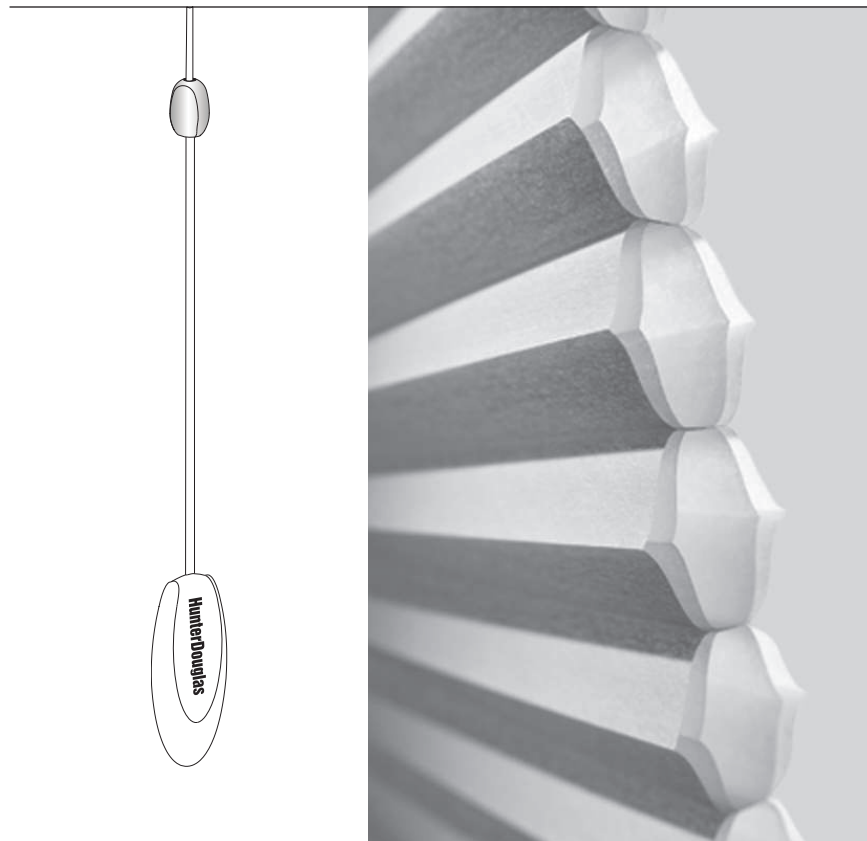


# HunterDouglas

Installation • Operation • Care



**Duette<sup>®</sup> Honeycomb Shades**  
UltraGlide<sup>®</sup> Lifting System

**CONTENTS**

---

**Getting Started:**

Product View ..... 1  
Tools and Fasteners Needed ..... 2

**Installation:**

Installation Overview ..... 3  
Mount the Installation Brackets — Inside Mount ..... 4  
Mount the Installation Brackets — Outside Mount ..... 5  
Mount the Installation Brackets — End Mount ..... 7  
Install the Shade ..... 8  
Attach Hold-Down Brackets (Optional) ..... 8

