HunterDouglas

Installation • Operation • Care

UltraGlide® 2

PowerView™
Motorization
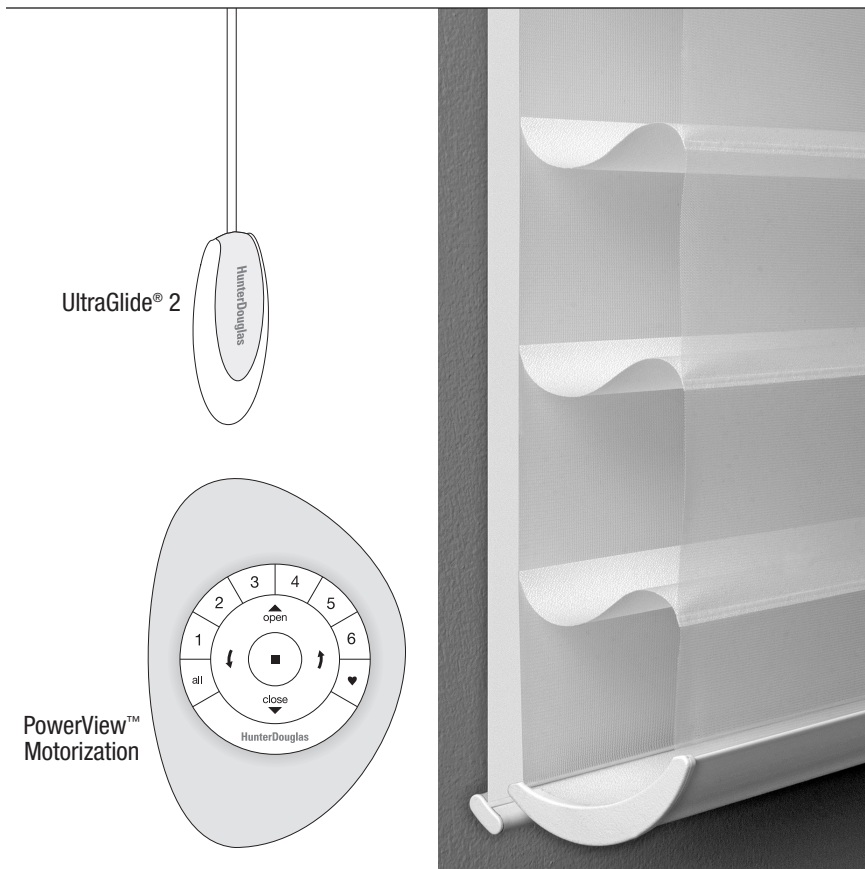
Silhouette® Duolite™ Window Shadings

