Serena Shade FAQ

Product Information

Is the shade's motor loud?

Not at all. If you're standing 3 feet away from a moving Serena shade, you won't hear much of anything. At a sound level of less than 44 dBA (decibels), Serena shades are roughly the same level of sound as you would find in a quiet room or library and quieter than most refrigerators.

I have two shades next to each other. Will they move at the same speed? What about three or four?

Yes. Our digital control circuitry makes sure that your shades move at the same speed. In fact, this circuitry can even compensate for battery voltage. If you have one shade (with brand new batteries) right next to another shade (with old batteries), they will still move at the same speed.

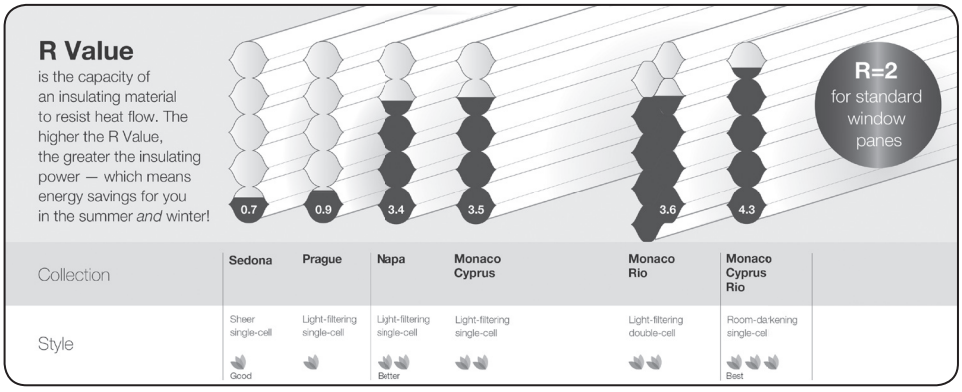
How do Serena shades save energy?

Shades save energy by:

- reducing heating and cooling costs. Lowering shades in the summer prevents the sun's harsh rays from heating up a room (and causing an air conditioner to work overtime), while raising them in the winter captures heat from those rays. In fact, adjusting shades based on the season can save you up to 10-30%* on heating and cooling costs.
- providing insulation. Serena honeycomb shades have air pockets built into their fabric. These air pockets act as insulation, meaning your house stays cooler in the summer and warmer in the winter. In fact, Serena shades can double the insulation properties ("R value") of a window.

What is "R Value"?

"R value" is a measurement of thermal resistance – basically, how well something does at insulating. Larger R values mean better insulation, which translates to lower heating and cooling costs. Serena shades have a fantastic R value – as high as 4.3. A typical double-pane window has an R value of 2.0, so adding a Serena shade can significantly increase the insulation of a window.



* Lutron commissioned simulation by T.C. Chan Center for Building Simulation and Energy Studies, University of Pennsylvania, September 2008.

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Do these shades completely block sunlight from entering a room?

Our room-darkening fabrics do not allow any light to pass through the shade material. Whether there are light gaps depends upon the installation of the shade. With inside mount applications, there will be a 1/8 inch light gap on each side of the shade. With outside mount applications – either on or above the trim – it is possible to fully cover the window frame and trim, eliminating any light gaps. A back cover option is available when inside mounting a shade to increase the light seal surrounding the headrail. This cover is especially helpful when coupled with room-darkening shades.

What are dual sided fabrics?

Every Serena shade uses a dual sided fabric, meaning every fabric has a white backing. With this, every room can have a signature look, while still maintaining a uniform appearance from the exterior of a home. The white backing also reflects the sun's rays, helping to reduce HVAC costs and save energy.

What is the material and durability of the fabric?

Serena shade fabrics are made of polyester material and have proved durable under various testing conditions, such as high heat and humidity levels.

Are Serena shades fire rated?

All point bonded fabrics found in the Cyprus collection are available with fire rating. It is also possible to treat all other single-cell fabrics to achieve fire rated status.* Contact **SerenaShades@lutron.com** for this custom request.

Will the shade get damaged if manually closed?

No, it will not be damaged; in fact, when the shade is pulled down, our intelligent drive tracks the shade's position, so the press of a button on a control will operate the shade normally.

Batteries

Do batteries ship with the shades?

No – due to shipping costs, it's cheaper to buy batteries for yourself than to pay for Lutron to ship them to you. When ordering a shade, we will specify the quantity and type of batteries needed to power the shade.

Do the batteries really last 3 years?

Yes, the batteries will last 3 years on a 3'x5' light filtering shade, assuming the shade moves up and down twice a day, 365 days a year. That means the shade has the potential to move over 4,000 times on a single set of batteries. *Note: For maximum battery life we recommend Alkaline D and Lithium AA batteries.*

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Why do the batteries last so long?