**Operation:**

Operate the Shade ..... 9  
Troubleshooting ..... 11

**Care:**

Cleaning Procedures ..... 15  
Removing the Shade ..... 16

**Child Safety:**

Warning ..... 17

---

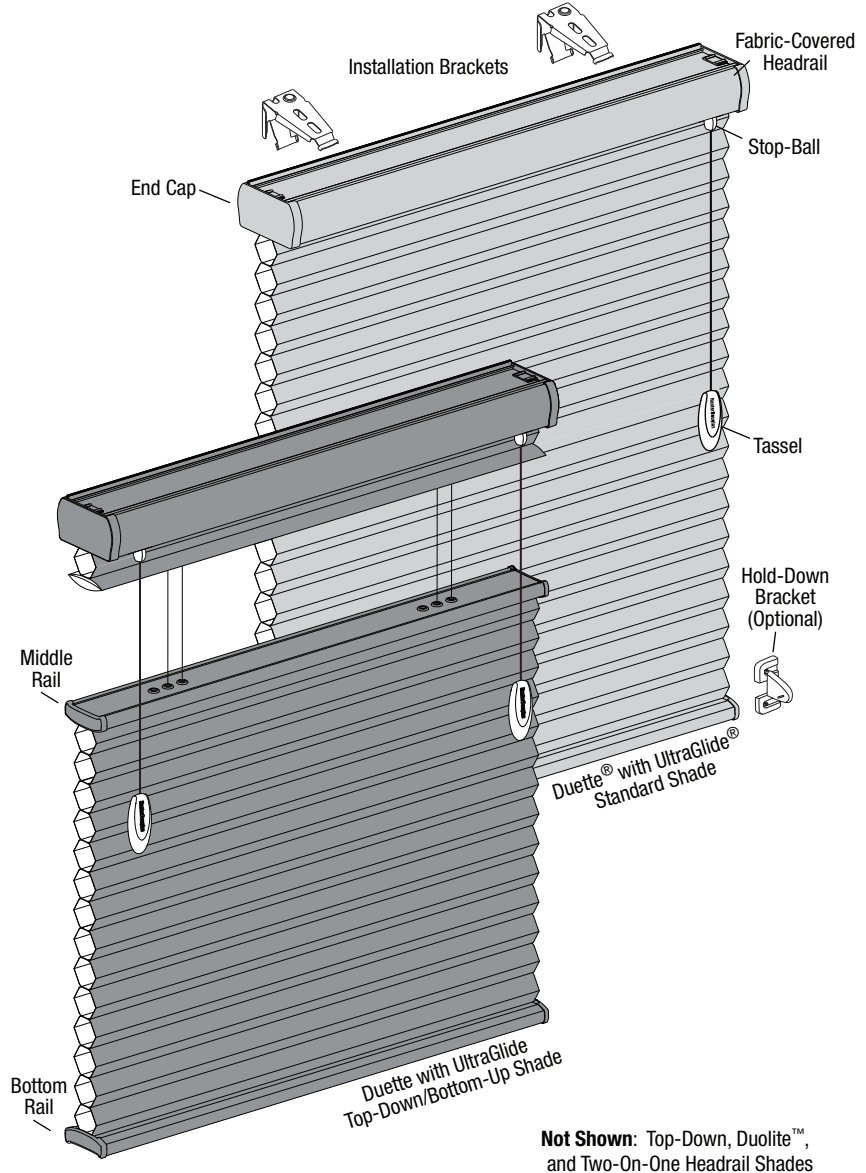
**Questions?**

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



**GETTING STARTED**

**Product View**



## GETTING STARTED

---

Thank you for purchasing Hunter Douglas Duette® UltraGlide® 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 plastic in place until the shade is installed.

### Tools and Fasteners Needed

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

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

- **#6 Hex Head Screws (Provided).** One  $1\frac{1}{2}$ " screw is provided per installation bracket for  $\frac{3}{8}$ " pleat size; two  $1\frac{1}{2}$ " screws are provided per installation bracket for  $\frac{3}{4}$ " and  $1\frac{1}{4}$ " pleat size.
- **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 Anchor (Not Provided).** Use drywall anchors when mounting into drywall.



#6 x  $1\frac{1}{2}$ "  
Hex Head Screw  
(Provided)



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

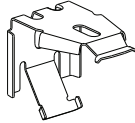
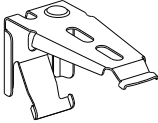


Speed Nut  
and Screw  
(Provided with Each  
Extension Bracket)

## GETTING STARTED

### Installation Overview

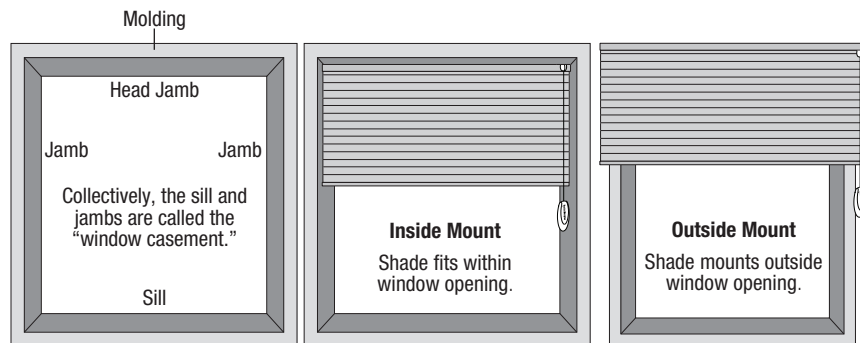
- Your order will include installation brackets specific to your pleat size.
  - The number of installation brackets required varies with headrail width, as shown below.

