure.

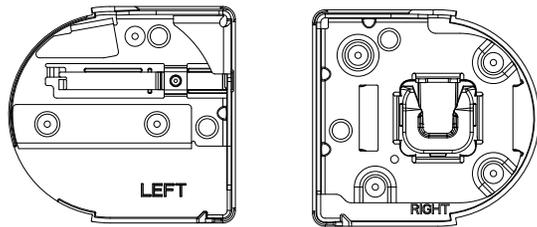
NOTE: Clearance of 3.75 in (95 mm) is required in front of the brackets for final installation of the shade.

3 Attach the Mounting Brackets to the Mounting Surface (continued)

Outside Mount

CAUTION: The shade system must be mounted to blocking or other suitable structural material. It is the responsibility of the installer to choose and install fasteners that are appropriate for the mounting surface such that each shade bracket can support 150 lbs (68 kg). Install the mounting brackets using the provided screws or other appropriate fasteners.

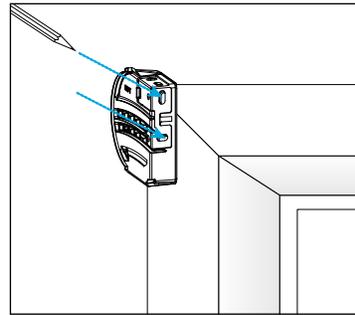
System Mounting Options - Outside Mount



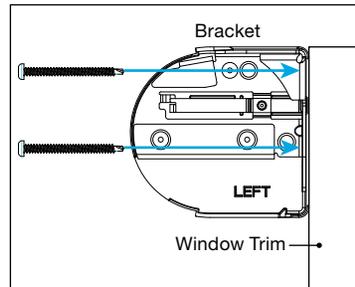
a. Using the System Mounting Options table to the right, take the left and right mounting brackets and position them on the mounting surface. Mark the hole locations, and use a level to make sure the marks are aligned.

Outside Mount On Trim

b. Mark location of screws on the trim.



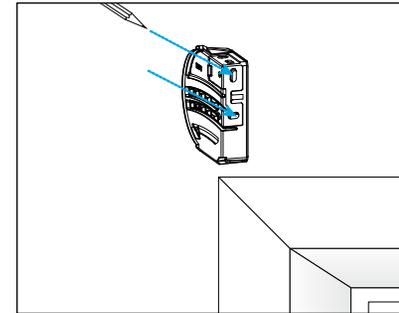
c. Pre-drill pilot holes with a 1/8 in (3 mm) drill bit to a depth of 2 in (50 mm) if appropriate. Drive the screw into the blocking.



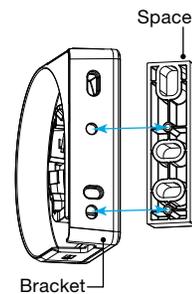
If the window trim is angled, install an angled spacer (not provided) behind each bracket. Pre-drill holes through the spacer if necessary.

Outside Mount Above Trim

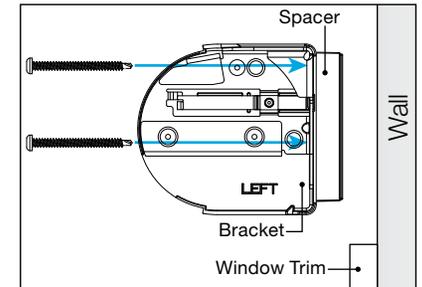
b. Mark location of screws on the wall.



c. Attach the spacer to the back of the bracket.



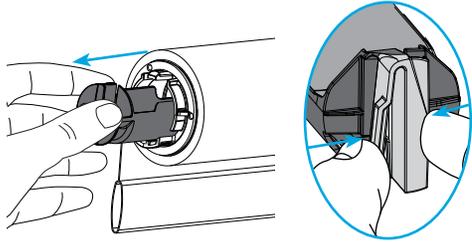
d. Pre-drill pilot holes with a 1/8 in (3 mm) drill bit to a depth of 2 in (50 mm) if appropriate. Drive the screw into the blocking.



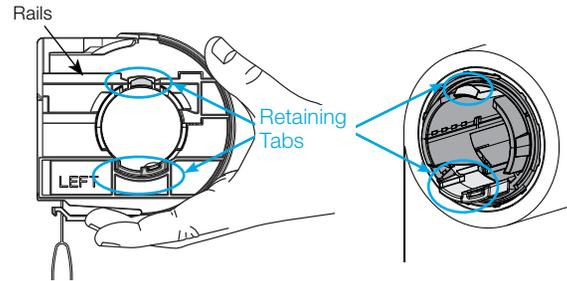
If the window trim protrudes, align and attach the spacer to the back of the bracket. If spacers are required, a set may be requested from Lutron Customer Service. Spacers provide clearance for trim up to 1/2 in (13 mm) in thickness and cannot be stacked. If additional clearance is required, other shim, spacer, or blocking must be used with the appropriate fasteners.

