

TROUBLESHOOTING THE SURESHADE ATF-SG INTELLIGENT CONTROL BOX (ICB)

The SureShade ATF-SG Intelligent Control Box (ICB) is designed so that the shade will not operate at any voltage under 10V at start-up of the shade. During operation of the shade, if the voltage drops below 9V, the shade will shut down.

The ICB controller has a LED indicator on the top of the controller that provides fault codes. These codes are based off of the LED color and the amount of blinks it is faulting if the unit is having a technical issue. **DO NOT OPEN THE CONTROLLER.** There is no troubleshooting that can be completed inside the controller. Any tampering with the controller will result in voiding warranty for a replacement.

IF THE SHADE DOES NOT OPERATE

In the event the shade either does not operate at start-up or it shuts down during operation, the **FIRST STEP** in troubleshooting is to **ALWAYS CONFIRM VOLTAGE AT THE ICB:**

1. Locate the ICB in the vessel.
2. You will need to probe the **Green** and **Red** wires on the controller side of the plug or the wires matching the opposite side, boat harness.
3. The incoming voltage should always be either 12 or 24 volts for proper shade operation. The ICB also contains a number of additional indicators via **Status LED light** to aid in troubleshooting efforts.
4. Check all connections from actuators to wires and confirm all pins are properly secured.

During normal operation, once the controller receives a signal from the switch or remote and the shade starts to move, the Status LED light will turn **YELLOW**.

When the controller is not receiving a signal to move (i.e. the shade is idle), the Status LED light will be **GREEN**.

If the controller senses some significant obstruction (i.e. antenna stuck between cross bars while retraction was in progress), the Status LED will turn **SOLID RED**. In this case a **hard home reset** will be required.

HARD HOME RESET PROCEDURE:

In the event the shade does not return all the way to its home position and a retract command does not resolve this issue, a Force Hard Home can be initiated on a New Shade. After power up, press both extend and retract buttons simultaneously on the remote for more than 13 seconds, hold until the shade returns to the home location, count to 3 then release. The status LED will be **solid red** when both buttons are depressed then **solid green** when the reset is accomplished.

****A hard home reset is always required to be performed in the event you are having a technical issue. Please unplug all connectors to the controller. Leave the controller unplugged for 30 seconds. Go through the initialization process to confirm there is no fault in the controller itself, then perform a Hard Home Reset. This will reset the controller once both actuators return to the full home position. After completing the Hard Home Reset, the unit should extend to programmed length with no issue. ****

If you require additional assistance with a technical issue, please fill out the form below and a service coordinator will reach out 24-48 hours of receipt of form.