Installation Brackets		Shade Width	Brackets Required
		12" – 36"	2
		36 <sup>1</sup> / <sub>8</sub> " – 72"	3
		72 <sup>1</sup> / <sub>8</sub> " – 108"	4
		108 <sup>1</sup> / <sub>8</sub> " – 120"	5

**IMPORTANT:** For illustration purposes, the installation bracket for  $\frac{3}{4}$ " and  $1\frac{1}{4}$ " pleat size are shown throughout the following instructions. The bracket for  $\frac{3}{8}$ " pleat size follow these same installation procedures.

### 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.

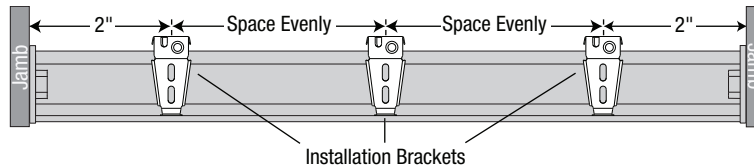


- Refer to the appropriate page below based on your order:
  - **Inside Mount, see page 4.**
  - **Outside Mount, see page 5.**
  - **End Mount, see page 7.**

## INSTALLATION

### Mount the Installation Brackets — Inside Mount

- Mark 2" 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.



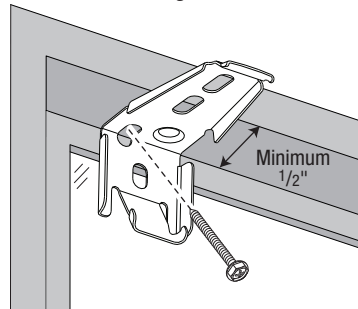
- Center the brackets on your marks, then mark each of the screw holes.
- Mounting depth will vary depending on the fabric pleat size. If the window casement is less than 1 1/4", use the angle method shown below.
- For fully recessed mounting, the fabric will be flush with the front of the window casement, when raised. See the chart on the right for the minimum depth needed to fully recess your shade.
- Typically, fully recessed inside mounting is best for energy efficiency.

**Depth Chart for Bracket Placement — Fully Recessed**

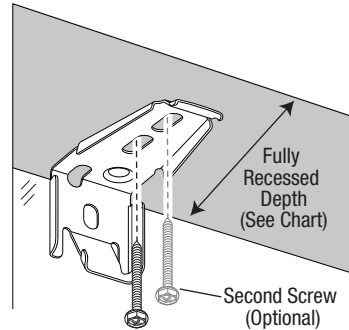
Fabric Pleat Size	Minimum
3/8" Pleat Fabric	2 1/4"
3/4" Pleat Fabric	2 7/8"
1 1/4" Pleat Fabric	3 5/8"

**IMPORTANT:** The front edges of the installation brackets must be level and aligned.

**Inside Mount — Angle Method**



**Inside Mount — Fully Recessed**



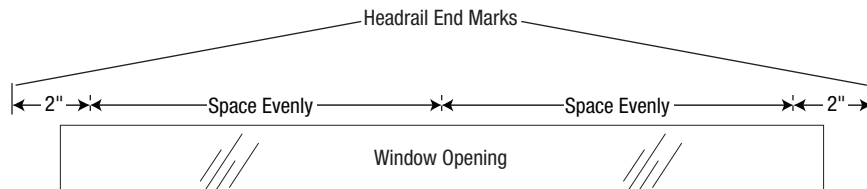
- Drill the screw holes using a 3/32" drill bit.

## INSTALLATION

- 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.

