omnia
MOTORISED CURTAIN TRACK

PAPINI®
ACCESSORIES

FREQUENTLY ASKED QUESTIONS: **OMNIA DC MOTOR**

Q: How long does the battery last before having to recharge it?
A: Approximately 3 months, depending on usage.

Q: How long does it take to recharge the battery?
A: Approximately 3 hours using a 16.8V/1.5A adapter (supplied) or 8 hours using a 5V/1.5A MICRO USB charger (not supplied).

Q: Can you charge the battery while it is plugged into the Omnia DC motor?
A: No, it is required that the battery be disconnected from the motor and then charged separately. Once the battery is fully charged, it can be reconnected to the motor.

Q: If the battery has been damaged, where can a new battery be purchased?
A: We stock various replacement Omnia components, including batteries.

Q: What is the life span of the battery, before it needs to be replaced?
A: 18 months, depending on usage and charging conditions.

Q: What is the warranty term for the Omnia DC motor and battery?
A: The Omnia DC motor carries a 5 year warranty, while the battery is covered for 18 months, both from date of invoice.

Q: Does the Omnia DC motor come with a surge protection plug?
A: A surge protection plug is not required, as the motor is connected to the battery and not directly to an electrical plug source.

Q: Can you operate the Omnia DC motor on a mobile device?
A: The Omnia DC motor is Zigbee compatible (home automation system), allowing you to connect to the TUYA App on your mobile devices. (Please note we do not stock the Zigbee TUYA Gateway)

Q: Where can you purchase a Zigbee TUYA device?
A: The Zigbee TUYA gateway can be purchased from a selection of online stores.

Q: Can the motorised curtain track be operated manually by hand?
A: The Omnia DC motor has a tug feature to open or close the curtain whilst connected. The curtain can be hand drawn and operated manually whilst the battery is charging.

Q: Can you swap over from the Omnia AC motor (electric) to the Omnia DC motor (battery pack) but still use the same motorised curtain track?
A: Yes, you can keep your motorised curtain track and swap to the DC motor with its respective battery pack. Keep in mind that the features between the two motors vary (i.e. WiFi TUYA Compatible vs Zigbee Tuya Compatible).

Q: Can you use the Omnia DC motorised curtain track during loadshedding?
A: Yes, the Omnia DC motor operates with a battery pack that lasts approximately 3 months on a full charge, depending on usage.

Q: Can you use the TUYA Smart App during loadshedding?
A: Yes, you can still use the TUYA app on your mobile device if the motor still has access to its Wifi connection (AC Motor) or/and Zigbee gateway (DC Motor).

For any questions not covered above, please email **orders@papini.co.za**, for further assistance.