

Breezway Louvre Windows

Powerlouvre™ Apptivate™ Advance Control Unit Troubleshooting Guide

South East Asia

breezway®

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Equipment Required



Drill Driver & Bits



Flat Screwdriver



Rag

Powerlouvre Apptivate Advance Control Unit - General Troubleshooting



Apptivate Advance Control Unit

- **Troubleshooting:**

- Apptivate Advance Control Unit is not responding when touched.

Remove the cover plate, and unscrew the Apptivate Advance Control Unit from the wall bracket. Confirm the blue LED's are on to indicate power is being supplied.

If the LED's are on:

- Perform a factory reset.

If the LED's are off:

- Using a multimeter, confirm the control unit is being supplied with 24V DC power. If you suspect the unit has been incorrectly supplied with 240V mains power, call a licensed electrician, do not attempt to rectify.
 - Confirm the polarity of the power supply wiring into the control unit.
 - Replace Apptivate Advance Control Unit (refer to **Page 6**).
- The Powerlouvre Windows 'Open' when 'Close' is touched and 'Close' when 'Open' is touched.

Solution - The wiring from the Apptivate Advance Control Unit to the Powerlouvre windows has been incorrectly connected. After turning power off, swap the wires connected to the output from the Apptivate Advance Control Unit. *Refer to Figure 23.3.4-1.1.*

Powerlouvre Apptivate Advance Control Unit - General Troubleshooting

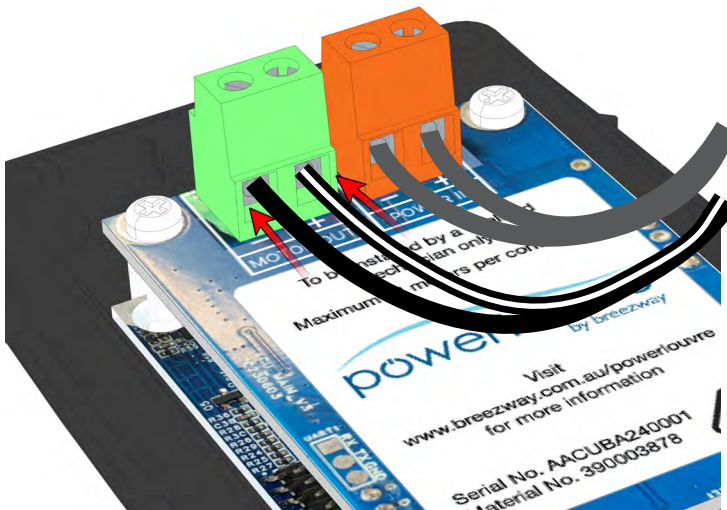


Fig. 23.3.4-1.1

- The Powerlouvre Windows open or close without any buttons on the Apptivate Advance Control Unit being touched.
The Apptivate Advance Control Unit may be operating the Powerlouvre Windows in response to pre-set timer events, or in response to temperatures.

- Mid position not working.

Solution - Perform a Factory Reset.

Note: When the Apptivate Advance Control Unit is first installed, a Factory Reset must be performed. This runs the Powerlouvre window through a full open and closed cycle which allows the Apptivate Advance Control Unit to learn it's 'mid' position.

Resetting Pin code:

- Using a small flat head screw driver, lever off the front cover of the control unit. *Refer to Figure 23.3.4-1.2.*
- Press and hold down the 'RESET' button for 5 seconds until the LED's flash twice.
- The pin code will be reset to the default '0000'. *Refer to Figure 23.3.4-1.3.*