### Mount the Installation Brackets — Outside Mount

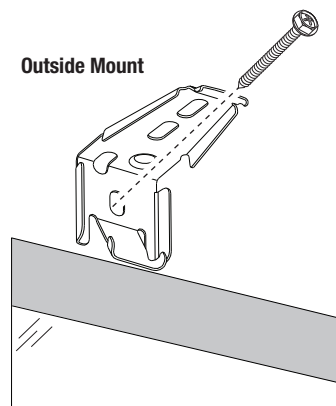
- Center the headrail over the window opening at the desired height. Use a pencil to lightly mark each end of the headrail.



- Alternatively, measure the width of the headrail and use that width to mark the headrail end points over the window opening.
- Mark 2" 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 minimum of 1<sup>1</sup>/<sub>4</sub>" flat vertical surface is required to mount the brackets.
  - The top of the installation brackets should be at the desired shade height.

**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.

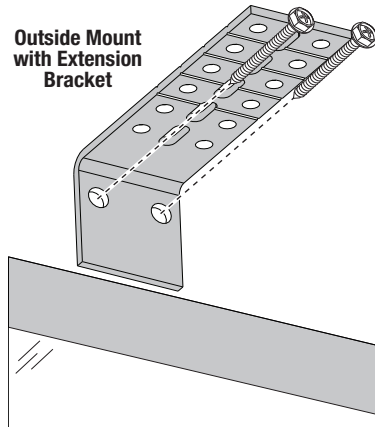


## INSTALLATION

- If you need more than 1½" of clearance, use extension brackets. When using extension brackets, mark two screw holes per bracket.

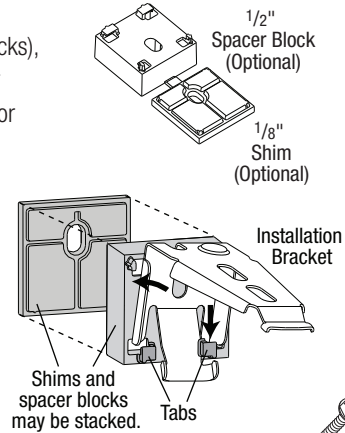
- Drill the screw holes using a ⅜" drill bit.

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



- Fasten the installation/extension brackets using the screws provided.

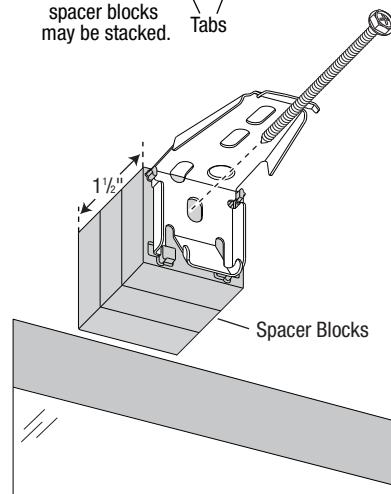
- If using spacer blocks and shims (as spacer blocks), first attach the installation bracket to the spacer block before stacking additional spacer blocks (or shims) together.
- Insert the legs of the installation bracket into the tabs on the spacer block.
- Then rotate the installation bracket back.



**IMPORTANT:** A maximum of 1½" of spacer blocks/shims can be used per installation bracket.

- Fasten the installation bracket using a #6 screw long enough for a secure installation. Longer screws not provided.

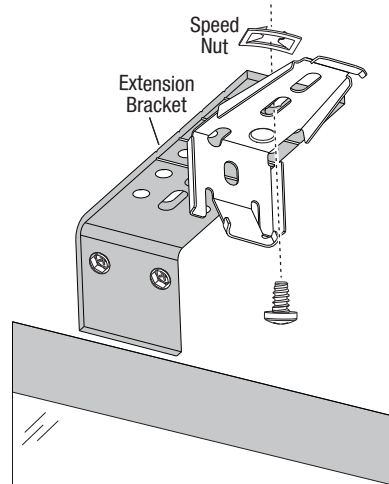
**CAUTION:** The rear of the installation brackets must be flush against a flat mounting surface. Do not mount installation brackets on curved molding.