UltraGlide 2 Click and Walk Away™ and PowerView Motorization Operating Systems

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

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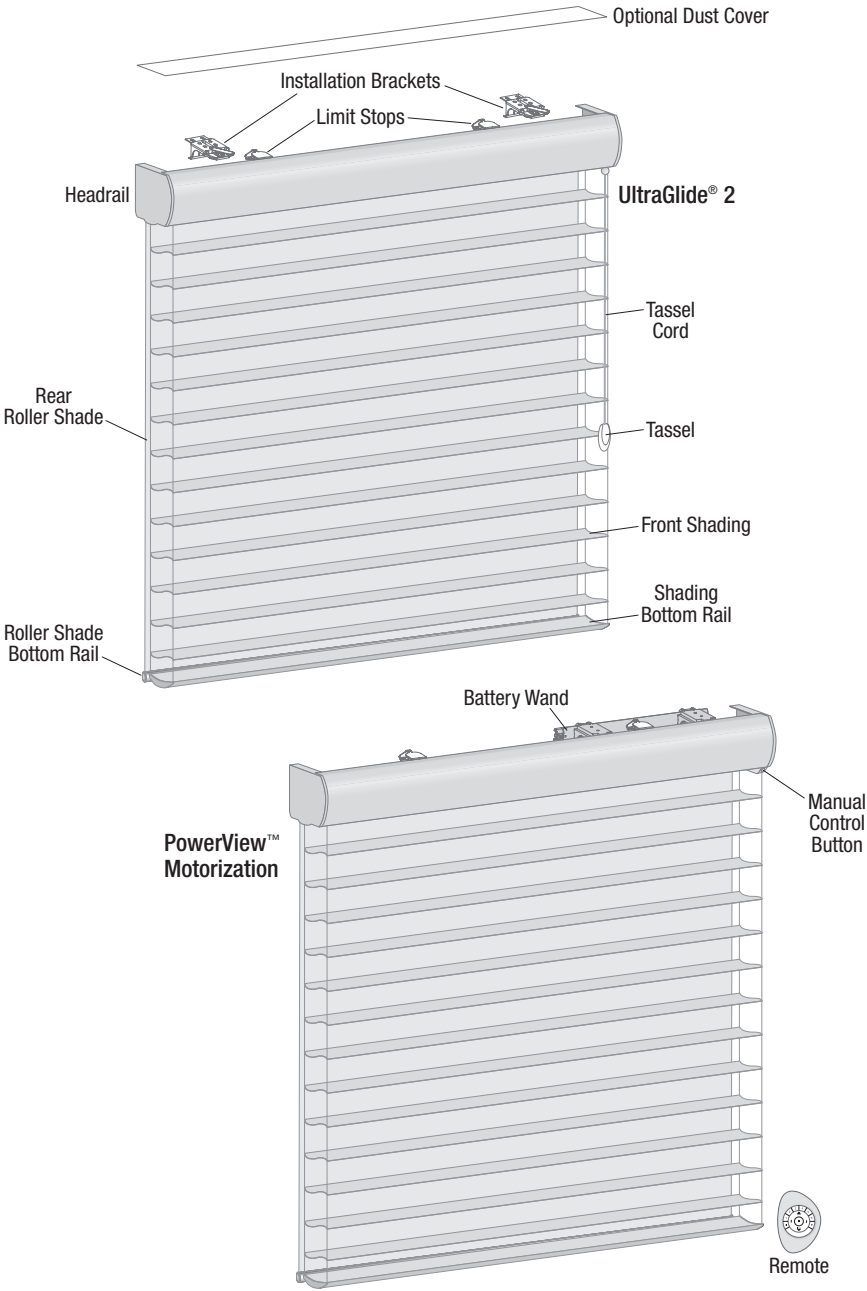
Thank you for purchasing Hunter Douglas Silhouette® window shadings. With proper installation, operation, and care, your new shadings will provide years of beauty and performance.

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

Tools and Fasteners Needed

- Flat blade and Phillips screwdrivers
- Measuring tape and pencil
- Power drill, $^{3}/_{32}$" drill bit, and $^{1}/_{4}$" hex driver
- Level (laser level is recommended)
- Pliers
- Scissors (heavy-duty)

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

- **#6 Hex Head Screws (Provided).** Two $1^{1}/_{2}$" screws are provided per installation bracket.

- **Longer #6 Hex Head Screws (Not Provided).** If using spacer blocks, use #6 screws long enough for a secure attachment.

- **Speed Nuts and Screws (Provided).** Extension brackets come with screws and speed nuts.

- **Drywall Anchors (Not Provided).** Use drywall anchors when mounting into drywall.

#6 x $1^{1}/_{2}$"
Hex Head Screw
(Provided)

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

**Speed Nut
and Screw**
(Two Provided with
Each Extension Bracket)

Importance of Limit Stops on Silhouette Window Shadings

Limit stops serve as the upper travel limit for the bottom rail, preventing it from rotating around the fabric roll. Limit stops are located 6" from the ends of the headrail or are centered on shadings less than 36" wide.

When a shading is made, the limit stops are adjusted according to the size of the fabric roll. Occasionally, this adjustment changes during shipping or installation. If this happens, problems can be fixed by readjusting the limit stops. See page 20 in the Troubleshooting section if shading operation is difficult or if the bottom rail rotates around the fabric roll. Shown below are the four possible positions of limit stops for large to small fabric rolls.

Large Fabric Roll ——————————→ Small Fabric Roll
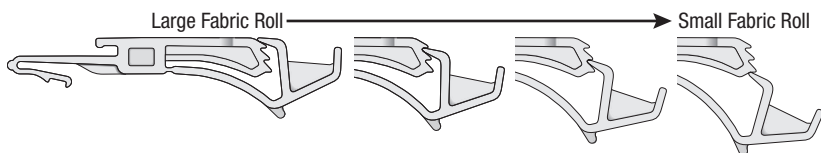
Installation Overview

To install your shading, you will need to perform the following four steps:

