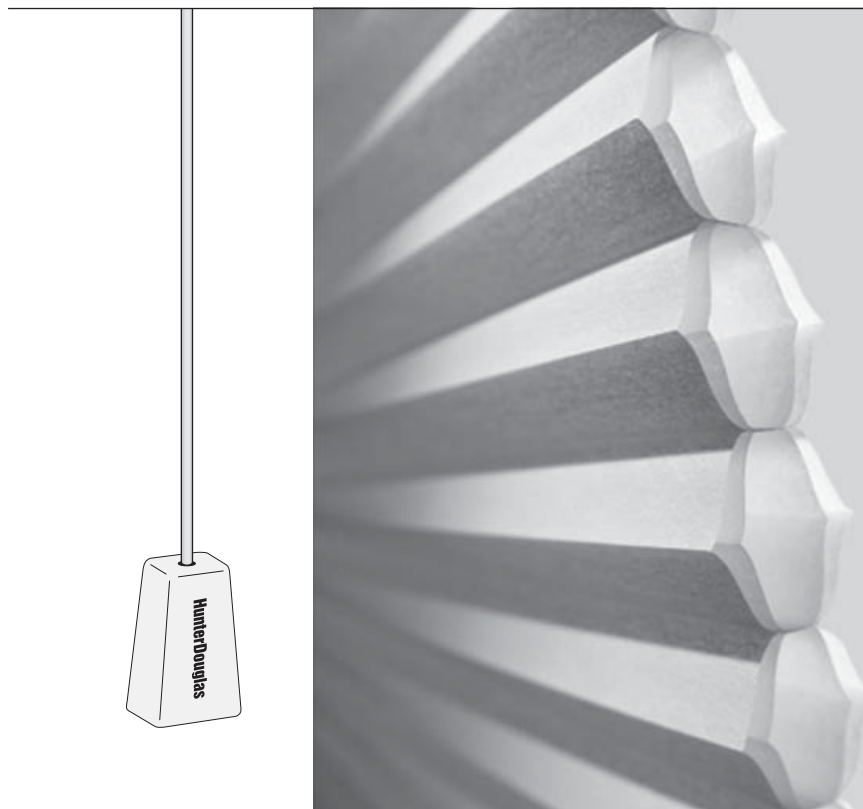


# HunterDouglas

Installation • Operation • Care



Duette<sup>®</sup> and Applause<sup>®</sup>  
Honeycomb Shades  
Cordlock Lifting Systems

## CONTENTS

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### Getting Started:

Product View .....	1
Tools and Fasteners Needed .....	2
Mounting Types and Window Terminology .....	3

### Installation:

Installation Overview .....	3
Mount the Installation Brackets — Inside Mount .....	4
Mount the Installation Brackets — Outside Mount .....	5
Mount the Installation Brackets — End Mount .....	6
Install the Shade .....	8
Attach Hold-Down Brackets (Optional) .....	8

### Operation:

Operate the Shade .....	9
Troubleshooting .....	10

### Care:

Cleaning Procedures .....	13
Removing the Shade .....	14

### Child Safety:

Warning .....	15
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### Questions?