## INSTALLATION

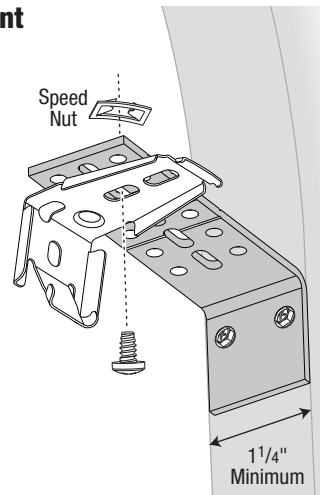
- When using extension brackets, attach the installation brackets using the screws and speed nuts provided.
- Proceed to *Install the Shade* on page 8.



### Mount the Installation Brackets — End Mount

End mount the headrail when conventional mounting techniques will not work — for example, in an arched window opening.

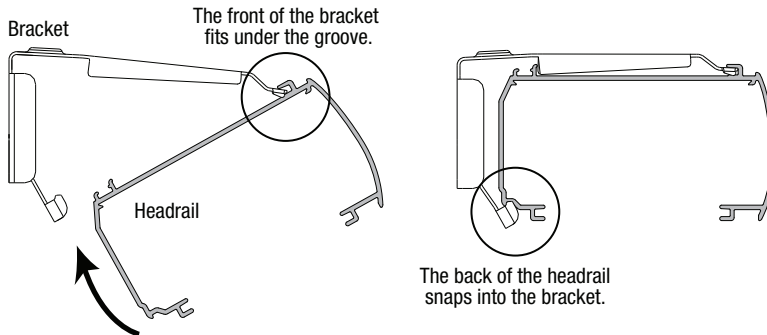
- Mount extension brackets to each side of the opening at the desired height of the shade.
  - The mounting surface must be vertical and flat, not part of an arched curve.
  - Minimum mounting surface is 1<sup>1</sup>/<sub>4</sub>".
- Attach the installation brackets to the extension brackets using the screws and speed nuts provided.
- Proceed to *Install the Shade* on page 8.



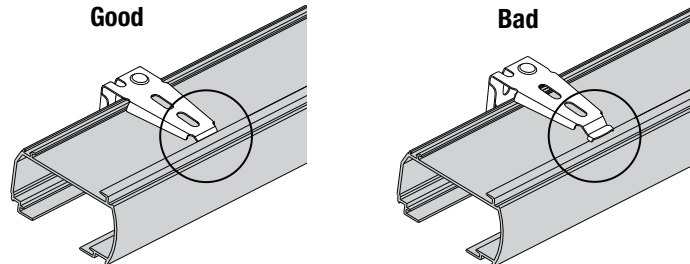
## INSTALLATION

### Install the Shade

- Hold the shade so that the front of the headrail (colored fabric) faces you.
- Slip the headrail onto the installation brackets, so that the front of the bracket fits under the groove of the headrail.
- Push the headrail up and back until it snaps into place.



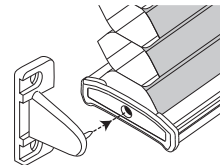
- Inspect the installation brackets to verify the back of the headrail is securely snapped into the base of each bracket. Also, the front edge of **each** bracket must be in the groove of the headrail. If any brackets are NOT installed correctly, release the shade and reinstall. If necessary, see *Removing the Shade* on page 16.



### Attach Hold-Down Brackets (Optional)

Hold-down brackets provide stability and prevent swaying by securing the bottom rail (i.e. often used in French door applications). Hold-down brackets can only be used on outside mount 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 screw holes.
- Drill the screw holes using a  $\frac{3}{32}$ " drill bit.
  - Check that the brackets are level and aligned.
- Fasten the hold-down brackets to the mounting surface using the screws provided.

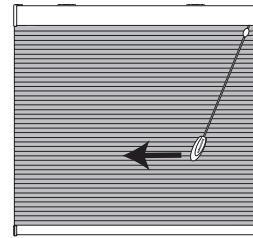


**Operate the Shade**

For smooth operation, keep the cord close to the fabric when raising and lowering the shade.

