SURESHADE® POWER BIMINI FREQUENTLY ASKED QUESTIONS

QR-149

MARINE

Purpose

This document outlines frequently asked questions about the SureShade Power Bimini system and how to address them.

Frequently Asked Questions

If you are a customer that *has not* downloaded the app and synced their controller, please download and install the SureShade Power Bimini App from the applicable app store. Usage of the app will ensure future software updates are able to be applied and will provide a better user experience.

FAQ 1

Q. My Bimini top does not work at all.

A. If you are a customer that has not downloaded the app and synced their controller, please take the following steps to do so. This procedure will "re-flash" the system which may correct any issues you are experiencing.

1. Make sure the Touch Controller is at a cool temperature and out of the sun.
2. Download the SureShade Power Bimini App from the applicable app store (as of 6.28.2022 the Android app is live in the Play Store. The Apple app is in process).

NOTE: You can also go to the Play store and install the update by choosing the "Sureshade Bimini Control".

A. Once the update is installed and paired with the switch, a newer controller will show the software version next to "Connected". The old version should show 2.0.2.

B. There will be a message which says a firmware update is available. Press the message bar and it will begin the update. You will see the LED on the switch flash green a couple times, then flash blue while the update is in progress. A progress bar will also show in the app. Once completed the app will list the new firmware version which is 2.0.3.

C. Once completed you may need to reconnect.

NOTE: Please stay close to the components while the update is in progress.

3. Use both up/down touch buttons simultaneously to sync the controller to the app.
4. Syncing the Touch Controller to the app will download the latest software version to the controller.
5. The Touch Controller will operate regardless of exposure to full sun following the software update.

NOTE: In the event the Touch Controller will not operate and feels excessively warm, please move the controller to a shaded area or lay a damp cloth over it to allow it to cool down prior to usage.

FAQ 2

Q. Why does my bimini top only partially open and not fully?

A. Make sure to leave your finger on the Touch Controller switch continuously until the top reaches the desired position (fully down, partially open, fully open). Please note, a slight delay occurs in bimini movement once you have placed your finger on the switch—this is intentional.

A. The battery may be low. Make sure the battery is fully charged.

A. You might not have power. Check actuator and helm switch electrical connections. Reconnect loose or disconnected connections. Refer to figure 8 and Wiring Diagram in the SureShade Power Bimini Owner's Manual (CCD-0003658).

A. The actuator may be damaged. Perform the manual override. Refer to the Manual Override section in the SureShade Power Bimini Owner's Manual (CCD-0003658).

A. There may be foreign material blocking the gear handle. Remove all foreign material from the gear handle. Inspect the gear handle and actuator for damage. Perform the manual override if necessary.

FAQ 3

Q. Why aren't my Touch Controller switches operating or operating consistently?

A. Continuously press down on the switch until the top reaches the desired configuration. The switch requires a 2-second "wake up" period prior to operating.

A. There may be no power to the switches. Inspect electrical connections for nicks and cuts. Repair or replace electrical wires as necessary. Refer to figure 8 and Wiring Diagram in the SureShade Power Bimini Owner's Manual (CCD-0003658).

A. Check electrical terminal connections to make sure they are fully seated and engaged.

FAQ 4

Q. My Port and Starboard actuators are not syncing. How can I get them to sync?

A. Non-syncing actuators may be the result of improper actuator installation. Contact the boat's manufacturer for actuator re-alignment and re-syncing solutions.

FAQ 5

Q. Why did my actuator(s) motor(s) seize up?

A. The actuator(s) may have been overly exposed to or submerged in fresh or salt water for a period of time. If water overexposure is not able to be addressed immediately, rust can develop which could result in a seized actuator—requiring the actuator(s) to be replaced.

FAQ 6

Q. How can I fix pinched motor wires inside the actuator housing?

A. Replace the wire harness.

FAQ 7

Q. What can I do about loose Touch Controller wire connections?

A. Replace the Touch Controller.

FAQ 8

Q. Can water accumulation on the Touch Controller switch affect the Sureshade Power Bimini operation?

A. In rare circumstances, accumulated water on the Touch Controller switch could create a closed circuit which could allow unintended operation of the power bimini. Wipe the surface of the switch to break the capacitive contact.