Call the Hunter Douglas Customer Information Center at  
**1-888-501-8364.**



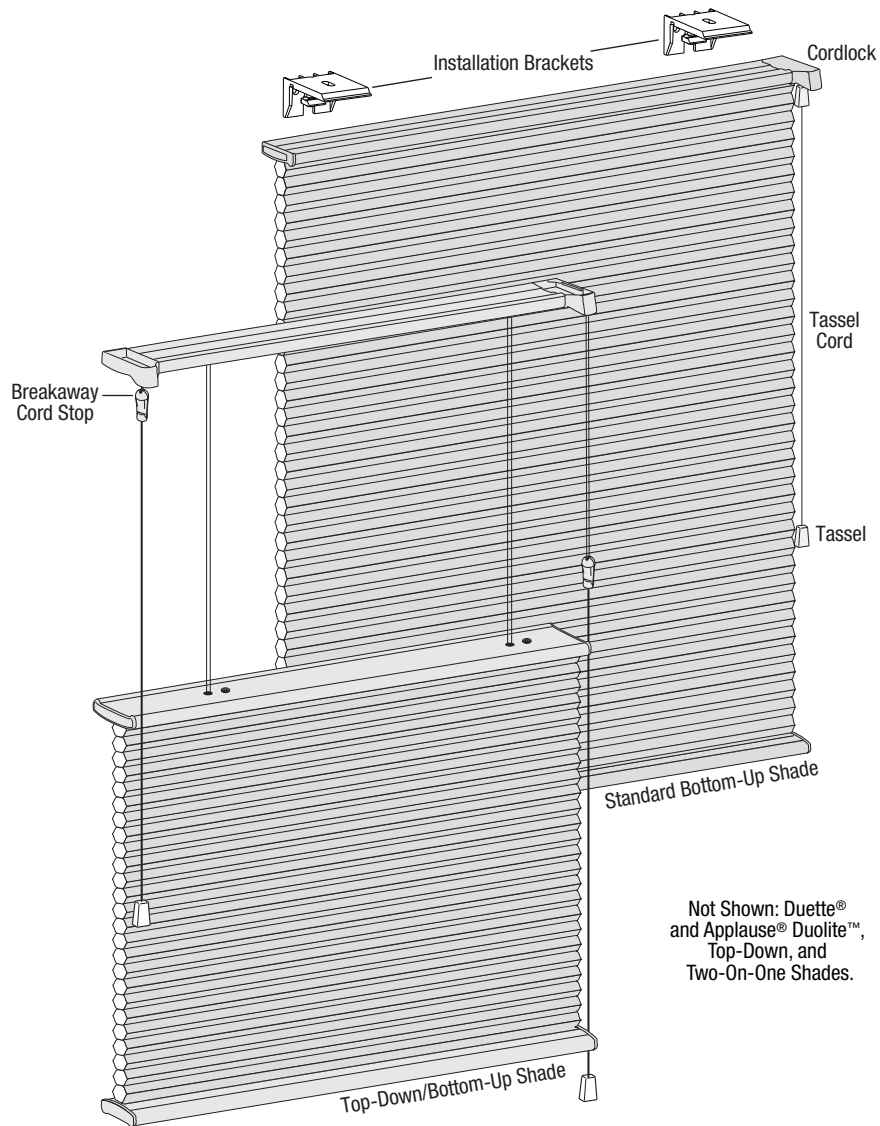
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## GETTING STARTED

### Product View



## GETTING STARTED

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Thank you for purchasing Hunter Douglas Duette® or Applause® honeycomb shades. With proper installation, operation, and care, your new shades will provide years of beauty and performance.

Please thoroughly review this instruction booklet and the enclosed packing list before beginning the installation. If your shade has a protective plastic cover on the fabric covered headrail, keep the cover in place until the shade is installed.

### Tools and Fasteners Needed

- Flat blade and Phillips screwdriver
- Level (laser level is recommended)
- Measuring tape and pencil
- Needle-nose pliers
- Power drill,  $\frac{3}{32}$ " drill bit, and a  $\frac{1}{4}$ " hex driver

In addition, you will need fasteners designed to work with your specific mounting surface(s).

- **#6 Hex Head Screws (Provided).** Two  $1\frac{1}{2}$ " screws are provided per installation bracket.
- **Longer #6 Hex Head Screws (Not Provided).** If using spacer blocks, use a #6 screw long enough for a secure attachment.
- **Speed Nuts and Screws (Provided).** Extension brackets come with speed nuts and screws.
- **Drywall Anchors (Not Provided).** Use drywall anchors when mounting into drywall.



#6 x 1½"  
Hex Head Screw  
(Provided)



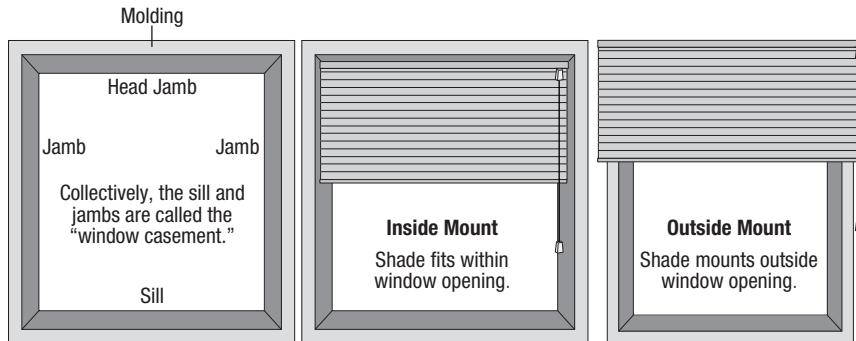
Longer #6 Hex Head Screw  
for Use with Spacer Blocks  
(Not Provided)