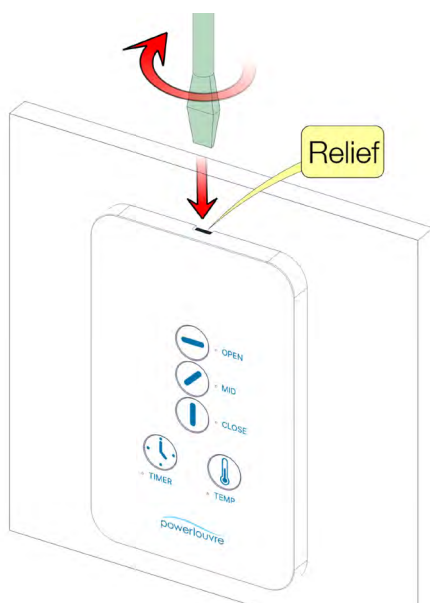


Fig. 23.3.4-1.2

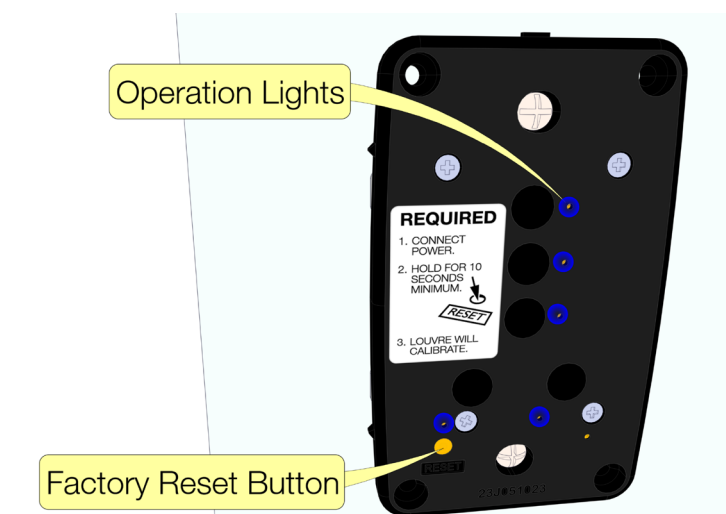


Fig. 23.3.4-1.3

Powerlouvre Apptivate Advance Control Unit - General Troubleshooting

- **Performing a Factory Reset:**

A Factory Reset will delete all associations with Powerlouvre Apps, timer events and customised temperature settings of the Apptivate Advance Control Unit. The firmware will be reverted to the factory version and the pin code will be reset to '0000'.

- Using a small flat head screw driver, lever off the front cover of the control unit.
- Press and hold down the 'RESET' button for 10 seconds. Note the lights will flash twice at 5 seconds, continue to hold until 10 seconds has passed and the lights will begin to blink continuously. You can now release the 'RESET' button
- The lights will continue to blink until the Factory Reset is complete. *Refer to Figure 23.3.4-1.3.*

Powerlouvre Apptivate Advance Control Unit - Technical Specification

• Technical Specification

- Apptivate Advance Control Unit can operate up to 12 motors.
- The Apptivate Advance Control Unit can be operated wirelessly via Bluetooth by downloading and installing the Powerlouvre Advance App available for IOS and Android mobile devices.
- The maximum Bluetooth range of approximately 10 meters will be affected by obstacles such as solid walls (brick/concrete etc) which may reduce effective range.
- Apptivate Advance Control Unit firmware updates can be performed over-the-air when available. The current version of the Apptivate Control Unit and Bluetooth firmware is accessible through the settings menu via the App. The current version of the App can be accessed via the INFORMATION>ABOUT menu. *Refer to Figure 23.4.2.5.3-1.5.*
- Schematic details on the back of the Apptivate Advance Control Unit. *Refer to Figure 23.4.2.5.1-1.1.*