STEP 1: Mount the Installation Brackets

STEP 2: Install the Shading

STEP 3: PowerView™ Only: Connect the Power Source

STEP 4: Install the Optional Back Cover (If Applicable)
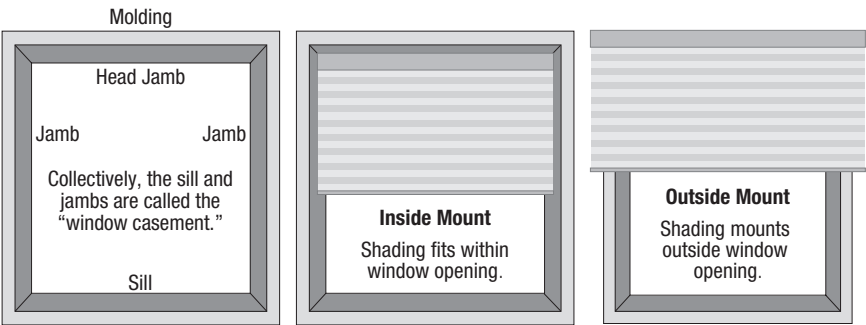
STEP 1: Mount the Installation Brackets

■ The number of installation brackets required varies with shading width, as shown in the table.

Installation Bracket
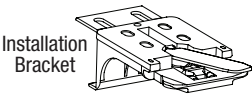
Width	Brackets Required
18" – 26"	2
$26^1/_8$" – 47"	3
$47^1/_8$" – 68"	4
$68^1/_8$" – 72"	5

Mounting Types and Window Terminology

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

Molding

Head Jamb

Jamb   Jamb

Collectively, the sill and jambs are called the "window casement."

Sill

Inside Mount
Shading fits within window opening.

Outside Mount
Shading mounts outside window opening.

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

➤ **Inside Mount — Page 4**

➤ **Outside Mount — Page 6**

Mount the Installation Brackets — Inside Mount

■ Mark 2" from each jamb for bracket location.

➤ If more than two installation brackets came with your order, space additional bracket(s) between the two end brackets and mark their location. Mount into wood whenever possible.

➤ For PowerView™ shadings with battery wand, allow a minimum of 17" between bracket centerlines for the battery wand.

2" Window Opening 2"

■ Determine whether or not to remove one or both tabs from the installation brackets.

➤ If using the optional back cover, use pliers to remove both tabs from the installation brackets.

➤ For PowerView shadings with battery wand <u>without</u> a back cover, leave both tabs on the brackets. The top tab helps ensure that there is clearance for the wand.

Top Tab

Bottom Tab

➤ For all other shadings <u>without</u> a back cover, use pliers to remove the top tab only.

➤ Save any removed top tabs for use as shims when needed.
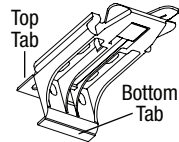
■ Review the minimum depth requirements in the table below.

Operating System Type	Minimum Mounting Depth		Fully Recessed Depth	
	No Back Cover	With Back Cover	No Back Cover	With Back Cover
PowerView with Battery Wand	$1^3/_4$"	2"	$4^5/_{16}$"	$4^9/_{16}$"
All Other Systems	1"	$1^1/_4$"	$3^{13}/_{16}$"	$4^1/_{16}$"

■ Center the installation brackets on your marks and mark the location of the screw holes.

➤ Allow sufficient rear clearance when positioning the brackets. With <u>no</u> back cover, the bottom tab provides the necessary clearance ($^1/_4$") for all systems except PowerView with battery wand, which requires $^7/_8$" rear clearance. (Rear clearance is the distance between the back of the installation bracket and the glass or frame.) Add an extra $^1/_4$" of rear clearance if the optional back cover is used.

➤ After positioning the bracket, determine whether the front or rear set of bracket holes is closer to the center of the casement. Mark the location of the correct pair of holes.
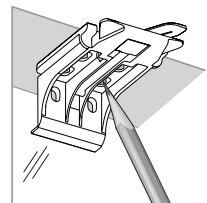
■ Use a level to check that the mounting surface is level. Shim the brackets, if necessary, using the top tabs that were removed from the brackets.

■ Use a $^3/_{32}$" drill bit to drill holes for the mounting screws.

   CAUTION: Use drywall anchors when mounting into drywall.

■ If you received a back cover, attach the back cover brackets to the installation brackets.

   ➤ For shadings <u>without</u> battery wand(s), first remove the top tab from the back cover bracket.

   ➤ Snap the prongs on the back cover brackets into the holes on the back of the installation brackets.

Removable Tab

Back Cover Bracket

Installation Bracket
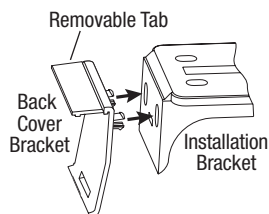
■ Attach the installation brackets using the screws provided.

   NOTE: Do not overtighten the screws. Check to ensure the lever can be moved easily side to side. If the lever is not moving easily, loosen the screws in one-eighth turn increments until it can be moved easily.