NOTE: Clearance of 3.75 in (95 mm) is required in front of the brackets for final installation of the shade.

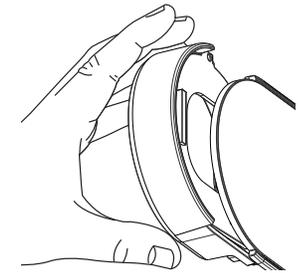
4 Attach the Shade Brackets



- a. Remove the battery tray from the shade drive. Pinch battery tray release and pull the tray all the way out of the shade and set it aside.

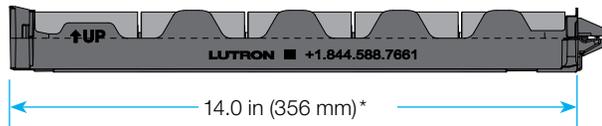


- b. Position the left shade bracket, with the rails facing away from the assembled shade as shown, and press it onto the shade drive, engaging the retaining tabs at the top and bottom of the drive.



- c. Replace the right shade bracket in the right mounting bracket. (Reverse of step 2a.)

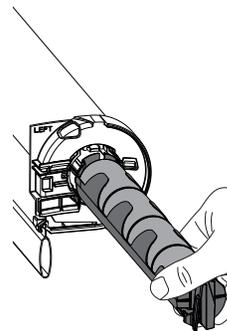
5 Install the Batteries



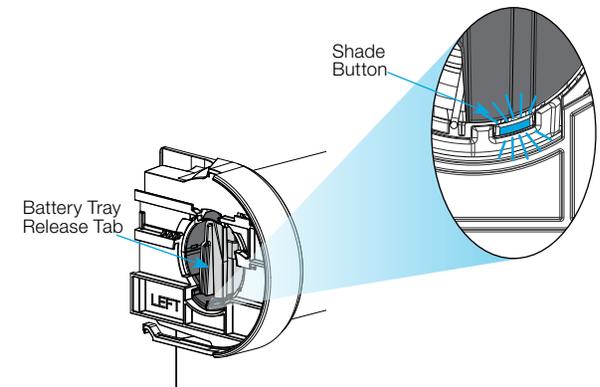
- a. Load fresh D-cell alkaline batteries into the battery tray removed in Step 4a.
 b. Orient the loaded battery tray such that UP arrow points towards the ceiling.

* Clearance required to nearest wall or other obstruction to allow full battery tray access without removing shade.

NOTE: If there is enough room when mounted, the battery tray may be installed after hanging the shade in step 6.

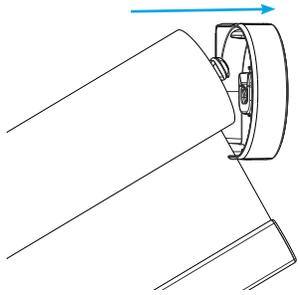


- c. Insert the battery tray into the shade drive, as shown, with the pointed end going into the drive opening and the open face of the tray (where the batteries are visible) facing away from the shade button.



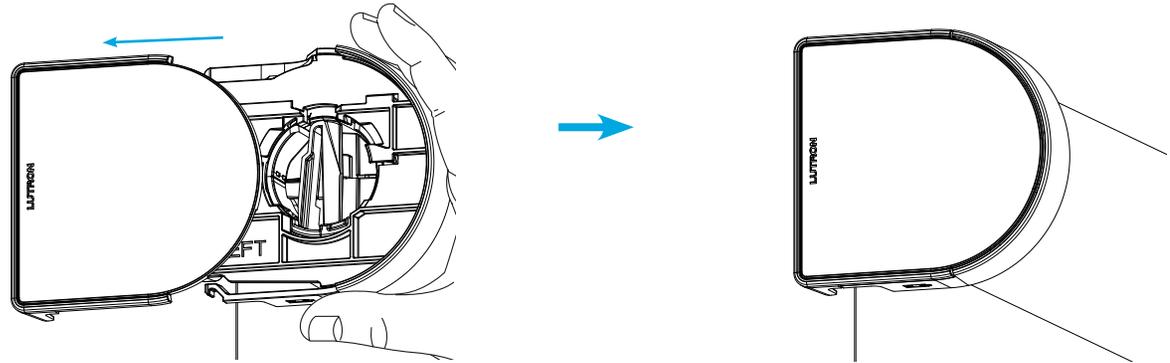
- d. Slide the tray in until fully seated. Pull back without depressing the release to ensure latch is secured. The shade will power up, indicated by the shade button flashing RED/GREEN.