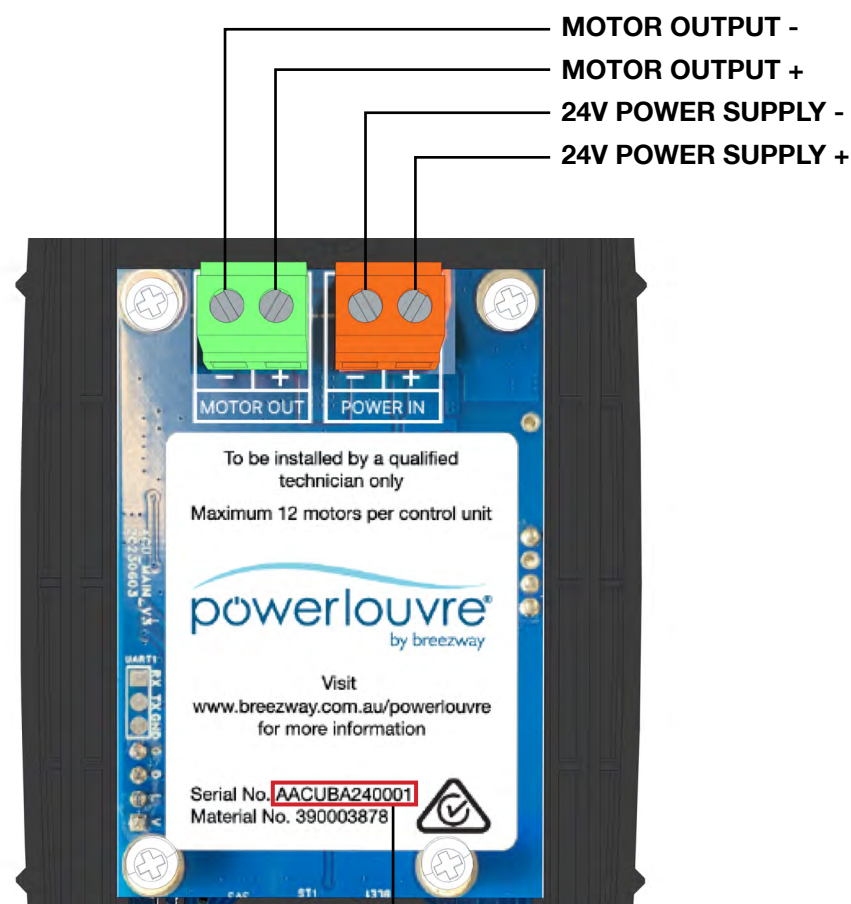


Fig. 23.4.2.5.1-1.1

Serial Number Components

AACUBA240001

- Consecutive numbers, starting at 0001 for each year of manufacture
- Year of manufacture, 2024 shown
- Regional identifier, BA (Breezway Australia)
- Part identifier

Powerlouvre Apptivate Advance Control Unit - Technical Specification

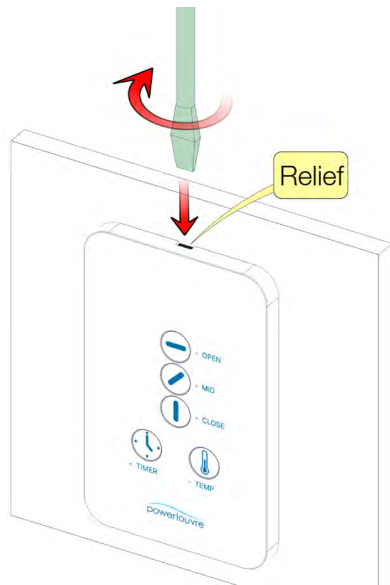


Fig. 23.4.2.5.2-1.1



• Replacement

Removal:

1. After turning the power off, remove the cover plate using a flat screwdriver into the relief on top of the plate and twisting. *Refer to Figure 23.4.2.5.2-1.1.*
2. Remove two screws holding wall plate to the wall bracket.
3. Pull the Apptivate Advance Control Units out of the wall so you can access the wires at the back. *Refer to Figure 23.4.2.5.2-1.2.*
4. Confirm the wiring orientation is correct (white stripe to the positive + terminals marked on the back of the Apptivate Advance Control Unit before removing the wires from the Control Unit).