Speed Nut  
and Screw  
(Provided with Each  
Extension Bracket)

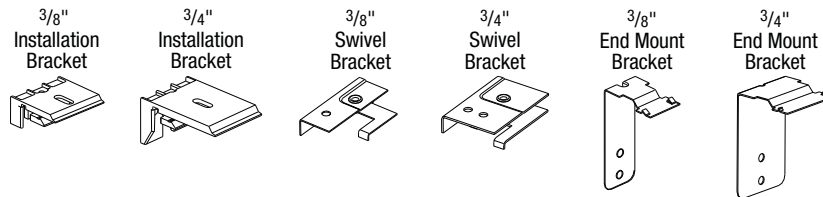
**Mounting Types and Window Terminology**

If the installation brackets are mounted correctly, the rest of the installation process follows very easily. To prepare for this important first step, review the mounting types and basic window terminology illustrated below.



**Installation Overview**

■ Your order will include installation brackets specific to your pleat size.



➤ The number of installation brackets required varies with headrail width, as shown below.

**IMPORTANT:** For illustration purposes, the installation bracket for the 3/4" pleat size is shown throughout the following instructions. The bracket for the 3/8" pleat size follows these same installation procedures.

Shade Width	Brackets Required
12" – 31"	2
31 1/8" – 79"	3
79 1/8" – 96"	4
96 1/8" – 139"	5
139 1/8" – 174"	6

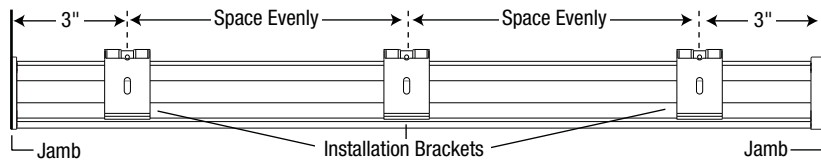
■ Refer to the appropriate page below based on your order:

- **Inside Mount, see page 4.**
- **Outside Mount, see page 5.**
- **End Mount, see page 6.**

## INSTALLATION

### Mount the Installation Brackets — Inside Mount

- Mark 3" in from each jamb.
  - If more than two installation brackets came with your order, space additional bracket(s) evenly between the two end brackets and mark their location. Mount into wood whenever possible.



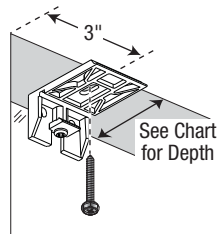
- Center the brackets on your marks, then mark each of the screw holes.

- Mounting depth will vary depending on the fabric pleat size. Refer to the chart for depth requirements.
- For fully recessed mounting, the fabric will be flush with the front of the window casement when raised.
- Typically, fully recessed inside mounting is best for energy efficiency.

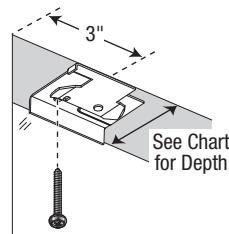
Depth Chart For Bracket Placement		
Bracket Type	Minimum	Fully Recessed
$\frac{3}{8}$ " Standard	1"	$1\frac{5}{8}$ "
$\frac{3}{4}$ " Standard*	$1\frac{1}{4}$ "	$2\frac{3}{8}$ "
$\frac{3}{8}$ " Swivel	$\frac{1}{2}$ "	$1\frac{1}{4}$ "
$\frac{3}{4}$ " Swivel*	$\frac{1}{2}$ "	2"

\*Double and triple honeycomb fabrics use  $\frac{3}{4}$ " brackets.

**Standard Bracket**



**Swivel Bracket**



- Drill the screw holes using a  $\frac{3}{32}$ " drill bit.
- Fasten the installation brackets using the screws provided.
  - Check that the mounting surface is level and the brackets are aligned. If mounting to a heavily textured surface, shim the brackets, if needed.

