



Supernova™ Flex

User Guide / Service Guide

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A Welcome

Congratulations on your purchase of the **dnp** Supernova Flex Screen.

Lean back and enjoy the vivid colours and superior image quality of this unique product. You'll experience exceptional picture detail and be able to enjoy many hours of comfortable viewing.

Please read the instructions carefully before operating the screen.

Supernova Flex combines revolutionary Supernova Screen technology with innovative, aesthetic, space-saving design to create a high-quality front projection screen that is flexible and retractable. At the touch of a button, the Supernova Flex rolls up into its elegant housing, out of the way but readily available for its next use.

Supernova technology Outfitted with high-contrast filters that absorb ambient light, the Supernova Flex delivers exceptionally clear images even in brightly lit surroundings such as conference rooms and exhibition centres – eliminating the need for darkened environments. The Supernova Flex balances supreme black levels with an ergonomic brightness level. This prevents eyestrain and provides clear and vivid images with full colour saturation, regardless of the angle in which the viewer is positioned. Because of its completely passive front surface, the Supernova Flex is the ideal choice for home entertainment. The Supernova Flex is one of only a few screens in the world to have earned ISF approval.

Less space, more convenience The unique, patented design of the retractable Supernova Flex makes Supernova front projection screens even more accessible. The Supernova Flex extends and retracts into its sleek housing quickly and easily, simultaneously providing a safe place to store the screen.

The screen cover comes in a variety of designs and sizes to fit discreetly into any room. Suspended by durable wires, the Supernova Flex is easy to adjust vertically and can be rolled down over an existing wall hanging such as a painting or flat screen television. The screen is easy to install, compatible with all standard projectors, and comes standard with an infrared remote control, 5-12 V trigger, and RS-232 connection.

Getting started Use the accompanying installation manual to install your Supernova Flex Screen. Once installed, the user manual is your guide to operating the remote-controlled screen and keeping it in good condition.

B Safety Instructions / Instructions de sécurité

B1 Important Safety Instructions (EN)

- ⚠ Read these instructions.
- ⚠ Keep these instructions.
- ⚠ Heed all warnings.
- ⚠ Follow all instructions.
- ⚠ Clean only with dry cloth.
- ⚠ Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
- ⚠ Do not defeat the safety purpose of the grounding-type plug. A grounding type plug has two blades and a third grounding prong. The third prong is provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
- ⚠ Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles and the point where they exit from the apparatus.
- ⚠ Unplug this apparatus during lightning storms or when unused for long periods of time.
- ⚠ **WARNING!** To reduce the risk of fire or electric shock, do not expose this apparatus to rain or moisture. Do not operate screen before it is installed on wall.
- ⚠ The apparatus shall not be exposed to dripping or splashing and no objects filled with liquids, such as vases, shall be placed on the apparatus.
- ⚠ **Follow all installation instructions. Incorrect installation can lead to severe injury and/or permanent product damage and will invalidate the dnp warranty.**
- ⚠ Be sure that the wall studs or other mounting fixtures are suitable for mounting the screen and ...
- ⚠ Be sure that the screen is mounted correctly and securely to the wall or the dnp warranty will be invalidated.
- ⚠ The mains plug, extension cord, appliance inlet or power strip is used as the disconnect device, the disconnect device must remain readily operable.
- ⚠ The screen is a class I construction and shall be connected to a mains socket outlet with protective earthing connection. Do not install without a ground connection.
- ⚠ Do not pull or tug on screen when mounted on wall.
- ⚠ Do not restrict the screen from moving.
- ⚠ Do not scratch or bend screen material during handling.
- ⚠ Operate within specified temperature and humidity range (see section I).
- ⚠ Do not attempt to disassemble any part of the screen (electric shock hazard).
- ⚠ Do not permit children to play with screen controls.
- ⚠ Examine the screen for imbalance or signs of wear during operation. If needed, adjust before operating.

B2 Instructions de sécurité importantes (FR)