Installation:

1. Remove the cover plate from new Apptivate Advance Control Unit.
2. Connect the Power Supply Cables to the orange terminal block on the back of the Apptivate Advance Control Unit, confirming the polarity (white stripe to the positive + location marked on the Control Unit).
3. Connect the Motor Cables to the green terminal block on the back of the Apptivate Advance Control Unit confirming the polarity (white stripe to the positive + location marked on the Control Unit). *Refer to Figure 23.4.2.5.2-1.3.*
4. Fix the Apptivate Advance Control Unit to the wall bracket with the supplied screws.
5. Snap the cover plate onto the wall plate by engaging the bottom edge first.
6. Operate open and confirm the window operates fully open, then operate closed to confirm the window operates fully closed.

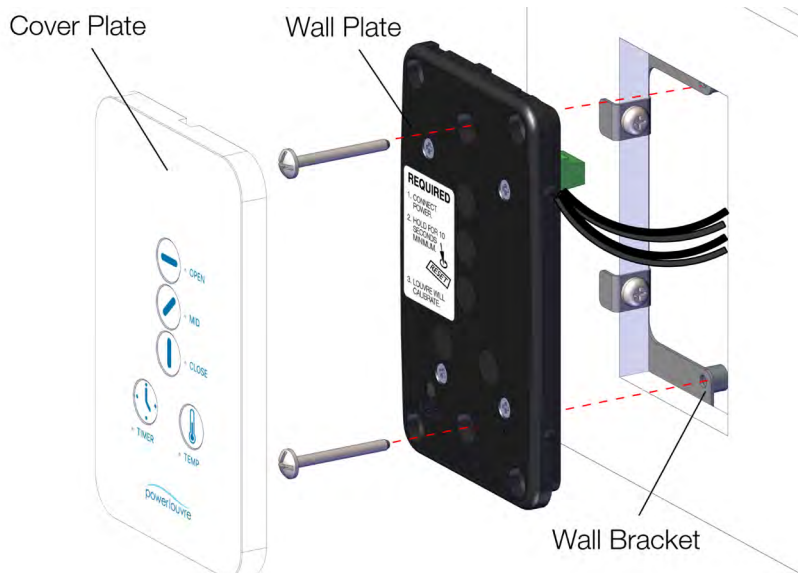


Fig. 23.4.2.5.2-1.2

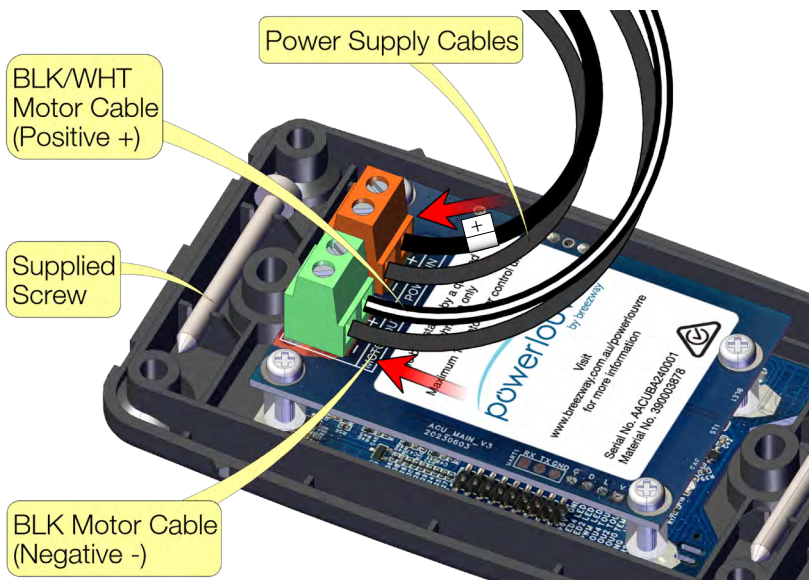


Fig. 23.4.2.5.2-1.3

Powerlouvre Apptivate Advance Control Unit - App Overview

• App Overview and Instruction

- The Powerlouvre Advance App is compatible with Android and iOS devices, the app can be downloaded and installed from the App Store (iOS) or Google Play Store (Android).
- Once the App is installed and opened, Apptivate Advance Control Units that are within range will display. *Refer to Figure 23.4.2.5.3-1.1.*