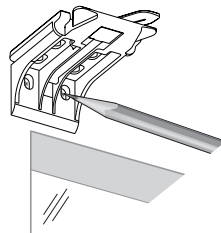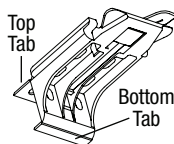   **IMPORTANT:** The front edges of the installation brackets must be level and aligned to each other.

Lever
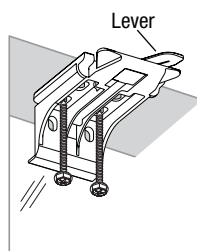
Mount the Installation Brackets — Outside Mount

■ 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" from each of the headrail end marks for bracket location.

➤ If more than two installation brackets came with your order, space additional bracket(s) between the two end brackets and mark their location. Mount into wood whenever possible.

➤ For PowerView™ shadings with battery wand, allow a minimum of 17" between bracket centerlines for the battery wand.

2"   Window Opening   2"

Headrail End Mark   Headrail End Mark
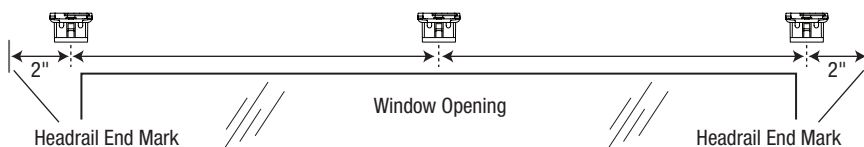
■ Use pliers to break off both the top and bottom tabs from the installation brackets.

■ Center the installation brackets on your marks and mark the location of the screw holes.

➤ A minimum $1\frac{1}{8}$" flat vertical height is required to mount the installation brackets.

➤ Position the top of the installation brackets at the desired height of the shading. The brackets must be level and aligned.

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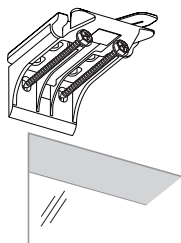

Top Tab

Bottom Tab

IMPORTANT: Additional clearance is required for PowerView shadings with battery wand. See "Additional Clearance with Spacer Blocks" on page 7.

■ Use a $\frac{3}{32}$" drill bit to drill holes for the mounting screws.

CAUTION: Use drywall anchors when mounting into drywall.

■ If no additional clearance is required, attach the installation brackets directly to the mounting surface using the screws provided.

IMPORTANT: The front edges of the installation brackets must be level and aligned to each other.

Additonal Clearance with Spacer Blocks

NOTE: A minimum of $3/4$" additional clearance is required for PowerView™ shadings with battery wand.

■ If using $1/4$" or $1/2$" spacer blocks, attach the spacer block(s) and installation bracket to a flat vertical mounting surface with #6 screws long enough for a secure installation.

IMPORTANT: The solid side of the spacer blocks must face toward the mounting surface.

Spacer Blocks

Longer Screws

$1^{1}/_{2}$" Maximum Added Clearance
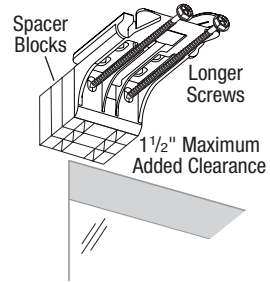
Additonal Clearance with Extension Brackets

■ If using extension brackets, attach each extension bracket to the mounting surface using the screws provided.

■ Attach an installation bracket to the underside of each extension bracket using the provided screws and speed nuts.

**NOTE:** The maximum amount of added clearance using extension brackets is 3".

Speed Nuts

Extension Bracket

Screws
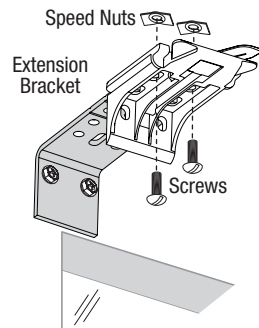
Proceed to "STEP 2: Install the Shading" on page 8.

STEP 2: Install the Shading

Mount the Headrail

■ Peel back the protective covering from the top of the Palette® fabric-covered headrail. Leave the rest of the protective covering on the front of the headrail.

Installation Bracket   Lever   Headrail

Slide the Headrail Between the Lever and the Bracket
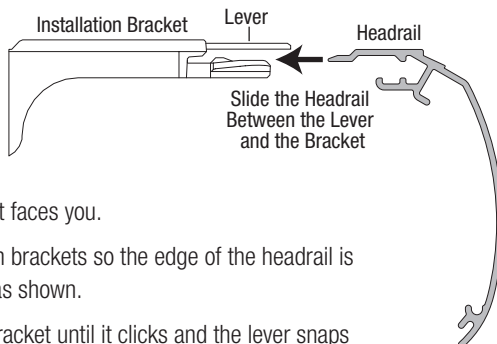
■ Position the shading so that the front faces you.

