

Battery Motor not charging via USB

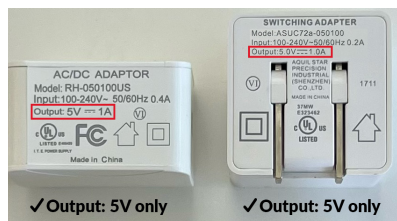
Troubleshooting for battery-driven motorized blinds

The **wall adapter must be a standard 5 V-only USB charger**, not a laptop USB port, power bank, or USB hub. Below are examples of chargers.



Do not use fast chargers or multi-voltage chargers that list outputs such as 5 V, 9 V, 12 V, or similar. Even if they include 5 V, these chargers will not charge the motor.

Compatible 5 V-only chargers



Non-compatible multi-voltage chargers



Check the LED indicator

When a compatible 5 V-only charger is properly connected, the **LED on the motor head will turn on** to indicate that charging has started.



If the LED still does not turn on

- Ensure the wall adapter with a known 5 V-only USB charger.
- Ensure the used USB cable and charger is able to charge any other device.
- Ensure the cable is fully inserted into both the motor and the adapter.
- **If the battery motor is fully drained, allow 30 minutes of charging before the LED on the motor turns on.**
- If the LED still does not turn on after all the above, contact technical support for further assistance.