The serial number displayed can be matched against the laser etched marking under the cover plate. *Refer to Figure 23.4.2.5.3-1.2*



Apptivate Advance Control Units Within Range will appear in this list

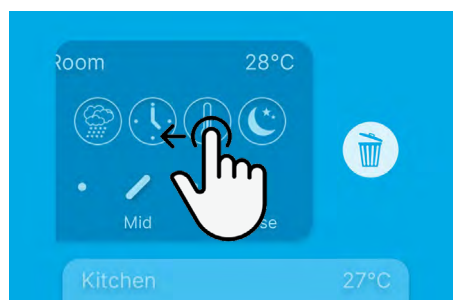
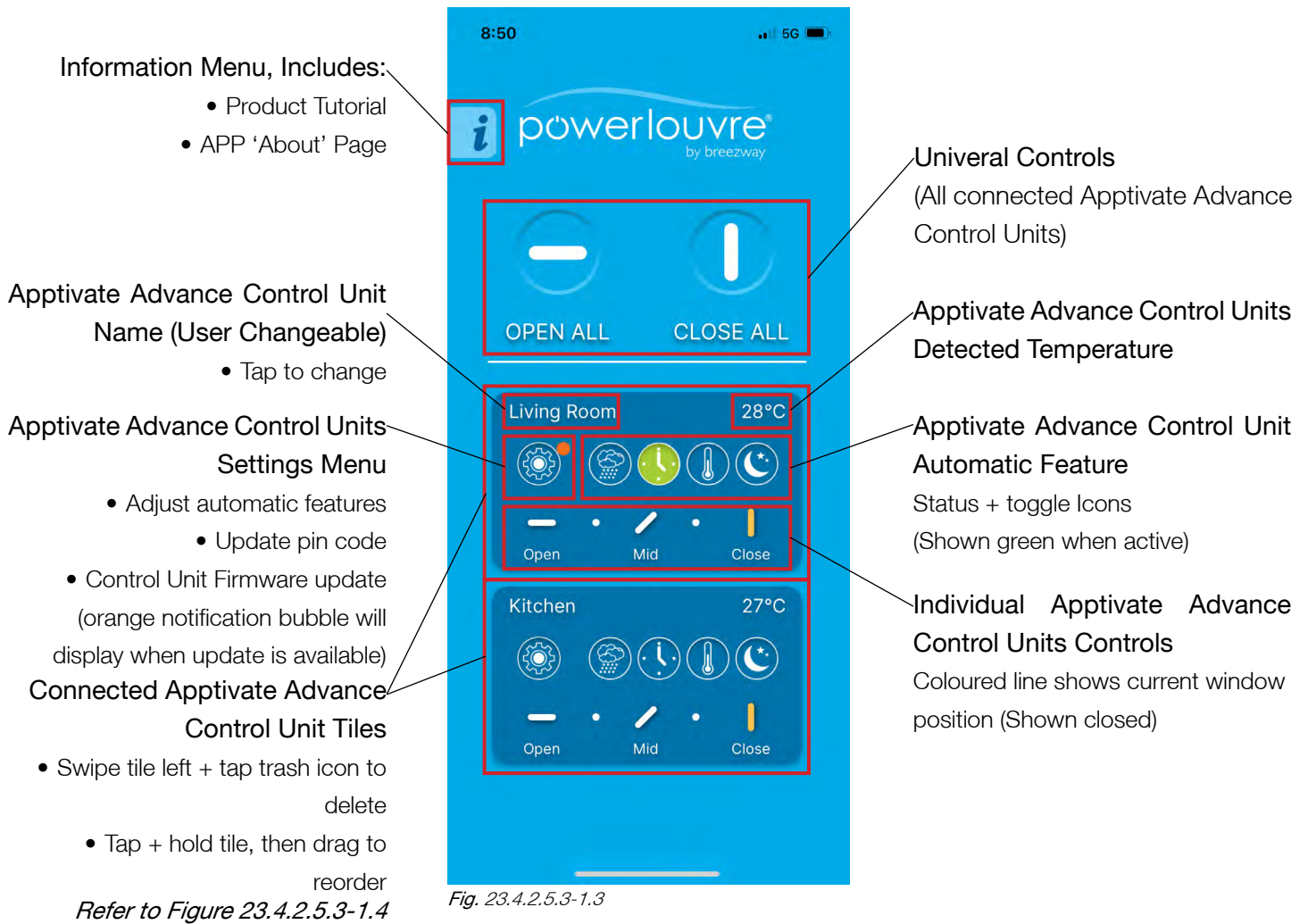
Fig. 23.4.2.5.3-1.1