■ Slide the headrail into the installation brackets so the edge of the headrail is between the lever and the bracket, as shown.

■ Firmly push the headrail into each bracket until it clicks and the lever snaps to the right side of the bracket.

   IMPORTANT: Carefully pull on the headrail at each bracket to ensure it is installed securely.

■ Completely remove the protective covering from the Palette fabric-covered headrail.

Attach the Dust Cover (Optional)

The dust cover can be used with outside mounts to protect the top of the headrail from exposure.

Remove Paper Backing

■ Cut the dust cover to desired width.

■ Remove the paper backing on one side of the hook and loop fastener dots.

■ Apply the dots to the installation brackets on each end of the shading.

Overhead View
No Dust Cover
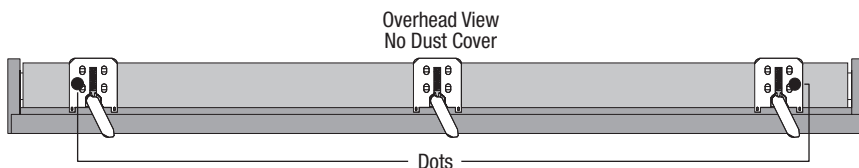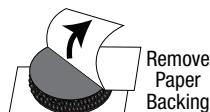
Dots

■ Remove the remaining paper backing from the dots.

■ Center the dust cover over the top of the shading, above the dots, and press the dust cover down onto the dots.

Dust Cover Installed

UltraGlide® 2 shadings only: Proceed to
"STEP 4: Install the Optional Back Cover (If Applicable)" on page 12.

STEP 3: PowerView™ Only — Connect the Power Source

NOTE: When power is connected to the motor, a green LED inside the manual control button housing will flash to indicate the shading is ready for operation.

■ Refer to the appropriate page based on your order.

➤ For a battery wand, see below.

➤ For a satellite battery pack, see page 10.

➤ For an 18V DC power supply, see page 11.

➤ For a C-size satellite battery wand or large DC power supply, see the instructions that came with the unit.

Battery Wand

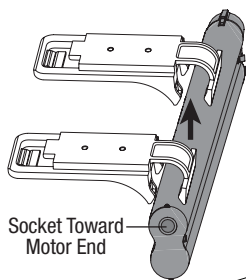#### Install the Batteries into the Battery Wand

NOTE: Hunter Douglas recommends AA alkaline batteries for use with our battery-powered shadings. These will provide more than one year of operation, depending on usage. Lithium and rechargeable batteries are not recommended.

■ Squeeze the cap latch to release and remove the cap.

■ Install the batteries according to the instructions on the battery wand label.

■ Replace the cap.

➤ Align the tab with the end of the wand and press the cap on until it latches.
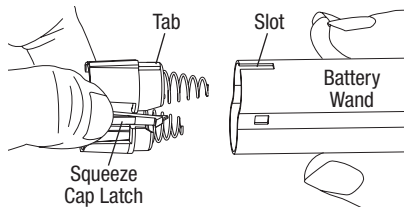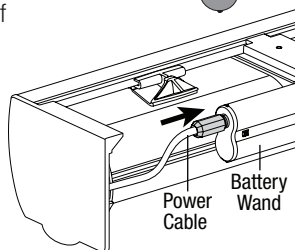
Mount the Battery Wand into the Battery Wand Clips

■ Position the battery wand with its socket toward the motor end of the shading.

■ Push the battery wand straight up into the battery wand clips until it snaps into place. Check to make sure the battery wand is secure.

CAUTION: Be sure the cables do not become pinched by the battery wand clips during installation. Damage or overheating of components could result.

Plug the Power Cable into the Battery Wand

■ From the back of the shading headrail, connect the power cable (from the motor side) into the socket on the battery wand.

Tab   Slot   Battery Wand   Squeeze Cap Latch

Socket Toward Motor End
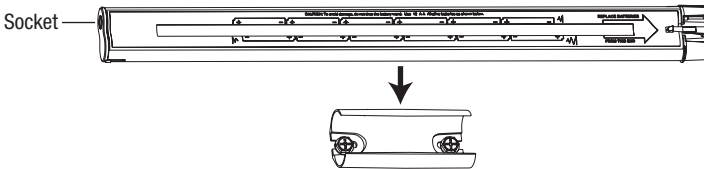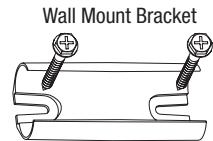
Power Cable   Battery Wand

Satellite Battery Pack

Install the Batteries into the Battery Wand

■ See the instructions under "Battery Wand" on page 9.

