

## Frequently Asked Questions – Truth Hardware Sentry II HS

**Q: Can I use one rain sensor for a group of control boxes?**

A: No. Each control box requires its own rain sensor.

**Q: How can I tell a group of HS units to open or close at the same time?**

A: There are two options for accomplishing this:

Option 1: Use the 43.53 Hand Held Remote, set to “All ” setting

Option 2: Connect the HPI connections on the control box to a contact closure driven by a home automation system. Each control box requires its own contact closure.

Option 3: Connect together a non-synchronous group as shown in the installation instructions.

**Q: What are the HPI or High Priority Inputs?**

A: HPI is a way of letting another system, such as a home automation system, tell the WLS control box to open or close. Each control box will require its own contact closure. *Please refer to the installation instructions for additional details.*

**Q: Why are the covers not part of the HS motor kit?**

A: To make it easier for our customers to manage their inventory it was decided to not have the whole kit tied to a color. The covers are purchased separately.

**Q: Does the “learn ” button have anything to do with how far the skylight opens?**

A: No, The “learn ” button is only used to program the hand held remote, it has no effect on the range of skylight opening. Once the remote is programmed, the “learn ” button does not need to be used again, even when changing batteries in the hand held remote, or after a power failure.

**Q: My skylight opens fine, but when it closes the lid pulls down tight and then the motor backs off, is that correct operation?**

A: A: No, the motor has been programmed with the incorrect range of motion. To correct this, start with the chain connected to the skylight lid, then retrain the motor by shutting off the power and clearing the dip switches ( all to off ), then cycle the power “on ” and back “off ” after 10 seconds, then reset the dip switches and reapply power. Pressing the open button on the remote will now cause the motor to complete a full open and closed cycle which becomes the new memorized range of motion. This method should be tried anytime the motor does not open or close the lid of the skylight correctly.

**Q: My skylight motor attempts to open/close but it stops and the Red light flashes, what is happening?**

A: Typically this indicates that the motor has hit an obstruction or the load on the lift chain is too high. Check that there is nothing obstructing the lid or chain and there is nothing touching the skylight. If this the first time the motor is being operated after initial installation it may also indicate that the dip switches have not been set correctly ( see installation instructions for further details ) On multiple motor skylights, This can also indicate that the communication between the leader and follower is having difficulty. Check the installation instructions for the wiring procedures on multi motor skylight applications and verify all wire connections are correct and making solid contact.