NOTE: The shade may power up before the tray is fully seated. Continue pressing firmly to securely latch.

6 Hang the Shade in the Brackets

NOTE: Angle from horizontal, 30° at least recommended

- a. With the assembled shade angled as noted, press the axle into the top of the socket of the right bracket assembly and allow the shade to seat into the pocket. To help seat, while the shade is angled, lightly pull down on the end of the shade until it is fully caught by the socket. When aligned and leveled, the shade should be centered in the bracket.



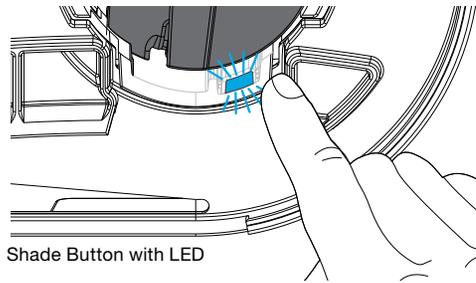
- b. Engage the left end of the shade by aligning the rails and sliding the left shade bracket into the left mounting bracket. (Reverse of step 2c.)

NOTE: If the battery tray was not inserted in step 5, insert the battery tray before fully closing the left end of the shade.

7 Setup and Programming

7.1 Determine Control Intent

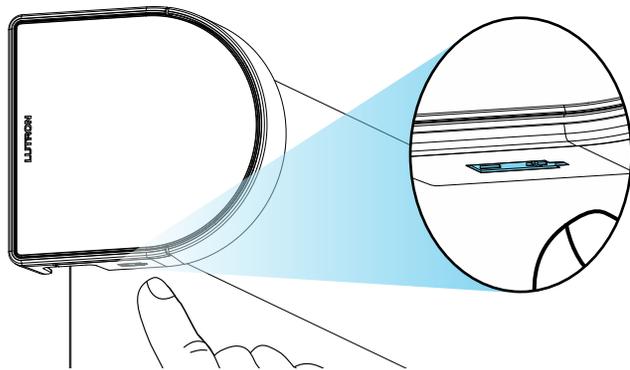
The shade features a single LED-equipped control button (the 'shade button'), located on the Electronic Drive Unit (EDU). The shade button is used to activate and indicate various steps while assigning and programming the shade for compatible handheld or system-based remote control.



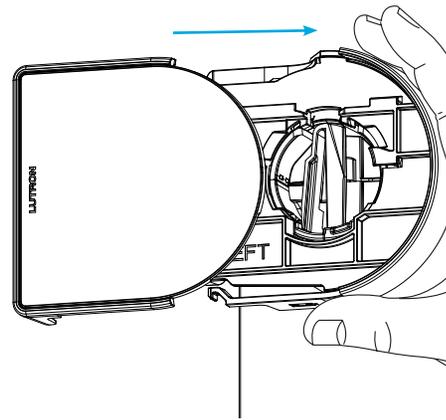
- a. If a Caséta smart hub is installed, use the Lutron App to program and control the shade.
- b. For non-system applications, follow the steps in section 7.3 and following to assign a Pico remote control. Repeat the sequence for each additional shade or assignment, if applicable.

NOTE: When changing from one type of control intent to another, any pre-existing assignment must be removed by restoring the shade's factory default settings. Refer to **Restoring Factory Default Settings** in Step 9.

7.2 Putting Shade into Service Position



- a. Push up on the release tab on the bottom of the left shade bracket (same as in 2c).



- b. While holding the release tab, slide the bracket forward to expose the battery tray and control button.

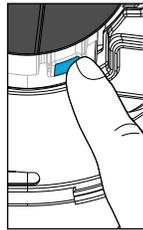
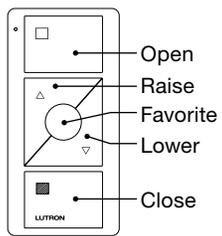
CLOSE QUARTERS INSTALLATION:

If you do not have enough room to fully remove the battery tray due to a nearby wall or other obstruction, you will need to remove the shade to change the batteries.

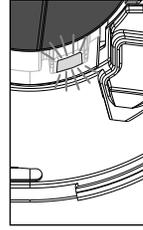
To remove the shade, follow Step 2 to separate the left bracket assembly, and then perform Step 6 in reverse to remove the shade idler from the mounted bracket.