**To Lower the Shade**

- Pull the cord toward the center of the shade at about a 45° angle. A locking mechanism at the top of the cord releases with a “click.” The shade lowers as you allow the cord to return to the vertical position.
- To stop the shade while lowering, move the cord back toward the vertical position and give a slight downward pull, until the locking mechanism engages.
- If a shade hits an obstruction as it is lowered it will stop, but the cords in each cord rout may become misaligned. This may cause the shade to be angled or tilted when fully raised. If this occurs, do the following:
  - Raise the shade slightly.
  - Lower the shade completely to the sill. In some cases, pull gently on the bottom rail to get it to drop completely.

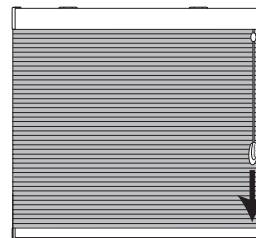


**To Lower:** Pull the cord toward the center of the shade and release.

**IMPORTANT:** If the shade is tilted when fully raised, do not pull harder on the cord. It does not correct the tilt and may make it worse.

**To Raise the Shade**

- Pull the cord straight down or slightly toward the outside.
  - With each stroke the shade partially raises.
  - Allow the cord to retract after each downward stroke.
  - Use multiple strokes until the shade reaches the desired position.



**To Raise:** Pull the cord straight down with short strokes.

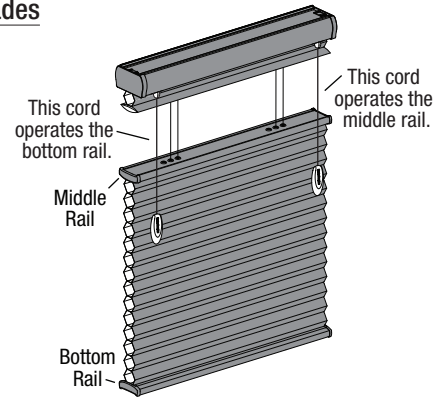
## OPERATION

---

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

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

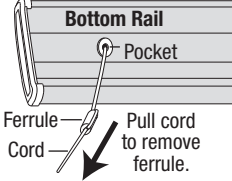
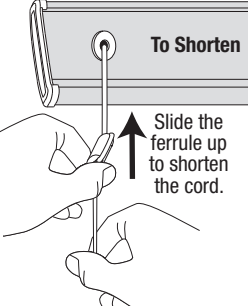
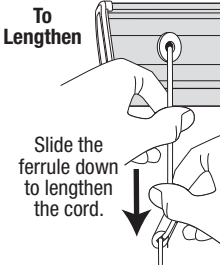
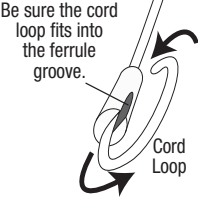
**IMPORTANT:** You must first lower the bottom rail before lowering the middle rail. Likewise, you must first raise the middle rail before raising the bottom rail.

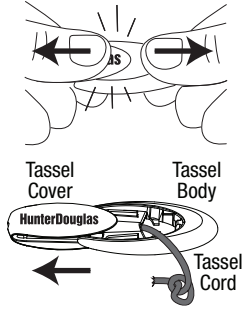


**Troubleshooting**

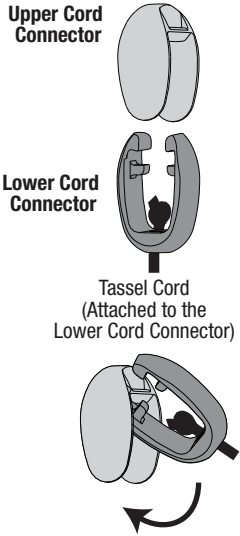
<b>Problem</b>	<b>Solution</b>
<p>The shade is hard to raise or lower, or will not raise or lower.</p>	<ul style="list-style-type: none"> <li>■ Make sure that the shade fabric is not caught between the installation bracket and the headrail.</li> <li>■ Check that the headrail and installation brackets are level and aligned. 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>
<p>The shade raises or lowers unevenly or the bottom rail is uneven when fully raised.</p>	<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 12.</li> </ul>
<p>The shade will not fit into the installation brackets.</p>	<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>
<p>Lift cords hang from the bottom rail.</p>	<ul style="list-style-type: none"> <li>■ Tape the extra cord length to the bottom rail, or place into the groove on the bottom rail for future adjustments.</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> 