Fig. 23.4.2.5.3-1.2

Powerlouvre Apptivate Advance Control Unit - App Overview

- Once the Control Units are connected, the App user interface will display like *Figure 23.4.2.5.3-1.3*



Powerlouvre Apptivate Advance Control Unit - App Overview

- Clicking the settings icon on any connected Control Unit will bring up a more details menu with further options. *Refer to Figure 23.4.2.5.3-1.5.*

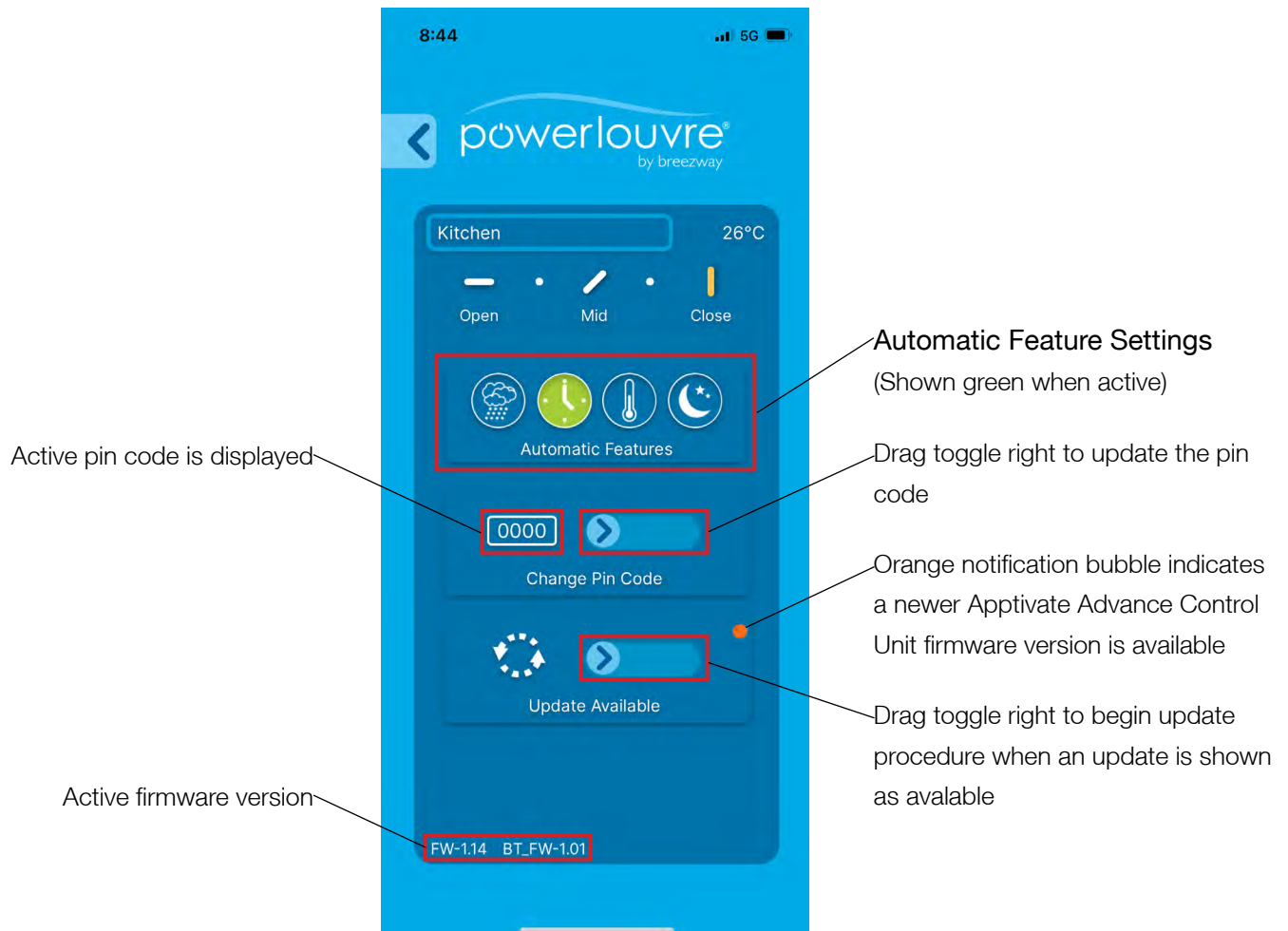


Fig. 23.4.2.5.3-1.5

Powerlouvre Apptivate Advance Control Unit - Performing an Update

• Performing an update

When the Powerlouvre Advance App detects a newer firmware version is available for the Apptivate Advance Control Unit, the App will display an orange dot to signify an update is available. To update:

- Keep the mobile device within 5m of the Apptivate Advance Control Unit while updating.
- Open the Powerlouvre Advance App, locate the control unit with the update available, signified with an orange dot appearing on the settings icon and open the settings menu.
- On the tile that says 'Update Available' swipe the slider and follow the prompts until the update is complete.
- If the update is interrupted, or fails, repeat the update until it's successful.
- Updating should take between 2-5 minutes. *Figure 23.4.2.5.4-1.1* is the home screen with an Apptivate Advance Control Unit tile with an orange dot showing the update available, *Figure 23.4.2.5.4-1.2* shows 'Update Available'.