Mount the Satellite Battery Pack

■ Decide where you want to attach the wall mount bracket for the satellite battery pack. It may be installed in any orientation.

■ Mark the screw holes and drill them using a $3/32$" drill bit.

Wall Mount Bracket

■ Remove the backing from the double-sided tape on the wall mount bracket. Press the bracket into place.

■ Attach the brackets using the screws provided.

■ Position the battery wand so the power cable can easily be connected to the socket and snap the wand into the bracket.

Socket

■ Install the cover with the slot aligned to the socket in the battery wand.

■ Plug the power cable from the shading into an extension cable.

■ Plug the other end of the extension cable into the socket in the battery wand.
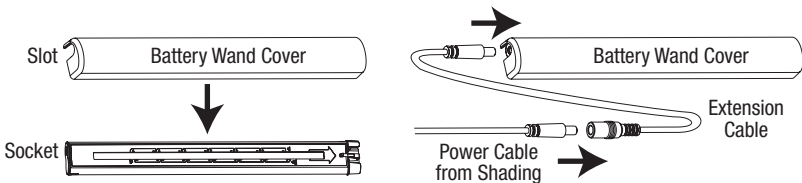
Slot — Battery Wand Cover   Battery Wand Cover

Socket   Power Cable from Shading   Extension Cable

DC Power Supply

Connect the Power Supply

■ Plug the power cable from the shading into the extension cable.

■ Plug the other end of the extension cable into the DC power supply.

■ Plug the DC power supply into a standard wall outlet. The power supply may be oriented with the cable at the top or bottom.

■ Secure the power supply cable using wire retainers (not supplied). If hiding the cable behind the shading, make sure it does not impede the operation of the shading.

■ Space the wire retainers approximately 15" apart along the power supply cable, as shown at far right.

Power Cable from Shading

Wire Retainers

15" Maximum

Extension Cable
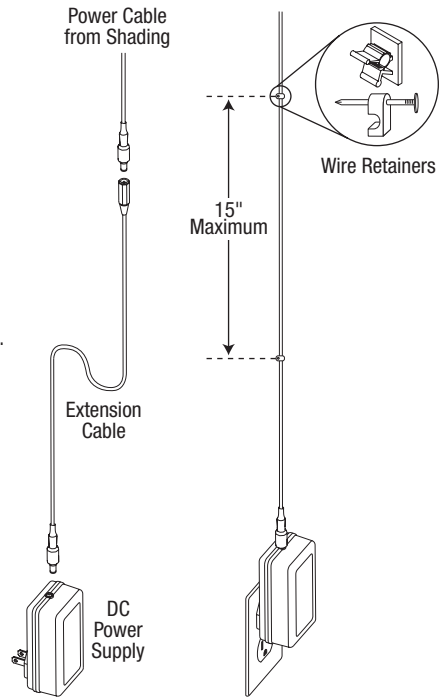
DC Power Supply

WARNING: Keep cords and small parts out of the reach of children. They can wrap cords around their necks and **STRANGLE.** They can also put small parts in their mouths and **CHOKE**.

WARNING: Electric shock and/or a fire hazard may occur if the DC power supply and cables are not properly installed.

Proceed to "STEP 4: Install the Optional Back Cover (If Applicable)" on page 12.

STEP 4: Install the Optional Back Cover (If Applicable)

If the shading was ordered with an optional back cover, follow the instructions below. Otherwise, proceed to "Operate the Shading" on page 13.

■ The optional back cover is used on inside mounts only.

■ Install the back cover into the back cover brackets on the rear of the installation brackets, as shown.

➤ On shadings with battery wand(s), the top of the back cover fits onto the top tab of the back cover bracket.

➤ On all other shadings, the top tab has been removed and installs closer to the installation bracket.
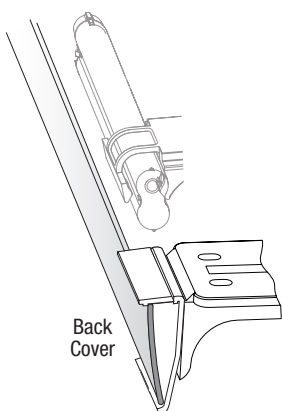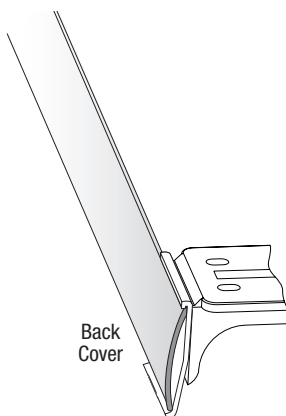
Shadings with Battery Wand(s)   **All Other Shadings**

Operate the Shading

A single control is used to operate both the front window shading and the rear roller shade. Operation is sequential. The front shading must be lowered and the vanes opened before the rear roller shade can be lowered. Conversely, the rear roller shade must be raised before the vanes on the front shading can be closed and the shading raised.