- ⚠ Lire ces instructions.
- ⚠ Conserver ces instructions.
- ⚠ Tenir compte de tous les avertissements.
- ⚠ Suivre toutes les instructions.
- ⚠ Nettoyer uniquement avec un chiffon sec.
- ⚠ Ne bloquer aucune ouverture de ventilation. Installer conformément aux instructions du fabricant.
- ⚠ Ne pas négliger la sécurité que procure une prise avec raccordement à la terre. Une prise avec raccordement à la terre comporte deux fiches plus une troisième reliée à la terre. Cette troisième fiche est là pour votre sécurité. Si le connecteur fourni ne s'insère pas dans votre prise de courant, consulter un électricien afin de la remplacer.
- ⚠ Protéger le cordon d'alimentation principale afin qu'il ne soit pas écrasé ou pincé, en particulier au niveau des prises de courant et au point de sortie de l'appareil.
- ⚠ Débrancher cet appareil en cas d'orage avec risque de foudre ou lorsqu'il n'est pas utilisé pendant des périodes prolongées.
- ⚠ ATTENTION! Pour réduire le risque d'incendie ou de choc électrique, ne pas exposer cet appareil à la pluie ou à l'humidité. Ne pas faire fonctionner l'écran avant qu'il ne soit installé sur le mur.
- ⚠ L'appareil ne doit pas être exposé à un égouttement ou des éclaboussures et il convient de ne placer aucun objet contenant un liquide, comme un vase, sur l'appareil.
- ⚠ **Suivez toutes les instructions d'installation. Une installation incorrecte peut causer de sévères blessures et/ou des dommages importants au produit et invalider la garantie du produit.**
- ⚠ Assurez-vous que le matériel d'installation correspond bien à la nature du support et des vis de fixation.
- ⚠ Assurez vous que l'écran est installé correctement et solidement au mur ou la garantie dnp sera invalidée.
- ⚠ La prise secteur, le cordon, l'alimentation de l'appareil ou la barrette d'alimentation sont utilisés comme dispositifs de déconnexion et doivent être facile à actionner.
- ⚠ L'écran est de classe I et doit être connecté à une prise secteur disposant d'une mise à la terre. Ne pas installer le système en l'absence de prise de terre.
- ⚠ Ne pas tirer sur l'écran une fois qu'il est monté sur le mur.
- ⚠ Ne pas empêcher l'écran de bouger.
- ⚠ Ne pas érafler ou courber le matériel de l'écran lors des manipulations.
- ⚠ Utiliser l'écran selon les plages de température et d'humidité spécifiées (cf. section I).
- ⚠ Ne pas tenter de démonter quelque partie de l'écran que ce soit (danger de choc électrique).
- ⚠ Ne pas laisser les enfants jouer avec les commandes de l'écran.
- ⚠ Examiner l'écran afin de détecter tout déséquilibre ou signe d'usure pendant le fonctionnement. Si nécessaire, ajuster avant de faire fonctionner.

C Setup with remote control

The remote is factory programmed for Supernova Flex .



NOTE! Be aware when installing the screen close to equipment using the same IR communication protocol. Commands may activate other electronic components. (see installation manual for details).

Batteries

Remove rear cover and replace with 2x 3V CR2032 coin cell batteries.

CAUTION!

Danger of explosion if battery is incorrectly replaced.
Replace only with the same or equivalent type.

Do not use re-chargeable batteries.

Batteries (battery pack or batteries installed) shall not be exposed to excessive heat such as sunshine, fire or the like.

ATTENTION!

Danger d'explosion si la pile n'est pas remplacée correctement.
Ne remplacer que par le même type ou un type équivalent.

Ne pas utiliser de piles rechargeables

Les batteries (bloc de batteries ou batteries installées) ne doivent pas être exposées à une chaleur excessive telle que celle du soleil, d'un feu ou d'origine similaire.

D Remote control button functionality



Press once to move screen to top position



Press once to move screen to bottom position



Press and hold to move screen up (raise)



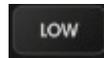
Press and hold to move screen down (lower)



Press once to set the screen speed to high



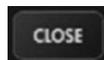
Press once to set the screen speed to medium



Press once to set the screen speed to low



Press and hold for 3 seconds to store the current position as bottom stop



Press and hold for 5 seconds to disconnect/reconnect power.

E Powering up (Plug in)

Plug the power cord into the wall socket.

- a. After plugging in the power cord, press  on the remote.



- b. The screen calibrates by automatically moving down 3” and then to the top position.
- c. If the screen is not in the top position when plugging in, the screen will
move down 3” and back up to the top after  is pressed.
- d. There will be a delay before screen movement occurs after pressing the button.

Setting a new bottom position

- Press & hold  or  until screen is at desired position then press and hold [save] for 3 seconds. Note: the screen will shift up and down slightly 0.5" (10mm) to signify that it reads the command.
- Test setting with  &  keys.

Changing the Speed

Supernova Flex has three possible speed settings: Low, Medium and High. The screen will arrive set for the "Medium" speed.

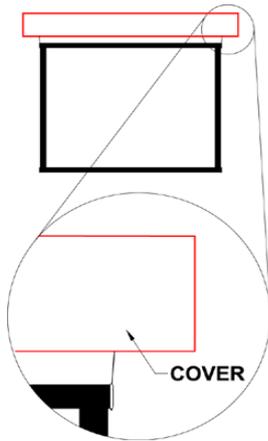
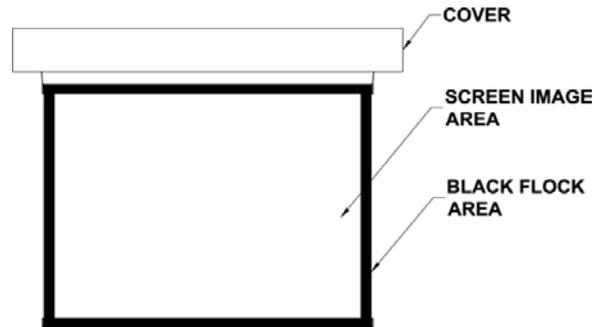
To set another speed:

- Press the desired speed. Note: the screen will shift up and down slightly, 0.5" (10mm), to signify that it reads the command.