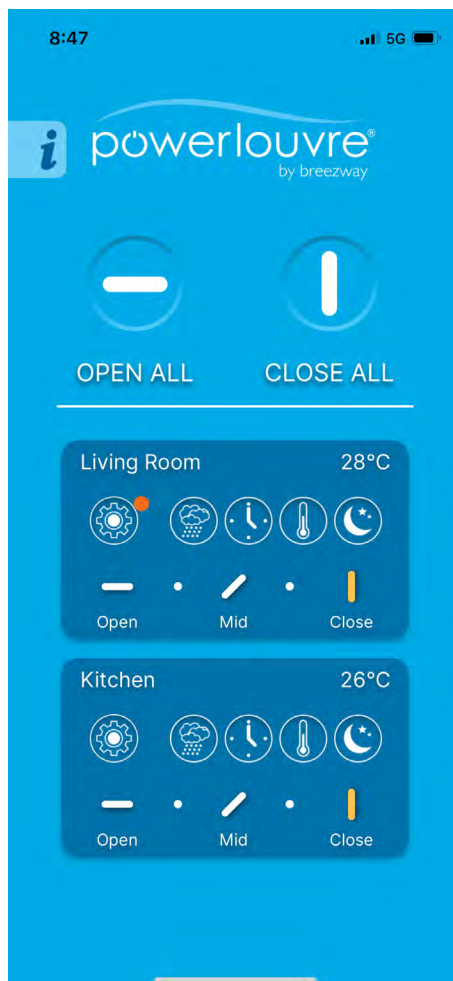


Fig. 23.4.2.5.4-1.1

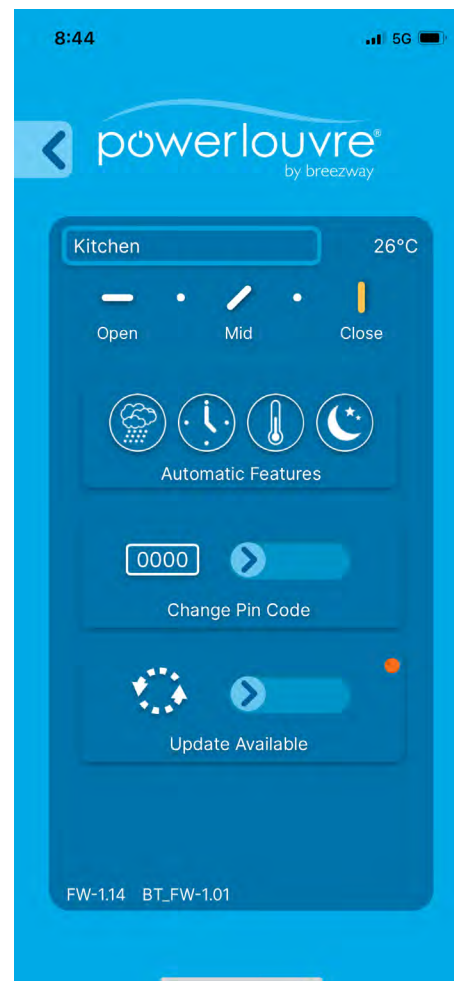


Fig. 23.4.2.5.4-1.2

Powerlouvre Apptivate Advance Control Unit - App Version Identification

Version Identification

- The App version is displayed in the About menu, accessed by tapping the 'i' in the top left corner of the screen, and then clicking 'About'. *Refer to Figure 23.4.2.5.5-1.1.*



Fig. 23.4.2.5.5-1.1

iOS App Version History			
Version	Release Date	Supported iOS Versions	Release Notes
1.5	1 May 2025	12.2 - 18.1.1	First Release

Android App Version History			
Version	Release Date	Supported Android Versions	Release Notes
1.13	1 May 2025	V9-V14 Inclusive	First Release