CAUTION: When raising the shading or shade for the first time, observe how the fabric rolls up into the headrail. It should roll up evenly. If the bottom rail is not level or the fabric starts to rub against either window jamb, immediately press the manual control button to stop the shading or shade. See "Adjust the Bottom Rail Weight" on page 19.
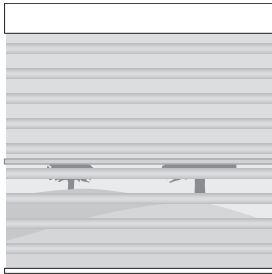
■ For operation instructions, refer to the appropriate page based on your operating system.

➤ For the UltraGlide® 2 Click and Walk Away™ system, see below.

➤ For the PowerView™ system, see page 14.

Shown below are a few examples of possible shading and shade positions.
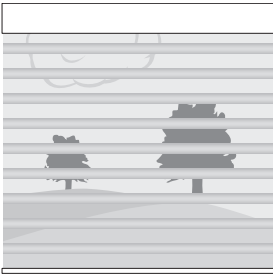
Shading lowered with vanes open, roller shade raised. Vanes may only be operated in this position.

Shading lowered with vanes open, roller shade partly raised. Vanes must remain open.

Shading lowered with vanes open, roller shade lowered. Vanes must remain open.

UltraGlide 2 Click and Walk Away

■ When the cord is pulled toward the center of the shading and "clicks", the front shading lowers, the vanes open and the rear shade lowers.

■ Movement of the shading, vanes, and rear shade may be stopped at any time by slightly tugging the cord straight down.

■ The rear roller shade must be raised completely before the front shading vanes can be closed or the shading can be raised.

■ See the following page for illustrations of UltraGlide 2 operation.

UltraGlide® 2 Click and Walk Away™ Operation

① Lower Shading

Open Vanes

Lower Rear Shade

Pull the cord to the center, listen for the "click," and release the cord.

To stop while lowering, slightly tug the cord straight down.

② Raise Rear Shade

Close Vanes

Raise Shading

Pull the cord down in long even strokes.

Allow the cord to retract between strokes.
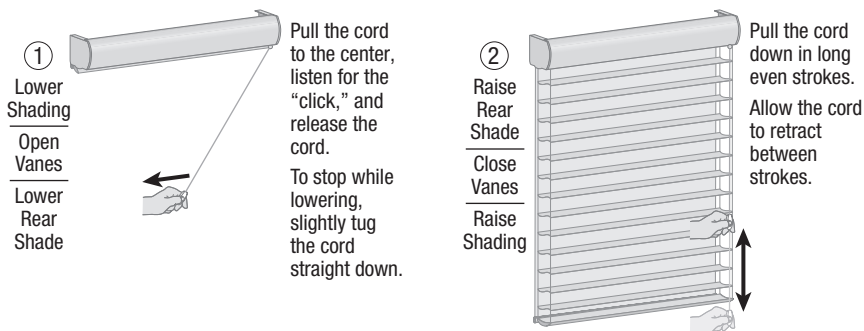
PowerView™ Motorization

Test the Shading

Use the manual control button to test the shading and ensure that the motor and power source are working correctly.

■ Press and release the manual control button to lower the front shading and rear shade. If the shading does not operate, see "Troubleshooting" on page 18.