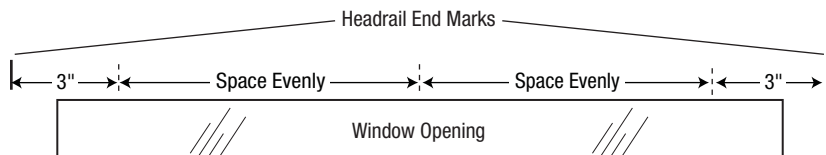
**IMPORTANT:** Use drywall anchors when mounting into drywall. Drywall anchors not provided.

- Proceed to *Install the Shade* on page 8.

## INSTALLATION

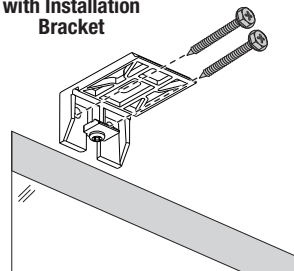
### Mount the Installation Brackets — Outside Mount

- Center the headrail over the window opening at the desired height. Use a pencil to lightly mark each end of the headrail.



- Alternatively, measure the width of the headrail and use that width to mark the headrail end points over the window opening.
- Mark 3" in from each end of the headrail.
  - If more than two installation brackets came with your order, space additional bracket(s) evenly between the two end brackets and mark their location. Mount into studs whenever possible.
- Center the brackets on your marks and mark the screw holes.
  - A flat vertical surface of at least  $\frac{5}{8}$ " for a  $\frac{3}{8}$ " bracket or 1" for a  $\frac{3}{4}$ " bracket is required to mount the brackets.
  - The top of the installation brackets should be at the desired shade height.

**Outside Mount  
with Installation  
Bracket**



**IMPORTANT:** The brackets should be level and aligned.

**CAUTION:** The rear of the brackets must be flush against a flat mounting surface. Do not mount brackets on curved molding.

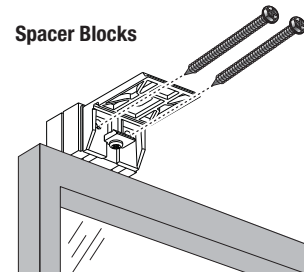
- Drill the screw holes using a  $\frac{3}{32}$ " drill bit.

**IMPORTANT:** Use drywall anchors when mounting into drywall. Drywall anchors not provided.

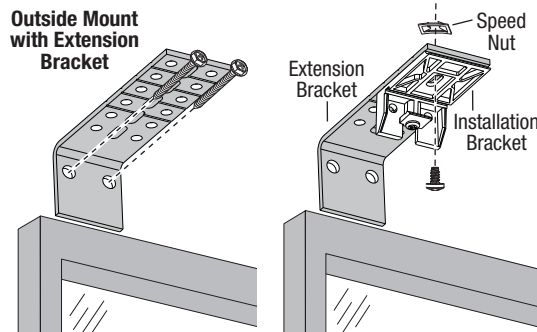
- Fasten installation brackets to the mounting surface using the screws provided.

## INSTALLATION

- If using spacer blocks with installation brackets, use longer screws to ensure a secure installation. Screws not provided.
  - The solid side of the spacer blocks faces the mounting surface.
  - Each spacer block projects the installation bracket  $\frac{1}{2}$ " from the mounting surface. Use a maximum of three spacer blocks per installation bracket.



- If you need more than  $1\frac{1}{2}$ " of clearance, use extension brackets. Attach the extension brackets using two screws per bracket.
  - When using extension brackets, attach the installation brackets using the screws and speed nuts provided.



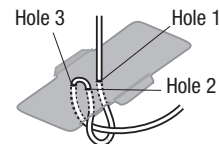
- Proceed to *Install the Shade* on page 8.

### Mount the Installation Brackets — End Mount

End mount the headrail when conventional mounting techniques will not work, for example, in an arched window opening. Refer to the *End Mount Bracket Kit* that came with your order, for the components and instructions required for end mounting.