The 3-year battery life is a result of our Triathlon® Power Technology. This technology:

- utilizes standard (alkaline) D-cell batteries, which are known for having a very long shelf-life (up to 7 years)
- has an efficient hybrid-drive design (like a hybrid car, we augment our motor with an energy storage system, allowing us to more efficiently raise and lower the shade)
- utilizes ultra-low standby power (standby power is the electricity that's still drawn from electronics even when you turn them off). Old electronics, like TVs, may draw 10 watts of electricity or more when the device is in standby. Modern "green" devices draw up to 1 watt of power when in standby. Our shades draw 1/1,000th of a watt in standby!

How do you know the batteries died?

When the shade's batteries are getting low on power, the shades will begin moving at half speed. This will provide a visual indication that the batteries need to be changed.

Can I use lithium D batteries?

We haven't seen any 1.5 volt lithium D cells. If you find some, please let us know.

Can I use rechargeable batteries?

You can, but we don't recommend them. Rechargeable batteries tend to have a very high "self-discharge current" and don't hold onto a charge for very long. In other words, most rechargeable batteries will be drained after only a few months.

Where are the batteries installed?

The batteries are conveniently housed within the headrail, providing a clean look without the need for an external battery pack.

Remote Control

Why would I want IR (infrared) versus RF (radio frequency)?

IR remotes (like the one a TV uses) are a low-cost way to provide remote control. Additionally, IR "codes" can be learned into some universal remotes—giving your clients the ability to control their Serena IR shades from the same remote they use for their TV.

IR remote

Pico

Our RF remotes have two benefits over IR. First, the flexibility of the Pico® remote means you don't need to point the remote at the shade. You can hold it in your hand, keep it docked on your table in a pedestal, or mount it to a wall.

Second, RF signals can go through anything that isn't metal. If you're planning on putting a curtain or any other type of window treatment in front of Serena, RF is recommended.

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Will RF interfere with wireless internet or a neighbor's RF shades?

No. Serena shades use our Clear Connect® RF technology, which operates in the 434 MHz band—far away from the 900 MHz and 2.4 GHz frequencies that are often used by cordless phones, security systems, baby monitors, and microwaves.

When we developed our first RF products back in 1991, we knew that reliable communication was essential. Today, we have millions of RF devices installed throughout the world, and they have a reputation for extreme reliability.

How far away will the remote work?

Both IR and RF remote controls will work at least 30 feet away from the shade.

How many shades can I control via a remote?

There is no limit to how many shades a remote can control in a single room.

Can I use a universal IR remote control to control Serena shades?

You probably can. Many universal IR remotes are capable of learning new IR commands. If you already have a universal IR remote, visit the manufacturer's website for instructions

Installation for insulating honeycomb shades

How deep is the headrail?

The shade headrail is 1 5/8 inches deep. This needs to be taken into consideration especially when inside mounting the shade.

How much of the window will be blocked when the shade is open?

When your shade is all the way up, the distance from the top of the headrail to the bottom of the shade stack height will vary from 2 1/2 inches to 3 5/8 inches depending on the fabric and size of your Serena shade.

For a full explanation on stack height, refer to the Stack Guide.

How do I set upper and lower limits on a Serena shade?

You can set the limits from the control you're using. Please review the installation guide or Serena Programming Quick Reference Guide for detailed information.

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How do I clean the fabric?

Regular Cleaning

- Dust with a feather duster.
- Lightly vacuum fabric with a brush type vacuum attachment.

Soil Removal

- Sponge with a mild detergent and warm water solution and blot dry.
- Blot with a solution of 1 part mild detergent and 3 parts warm water, then blot dry.

Important Notes

- Use extra care when cleaning blackout fabrics, as the fabric could become permanently creased.
- Do not use strong detergents or spot removers. We don't recommend dry cleaning due to the differences in ultrasonic cleaning operators.

Non-Standard Requests

Can I switch a battery powered shade to a wired powered shade?

No. Upon ordering your Serena shade, you must specify your source of power – either battery or wired. A battery powered shade is a different model than a wired powered shade. It's important to understand the needs of the application prior to placing your Serena shade order.

What if I need a Serena shade larger than what's currently offered?

Please contact **SerenaShades@lutron.com**.

Product Support

What is the warranty coverage for this product?

Our shade warranty is an 8-year limited warranty.

Are there how-to videos?

Yes. Visit **www.lutron.com/serenavideos** for a gallery of how-to videos.

What should I do if I have a technical problem?

If you have a technical problem, let us know about it. Our company's first guiding principle is "Take Care of the Customer"—and that's you! If you have a problem, please call us (1.888.445.8063) and let us help you. Our Technical Support hotline is based in Pennsylvania and staffed 24 hours a day, 365 days a year.