- Test setting with the  &  keys.

F Cleaning



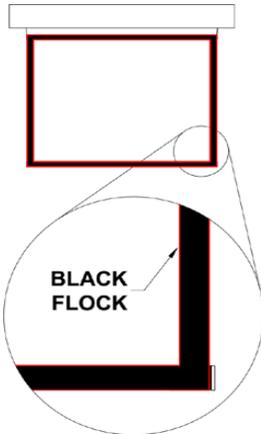
Cover / Chassis

Slightly dusty

Dust with a feather duster or something similar. Light vacuum cleaning is possible, but make sure to use a fitting with bristles that are not too soft but not hard enough to scratch the surface.

Dirty

Use a standard detergent for household cleaning – never harsh acidic or alkaline cleaners, as they may stain the frame. Take care to avoid scratching. Dry with a lint-free cloth.



Black velvet area

Slightly dusty

Dust with a feather duster or something similar.

Dirty

Clean with a gentle detergent solution. Apply with a small brush. We recommend a soft toothbrush. Dry with a lint-free cloth or with a hairdryer without heat.



Screen image area

Slightly dusty

Dust with a feather duster or something similar.

Dirty

Use an ordinary window cleaner with ammonia or alcohol. Treat the entire image area and clean with a paint pad or lint-free cloth. Apply gentle counter-pressure on the opposite side. Make sure the screen is completely dry afterwards – leave it down overnight to dry.

G Troubleshooting

The screen will not move:

<u>Check</u>	<u>Solution</u>
Is the power cord connected?	Plug into screen and wall socket.
Is screen at top position?	Screen cannot move beyond top position. Move down.
Is screen at absolute bottom position?	Screen has limited drop from top of screen to roller and cannot move beyond this. Move up.
If RS-232 is used: A number of failures (i.e. screen overload) will automatically disable the controller.	Contact installer. 1) Disconnect and re-connect power. 2) Follow section E of this manual.
Are IR remote batteries installed?	Install batteries.
Is there visible contact to infrared sensor?	Re-position sensor or move any obstructions.
Still not working?	Contact place of purchase.

The screen stops in the wrong position:

<u>Check</u>	<u>Solution</u>
If RS-232 is used:	Contact installer.
Lower screen to bottom set position.	Press 
If bottom position is incorrect a new bottom set is required.	Press  or  until screen is in correct position. Press  to store current position as bottom set.
Lift screen to top position.	Press 
If top point is incorrect, re-calibration is required.	Disconnect and re-connect power in order for screen to auto-calibrate.
Disconnect and reconnect power.	The screen re-calibrates and retracts. See section E on powering up.
Still not working?	Contact place of purchase.

H Sales & delivery terms

1. SCOPE. These sales and delivery terms apply to all quotations, orders, sales, and deliveries of mechanical products more specific Supernova Flex, Supernova Epic, and Supernova Mobile from dnp denmark as unless otherwise agreed in writing.

2. PRODUCT INFORMATION FROM DNP DENMARK A/S. Information in advertising materials, folders, installation guidelines etc. on construction, materials, specifications, installation, and use of dnp denmark's products is subject to change without notice. Such information is binding on dnp denmark only if agreed in writing or confirmed by dnp denmark. dnp denmark reserves the right to make changes to agreed specifications, instructions on installation and mounting if this is possible without disadvantage to the customer.

3. PAYMENT. Payment shall be made by the customer at latest on the due date fixed in dnp denmark's invoice. In case of late payment dnp may add interest on the sum owing at the rate of 2% per running month from the due date. Unless otherwise agreed in writing, all deliveries will be made when dnp denmark has received payment from the customer.

4. DELIVERY. All deliveries from dnp denmark are ex works unless other terms of delivery are agreed in writing. If so, the terms of delivery shall be interpreted and understood in accordance with the Incoterms applicable as of the date of the agreement.

5. DELAY. The delivery date is fixed in accordance with dnp denmark's best estimate based on the conditions applying as of the date of the agreement. Unless otherwise expressly agreed, a postponement by dnp denmark of 30 days of the delivery date attributable to circumstances relating to dnp denmark shall be deemed in all respects to be timely delivery, and the customer shall not be entitled to terminate the agreement or invoke any of the breach of contract provisions otherwise applicable as a consequence of the postponement.