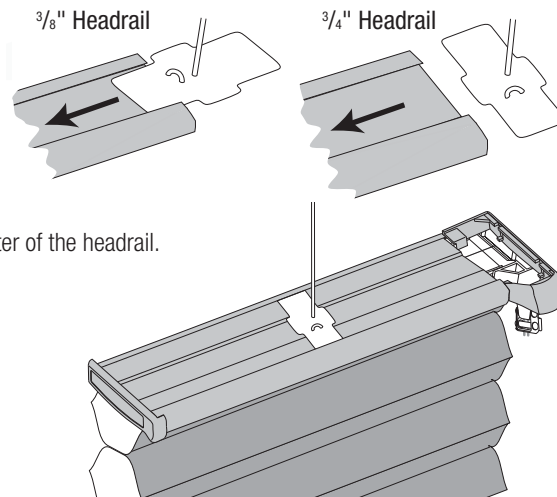
### Thread and Install the Tension Support Bracket (for Shades Wider than 36")

- Thread one end of the support cord (supplied with the kit) down through Hole 1.
- Bring the cord up through Hole 2 and then down through Hole 3.
- Pull the end of the cord through the loop and pull the loop closed.



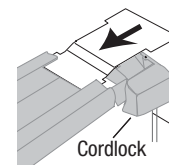
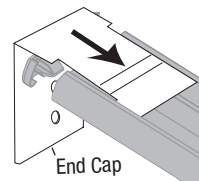
## INSTALLATION

- Pull the end cap out of the headrail.
- Insert the tension support bracket, knot side down, under the edges of the headrail.
- Move the bracket to the center of the headrail.



### Install End Mount Brackets onto the Headrail

- On the end without cords, remove the end cap from the headrail.
- Insert the bracket under the headrail edges.
- Replace the end cap and push the bracket and end cap snugly into the headrail.
- To install the bracket on the cordlock side, pull the shade cord to the center of the shade to release the lock, as if lowering the shade.
- Pull the cordlock out 1/2" and insert the bracket under the headrail edges.



**IMPORTANT:** Do not pull the cordlock all the way off the headrail.

- Place the cordlock back into the headrail and push the bracket and cordlock snugly into the headrail.

### Install the Headrail into the Window

- Position the fully lowered shade in the window.
- Gently push the fabric away from the bracket to allow access to the bracket screw holes.
- Secure the brackets to the mounting surface using two screws per bracket.
- If a tension support bracket was installed, attach a screw or hook into the mounting surface directly above the tension support bracket.
- Tie the cord from the tension support bracket to the screw or hook.

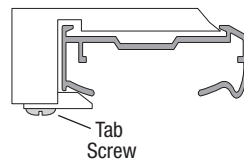
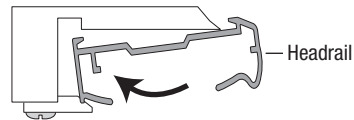
## INSTALLATION

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### Install the Shade

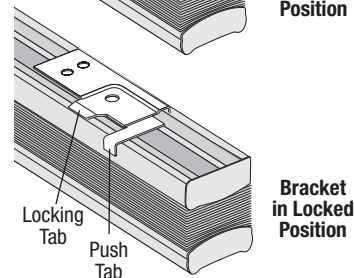
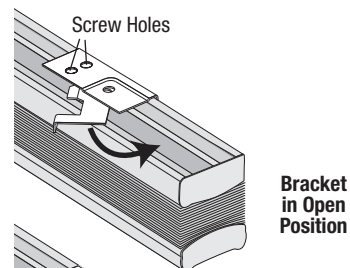
#### Standard Brackets

- Position the shade so that the cords face you.
- Slip the headrail into the installation brackets so the front of the bracket slides under the front groove on the top of the headrail.
- Gently roll the back of the headrail up and push back to snap into place.
- Tighten the tab screw.



#### Swivel Brackets

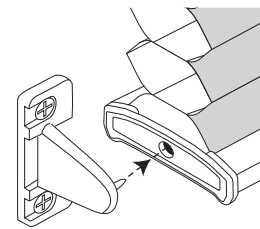
- Place the swivel brackets in the open position.
- Place the headrail against the back of the swivel brackets.
- Rotate the swivel arm to snap the locking tab under the headrail.
- The shade is locked when the push tab is against the headrail.



#### Attach Hold-Down Brackets (Optional)

Hold-down brackets are only used on outside mounted shades.

- Lower the shade and place the pins from the hold-down brackets into the bottom rail end caps.
- On the mounting surface, mark the bracket hole locations.
- Check that the brackets are level and aligned, and attach them to the mounting surface using two screws.