Powerlouvre Apptivate® Advance Control Unit - App Version Identification

- The installed Apptivate Advance Control Unit and Bluetooth Firmware versions display in the settings menu of each connected Apptivate Advance Control Unit. Access by clicking the settings icon on the Apptivate Advance Control Unit tile. *Refer to Figure 23.4.2.5.5-1.2.*

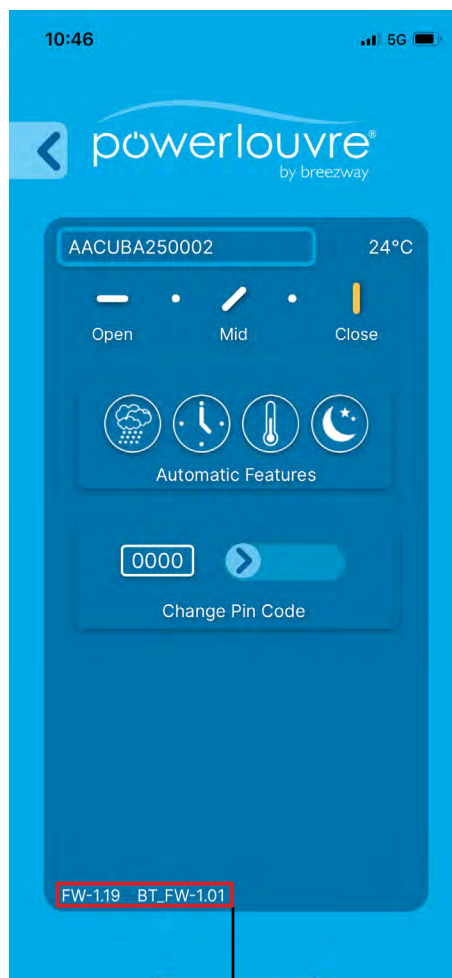


Fig. 23.4.2.5.5-1.2

FW - 1.19

BT_FW - 1.01

Bluetooth Firmware Version: 1.01

Apptivate Advance Control Unit Firmware Version: 1.19

Hardware Version History			
Apptivate Advance Control Unit Firmware Version	Bluetooth Firmware Version	Serial Number Range	Release Notes
1.19	1.01	250001 - ?	First Release