If the order includes various products confirmed for delivery at the same time, dnp denmark shall be entitled to deliver the products which are ready for delivery at the agreed time and to postpone delivery of the other products included in the agreement against payment of freight costs associated with such delivery by dnp. In such event the customer shall not be entitled to cancel the agreement or to claim breach of contract as a consequence of the delay.

If dnp denmark is prevented from fulfilling the agreement or if fulfilment of the agreement would be unreasonably burdensome by reason of extraneous circumstances (force majeure) such as strike, fire, war, requisitioning of operating equipment, sequestration, currency restrictions, civil disturbance or unrest, or missing or delayed deliveries from subcontractors attributable to the above circumstances, the delivery time shall be postponed by the duration of the disturbance and none of the parties shall be entitled to claim against each other.

dnp denmark will advise the customer of changes to the delivery date without undue delay in accordance with the above provisions and as far as possible give a new delivery date.

6. DEFECTS AND DEFICIENCIES. Immediately on receipt of the delivery the customer is required to examine the delivery in accordance with normal business practices.

If the customer wishes to claim a defect or deficiency, dnp denmark shall be advised immediately in writing. The customer shall otherwise forfeit any claim against dnp denmark. dnp denmark may rectify the deficiency by replacement of product parts, repair or redelivery. Freight costs in connection with return of the delivery to dnp denmark will be refunded to the customer if dnp denmark can accept that the delivery was defective.

If defects or deficiencies have not been claimed against dnp denmark within (24) months of the delivery, the customer shall not be entitled to make subsequent claim.

dnp denmark shall not be liable for defects and deficiencies attributable to circumstances outside of dnp's control or of no concern to dnp including

- Inadequate training of the customer's personnel
- Failure to observe dnp denmark's instructions
- Faults arising from normal use
- Damage arising during the purchaser's transport of the delivery.

7. WARRANTY. dnp denmark as warrants the product against defects in material and workmanship under normal use in accordance with dnp denmark's instructions on installation, use, maintenance, and repair etc. dnp denmark as will for a period of (1) year from date of invoice without extra cost for the customer make replacements, repair or redelivery of the parts with defects due to defective materials or workmanship. Replacement, repair, or redelivery is made by dnp denmark as at its option and the warranty hereof is valid for the remaining period of the original warranty period.

To obtain warranty service the product serial number or other identification according to the agreement may not be removed or defaced. Furthermore, this warranty does not apply to damages or defects caused by normal use, accidents, wear and tear, reckless use of the product, use of the product for other than intended purposes and/or use not complying with dnp denmark's instructions on correct use, maintenance, handling, or installation. Claims during the warranty period also require that the product is used according to the current local technical or security standards, and no unauthorised or non-approved accessories have been used, as well as any modifications and changes in the product regardless of the reason and regardless if the adjustment has been correctly made. Additionally warranty claims are conditioned by no use of unauthorised software or virus and the warrant does not apply to damage caused by force majeure among others fire, flood etc.

The warranty does only apply product defects in the above stated. The guarantee does not cover financial losses, direct or indirect losses or consequential damages.

8. PRODUCT LIABILITY. dnp denmark is liable for damage or injury to person only if documentary evidence can be provided that the damage is attributable to error or negligence on the part of dnp denmark. dnp denmark shall not be liable for damage to property or chattels belonging to the purchaser or others unless the damage is due to gross negligence on the part of dnp denmark. dnp denmark's liability may in no case exceed DKK five (5) million. dnp denmark can in no event be held liable for operating loss, loss of profit or any other indirect losses.

If product liability is ascribed to dnp denmark by third party, the customer shall indemnify dnp denmark to the limit of dnp denmark's liability under this provision.

9. LIMITATION OF LIABILITY. The customer may in no event claim compensation for operating loss, loss of profit or other indirect losses in cases of delays, defects or deficiencies, irrespective of whether the delay, defect or the deficiency may be attributable to dnp denmark. The customer may only claim a proportionate rebate in the purchase sum or compensation for the customer's direct documented loss if the delay or the deficiency is attributable to gross negligence on the part of dnp denmark.

10. DISPUTES AND JURISDICTION. Unless otherwise agreed in writing, any dispute between the parties concerning the agreement shall be settled by arbitration in Copenhagen, Denmark, at the Danish Institute for Arbitration, *det Danske Voldgiftsinstitut*, in accordance with the rules for processing of cases at the General Arbitration Court in Denmark, "*Regler for behandling af sager ved Det Danske Voldgiftsinstitut*". Danish law shall apply.

| Service contact

Contact place of purchase

Date of purchase:

Where purchased:

US service hotline: +1 (619) 600 2892

J Manufacturer information

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Conforms to UL std. 60065



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