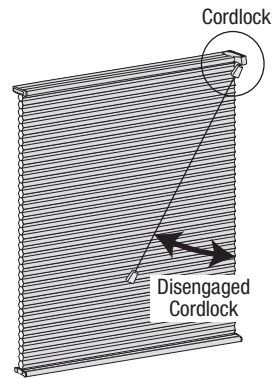


## OPERATION

### Operate the Shade

**IMPORTANT:** Duolite™, Top-Down/Bottom-Up, and Two-On-One Headrail shades have two operating cords. Top-Down shades have one operating cord.

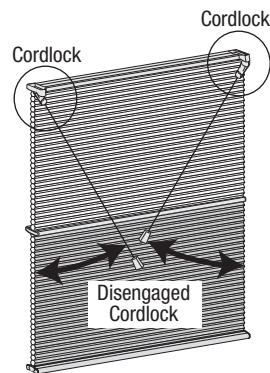
- Keep the cord close to the fabric when operating the shade.
- To raise or lower the shade, disengage the cordlock by moving the cord toward the center of the shade.
- Pull on the cord to raise the shade.
- Engage the cordlock by returning the cord to the original position.



### Duolite and Top-Down/Bottom-Up Shades

- To operate Duolite and Top-Down/Bottom-Up shades, the right cord operates the center rail and the left cord operates the bottom rail.

**IMPORTANT:** You must first lower the bottom rail before lowering the center rail. Likewise, you must first raise the center rail before raising the bottom rail.



## OPERATION

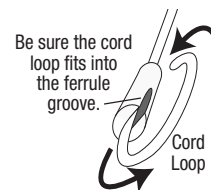
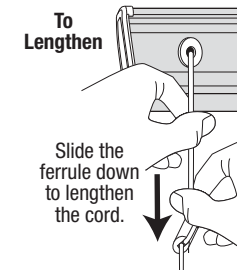
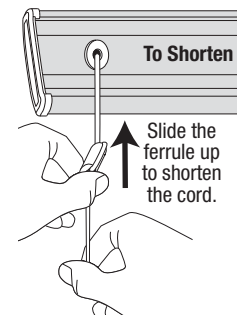
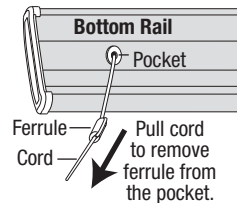
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### Troubleshooting

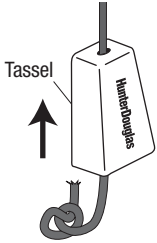
Problem	Solution
The shade will not fit into the installation brackets.	<ul style="list-style-type: none"><li>■ Check that the installation brackets are level and aligned. Shim the installation brackets to level the headrail, if necessary. Shims not provided.</li><li>■ Be sure the heads of the screws are flush against the installation bracket.</li><li>■ Check that the headrail is completely inserted into the installation brackets. See <i>Install the Shade</i> on page 8.</li></ul>
The shade is hard to raise or lower, or will not raise or lower.	<ul style="list-style-type: none"><li>■ Make sure that the shade fabric is not caught between the installation bracket and the headrail.</li><li>■ Check that the headrail and installation brackets are level and aligned in the window. Shim the installation brackets to level the headrail, if necessary. Shims not provided.</li><li>■ If hold-down brackets are used, make sure they have been released before operating the shade.</li></ul>
The shade raises or lowers unevenly, or the bottom rail is uneven when fully raised.	<ul style="list-style-type: none"><li>■ Check that the headrail and installation brackets are level and aligned. Shim the installation brackets to level the headrail, if necessary. Shims not provided.</li><li>■ Check to see if there is an obstruction in the shade's path. If a shade hits an obstruction as it is lowered it may become misaligned. This may cause the shade to be angled or tilted when fully raised. Try lowering the shade completely, then raising it to allow it to self-correct.</li><li>■ Adjust the shade. See <i>Shade Height Adjustment</i> on page 11.</li></ul>
The shade will not stay in the raised position.	<ul style="list-style-type: none"><li>■ To lock the shade in the raised position (or anywhere along the path to the fully raised position), engage the cordlock by pulling the cord toward the outside of the shade.</li></ul>