7 Setup and Programming (continued)

7.3 Assign a Pico Remote Control

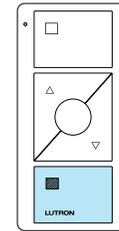


a. Tap the shade button

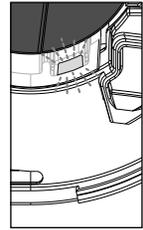


b. The shade button lights solid green

Pico Remote Control

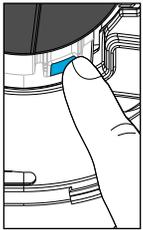


c. Press and hold the Close button for about 10 seconds

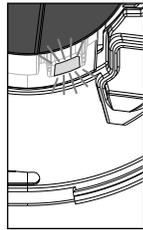


d. Hold the Close button until the shade button flashes green and turns off; assignment is complete

7.4 Adjust Upper and Lower Limits (Optional)

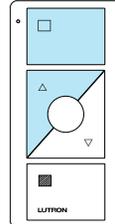


a. Tap the shade button

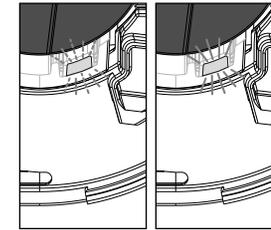


b. The shade button lights solid green

Pico Remote Control

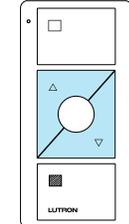


c. Press and hold the Open and Raise buttons simultaneously for about 10 seconds



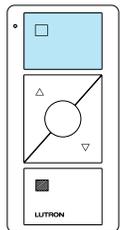
d. The shade button flashes green, then stays lit; release all buttons

Pico Remote Control



e. Use the Raise and Lower buttons to position the shade as desired

Pico Remote Control

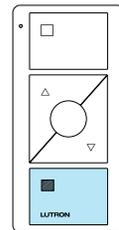


f. SET THE UPPER LIMIT

With the shade at the desired open position, press and hold the Open button for about 10 seconds

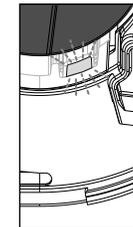
OR

Pico Remote Control



SET THE LOWER LIMIT

With the shade at the desired closed position, press and hold the Close button for about 10 seconds

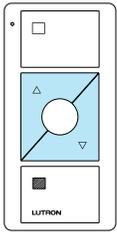


g. Hold the Pico remote button until the shade button flashes green and turns off; adjustment is complete

7 Setup and Programming (continued)

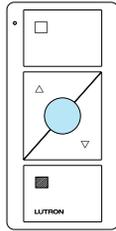
7.5 Set a Favorite Shade Position (Optional)

Pico Remote Control

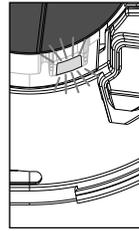


a. Use the Raise/Lower buttons to move the shade to the desired position

Pico Remote Control



b. Press and hold the Favorite button for 6 seconds



c. Hold the Favorite Button until the shade button flashes green and turns off; the Favorite position is saved

8 Troubleshooting

Problem	Solution
The shade does not power up when batteries are inserted	<ul style="list-style-type: none"> • Verify all batteries are new and of the correct type • Remove all batteries and reinstall, ensuring they are oriented correctly and that the battery tray is fully seated in the drive
The shade does not respond to remote control	<ul style="list-style-type: none"> • Ensure the remote control is within the product's RF range; 30 ft (9 m) • If a system is installed, ensure the remote control is assigned in the app and the shade batteries are adequately charged
Shade motion is sluggish and/or the shade button LED is solid RED during motion	<ul style="list-style-type: none"> • The batteries are low; remove all batteries and replace with new ones, ensuring they are oriented correctly
The shade does not respond and the shade button LED is solid RED	<ul style="list-style-type: none"> • The batteries are too low for shade motion; remove all batteries and replace with new ones, ensuring they are oriented correctly
Shade fabric shifts left or right as it is being rolled into the tube (telescoping fabric)	<ul style="list-style-type: none"> • See Application Note #14 (P/N 048470) at www.lutron.com

9 Restore Factory Default Settings

Tap the shade button quickly three times, and hold the shade button after the third tap until the shade button LED flashes GREEN rapidly. Immediately tap the shade button quickly three more times until the shade button LED flashes GREEN rapidly, then flashes RED/GREEN three times and turns off.

Limited Warranty: www.lutron.com/warranty or call 1.844.LUTRON1 (U.S.A./Canada) for a printed copy.

The Lutron logo, Lutron, Caséta, Pico, and Serena are trademarks or registered trademarks of Lutron Electronics Co., Inc. in the US and/or other countries. All other product names, logos, and brands are property of their respective owners.