Problem	Solution
<p>The tassel cord is too long.</p>	<p>The tassel cord length is usually <math>\frac{2}{3}</math> the length of the fully lowered shade.</p> <p><b>To Shorten the Tassel Cord</b></p> <ul style="list-style-type: none"> <li>■ Grasp both parts of the tassel (the colored cover and the frosted body).</li> <li>■ Squeeze the tassel cover with your thumb and forefinger (at the “s” of the Hunter Douglas logo).</li> <li>■ Separate and slide the tassel cover off from the tassel body.</li> <li>■ Pull out the knotted end of the tassel cord.</li> <li>■ Retie the cord at the desired shorter length, using a double knot.</li> <li>■ Trim the tassel cord.</li> <li>■ Pull the trimmed knot up inside the tassel.</li> <li>■ Squeeze the sides of the tassel cover together while sliding it back onto the tassel body.</li> </ul> <p><b>IMPORTANT:</b> After reassembling, be sure there are no gaps between the two components. Check that they do not pull apart easily. The tassel cover should be securely seated into the tassel body.</p>  <p>The diagram consists of two parts. The top part shows a stylized face wearing glasses, with arrows pointing to the 's' on the 'Hunter Douglas' logo on the bridge of the glasses. The bottom part is a detailed view of the tassel mechanism. It shows a 'Tassel Cover' on the left and a 'Tassel Body' on the right. A 'Tassel Cord' is shown extending from the body, with a knot at its end. An arrow points to the left, indicating the direction to slide the cover off the body. Another arrow points to the right, indicating the direction to pull the cord out.</p>

**OPERATION**

<b>Problem</b>	<b>Solution</b>
<p>The tassel cord and lower cord connector have detached from the upper cord connector.</p>	<p><b>To Reattach the Tassel Cord</b></p> <ul style="list-style-type: none"><li>■ Hook one side of the lower cord connector to the upper cord connector.</li><li>■ Rotate the lower cord connector until it snaps into place.</li><li>■ Twirl the tassel cord to pull any stray cord fibers out of the junction of the cord connector halves. Stray fibers in the junction may cause the connector to come apart.</li></ul> 



## **Cleaning Procedures**

Hunter Douglas Duette® 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® and 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™, and 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, and 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

---

### Ultrasonic Cleaning

**CAUTION:** Do not ultrasonically clean fabric-covered valances. Do not ultrasonically clean Commercial, Opalescence™, Sunterra™ and 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

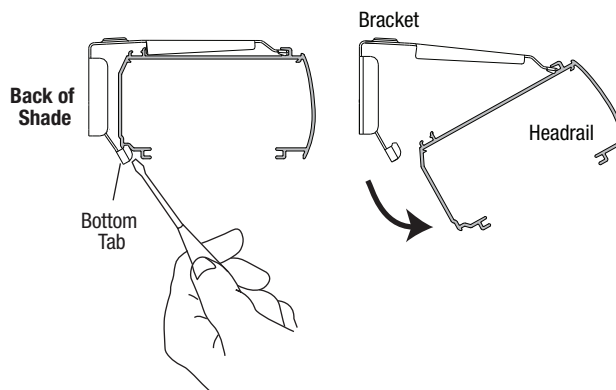
This type of professional cleaning injects a cleaning solution into the fabric and extracts the dirty solution in the same motion.

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

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

### **Removing the Shade**

- Lower the shade approximately 4".
- While holding the headrail, push back on the bottom tab of the installation bracket using a small flat blade screwdriver to release the bottom edge of the headrail.
- After releasing the bottom edge, roll the back of the headrail down and out from the bracket.





**! 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.



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. 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 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.

**NOTE:** In no event shall Hunter Douglas or its licensed fabricators/distributors be liable or responsible for incidental or consequential damages or for any other indirect damage, loss, cost or expense. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion or limitation may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Different warranty periods and terms apply for commercial products and applications.

# HunterDouglas

hunterdouglas.com

5109537000



7/10