## OPERATION

Problem	Solution
<p>The bottom rail is not level, or the shade height is incorrect.</p>	<p><b>Shade Height Adjustment</b></p> <p>Shade height and adjustments to level the bottom rail can be made by adjusting the cord on the underside of the bottom rail.</p> <ul style="list-style-type: none"> <li>■ Locate the ferrule seated in a pocket in the bottom rail.</li> <li>■ Remove the ferrule from the pocket by pulling on the excess cord. If the cord has been trimmed, pull with needlenose pliers.</li> <li>■ To shorten the cord, hold the cord tight under the ferrule. Then slide the ferrule up toward the pocket.</li> <li>■ To lengthen the cord, hold the cord tight between the pocket and the ferrule. Then slide the ferrule away from the pocket.</li> <li>■ After adjusting, place the ferrule fully back into the pocket.</li> <li>■ Once you are certain of the final adjustments, tape the extra cord length to the bottom rail, or place into the groove on the bottom rail for future adjustments.</li> </ul>
<p>The ferrule has come off the cord. How do I rethread the ferrule?</p>	<ul style="list-style-type: none"> <li>■ Thread the end of the cord into the tapered end of the ferrule. Loop the cord around the ferrule and back through the tapered end. Make sure the loop fits into the groove on the side of the ferrule.</li> </ul>



## OPERATION

Problem	Solution
The tassel cord length is too long.	<p data-bbox="624 510 919 544"><b>Adjust the Tassel Cord Length</b></p> <p data-bbox="624 555 1015 651">The tassel cord length is usually <math>\frac{2}{3}</math> the length of the fully closed shade. To shorten the tassel cord:</p> <ul data-bbox="624 667 1031 909" style="list-style-type: none"><li data-bbox="624 667 1031 734">■ Slide the tassel up the cord revealing the knot.</li><li data-bbox="624 745 1031 813">■ Make a new knot below the tassel at the desired location.</li><li data-bbox="624 824 1031 857">■ Trim the excess cord below the knot.</li><li data-bbox="624 869 1031 909">■ Slide the tassel back down over the the knot.</li></ul>  <p data-bbox="1050 611 1106 633">Tassel</p> <p data-bbox="1161 629 1185 734">Hummer shades</p>

### **Cleaning Procedures**

Hunter Douglas Duette® and Applause® honeycomb shades are made of anti-static, dust-resistant fabric which repels dirt and dust. For most honeycomb fabrics, the following cleaning options are available.

#### **Dusting**

- Regular light dusting with a feather duster is all the cleaning that is needed in most circumstances.

#### **Vacuuming**

**CAUTION:** Do not vacuum Architella® Elan® or Architella Elan Eclipse™ fabrics.

- For deeper cleaning, vacuum gently with a brush attachment.

#### **Compressed Air/Hair Dryer (Cool Setting)**

- Use compressed air or a hair-dryer on a cool setting to blow dust and dirt off shades.

#### **Spot-Cleaning**

**CAUTION:** Do not spot-clean Batiste, Opalessence™, or Royale fabrics.

- Prepare a solution of warm water and a mild detergent.
- Dampen a clean cloth in the solution and wring it out.
- Dab the spot with the dampened cloth until it is gone. Do not rub the fabric.
- Allow the shade to dry in the completely lowered position.

#### **Bathtub Cleaning/Water Immersion**

**CAUTION:** Do not immerse fabric-covered valances. Do not immerse Commercial, Royale, or opaque fabrics.

- Immerse the shade in a basin or bathtub filled with warm water and a mild detergent. Never immerse the headrail into the solution.
- Rinse with clean water.
- Before removing from the rinse water, fully raise the shade and tilt it to allow excess water to drain off.
- Dry the shade completely in the lowered position.

## CARE

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### Ultrasonic Cleaning

**CAUTION:** Do not ultrasonically clean fabric-covered valances. Do not ultrasonically clean Commercial, Opalessence™, Sunterra™, Vintage™, or opaque fabrics.

- Some honeycomb fabrics can be ultrasonically cleaned by a professional.
- Specify that a mild detergent solution be used.
- Never immerse the headrail into the solution.
- Dry the shade completely in the lowered position.

### Injection/Extraction Cleaning

This type of professional cleaning injects a cleaning solution into the fabric and extracts the dirty solution in the same motion.

**CAUTION:** Do not use injection/extraction cleaning on fabric-covered valances.

- Use only the dry method of injection/extraction for Applause® fabrics, as well as Duette® Architella®, Ariosa™, Commercial, Opalessence, Panache™, and opaque fabrics.
- If using injection/extraction for Batiste fabrics, specify that no chemicals be used (water only).

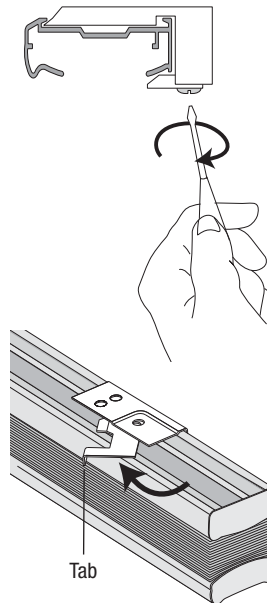
## Removing the Shade

### Standard Brackets

- Fully raise the shade.
- Loosen the tab screw on each bracket to release the headrail.

### Swivel Brackets

- Fully raise the shade.
- Pull the push tab to rotate the swivel arm to open position to release the headrail.





**! WARNING**  
For more safety information call 1-888-501-8364  
in the U.S. or 1-866-662-0666 in Canada.

Young children can wrap cords around their necks and STRANGLE.

- Always keep cords out of the reach of children.
- Move cribs, playpens and other furniture away from cords. Children can climb furniture to get to cords.
- Do not tie cords together. Make sure cords do not twist together and create a loop.

### Cord Cleats

Hunter Douglas provides cord cleats and we recommend their use.

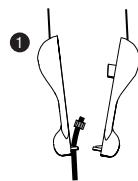
- Attach two cord cleats 6" to 12" apart at a height where they will be out of the reach of children. Take into account that a child may stand on furniture attempting to reach the cords. Be sure the cleats are firmly secured. Once the cleats are attached, wrap excess cord around them after each use of the shade.



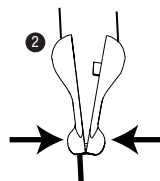
### Breakaway Cord Stop

To further reduce the hazards of entanglement and strangulation, breakaway cord stops are provided with Honeycomb Top-Down/Bottom-Up and Duolite™ shades. They are designed to break apart when force is applied from the top.

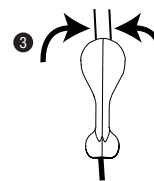
**IMPORTANT:** Should the breakaway cord stop break apart, be sure to untangle the cords prior to reassembling.



Breakaway  
Cord Stop



Fit the bottom  
edges together.



Swing the top  
edges together  
and snap close





## LIFETIME GUARANTEE

The Hunter Douglas® Lifetime Guarantee is an expression of our desire to provide a thoroughly satisfying experience when selecting, purchasing and living with your window fashion products. If you are not thoroughly satisfied, simply contact Hunter Douglas at (888) 501-8364 or visit [hunterdouglas.com](http://hunterdouglas.com). In support of this policy of consumer satisfaction, we offer our Lifetime Limited Warranty as described below.

### COVERED

#### BY A LIFETIME LIMITED WARRANTY

- Hunter Douglas window fashion products are covered for defects in materials, workmanship or failure to operate for as long as the original retail purchaser owns the product (unless shorter periods are provided below).
- All internal mechanisms.
- Components and brackets.
- Fabric delamination.
- Operational cords for a full 7 years from the date of purchase.
- Repairs and/or replacements will be made with like or similar parts or products.
- Hunter Douglas motorization components are covered for 5 years from the date of purchase.

### NOT COVERED

#### BY A LIFETIME LIMITED WARRANTY

- Any conditions caused by normal wear and tear.
- Abuse, accidents, misuse or alterations to the product.
- Exposure to the elements (sun damage, wind, water/moisture) and discoloration or fading over time.
- Failure to follow our instructions with respect to measurement, proper installation, cleaning or maintenance.
- Shipping charges, cost of removal and reinstallation.

Hunter Douglas (or its licensed fabricator/distributor) will repair or replace the window fashion product or components found to be defective.

#### TO OBTAIN WARRANTY SERVICE

1. Contact your original dealer (place of purchase) for warranty assistance.
2. Visit [hunterdouglas.com](http://hunterdouglas.com) for additional warranty information, frequently asked questions and access to service locations.
3. Contact Hunter Douglas at (888) 501-8364 for technical support, certain parts free of charge, for assistance in obtaining warranty service or for further explanation of our warranty.

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7/10