■ After the shading and shade are fully lowered, press and release the manual control button again to raise the rear shade and front shading.
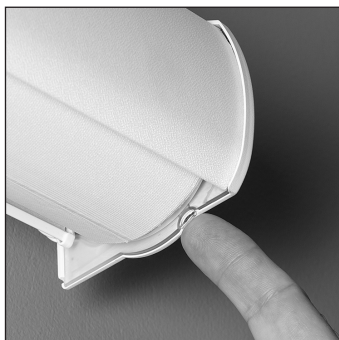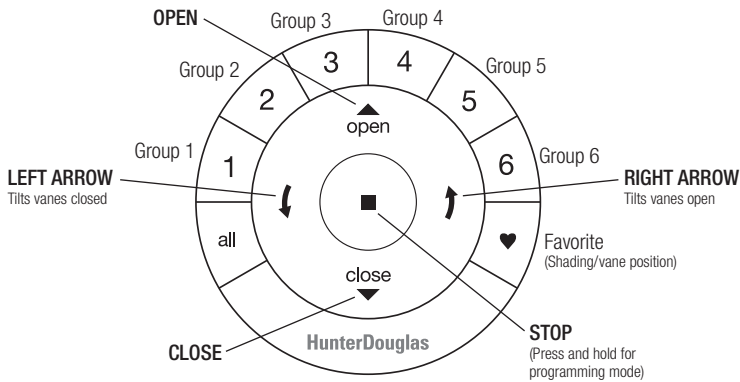
CAUTION: When raising the shade and shading for the first time, observe how the fabric rolls up into the headrail. It should roll up evenly. If the bottom rail is not level or the fabric starts to rub against either window jamb, immediately press the manual control button to stop the shading. See "Adjust the Bottom Rail Weight" on page 19.

Using the PowerView Remote

Refer to the illustration on the following page to familiarize yourself with the controls on the remote. Activate the remote by pulling both plastic tabs from the back battery compartment.

IMPORTANT: If you have more than one remote, see "Adding Additional Remote(s) to the PowerView™ Shade Network" in the *PowerView Motorization Remote Control Guide*.

OPEN — Group 3 — Group 4
Group 2 — 3 — 4 — Group 5
2 — 5
open
Group 1 — 1 — 6 — Group 6
LEFT ARROW
Tilts vanes closed
RIGHT ARROW
Tilts vanes open
all
close
Favorite
(Shading/vane position)
CLOSE
HunterDouglas
STOP
(Press and hold for
programming mode)

Joining a Shading to a Group

IMPORTANT: The shading will not operate using the remote until it has been joined to a group.

1. Press and hold ■ STOP for 4 seconds to put the remote in program mode. The lights on the remote will flash to indicate it is in program mode.

2. Press the desired group number (1 – 6) on the remote. The backlight for the group number will flash to show it is selected.

3. Press and hold the manual control button on the shading.

4. While continuing to press the manual button, press ▲ OPEN on the remote. The shading will move slightly to indicate it has joined the group. Release the manual control button.

5. Press and hold ■ STOP for 4 seconds to exit program mode. The lights will stop flashing.

Basic Operation

1. To wake up the remote, simply pick it up or press ■ STOP. The last group(s) selected will be highlighted and active.

2. Press "all" or groups 1 – 6 to select specific shading(s) to move. Selected group button(s) will light to show they are selected.

   a. Multiple group buttons may be selected at a time.

   b. To deselect a group, press the group button again. The backlight for that group button will go out.

3. Press ▼ CLOSE to lower the front shading.

4. Press the 🢅 right arrow to open the vanes.

5. Press the 🢆 left arrow to close the vanes.

6. With the vanes open, press ▼ CLOSE to lower the rear shade.

7. Press ▲ OPEN to raise the rear shade. Press ▲ OPEN again to raise the front shading.

8. Press ■ STOP to stop shading or vane movement anywhere along its travel.

9. While a shading is in motion, press the opposite of shading motion (▲ OPEN or ▼ CLOSE) to reverse direction.

10. Press ♥ FAVORITE to send selected shading(s) to your preset "favorite" position. Refer to the *PowerView™ Motorization Remote Control Guide* for instructions on setting a favorite position.

Operating Tips

1. When the front shading is raised, pressing the ⟩ right arrow will first lower the shading and then open the vanes.

2. When the front shading is lowered with the vanes open, pressing ▲ OPEN will first close the vanes and then raise the shading all the way.

Vane Adjustment

1. Move the front shading to the closed vane position.

2. With the shading's group number selected on the remote, simultaneously press the manual control button on the shading and ▼ CLOSE on the remote. A red LED inside the manual control button housing will flash to indicate that the transition point has been cleared.

3. Move the shading to where you want the new transition point. The shading will move in slow motion to help you fine tune this point.

4. Press and hold ■ STOP for 4 seconds to put the remote in program mode. The lights on the remote will flash to indicate it is in program mode.

5. With none of the group numbers selected on the remote, simultaneously press the manual control button on the shading and ▼ CLOSE on the remote. The shading will move slightly to indicate that the new transition point has been set. (If a group number is selected, this command sequence will remove the shading from the group.)

Further Operation and Programming Information

PowerView Pebble™ Remote and/or PowerView Surface Remote Operation
For information regarding operation and programming of the PowerView remote, refer to your *PowerView Motorization Remote Control Guide*.

PowerView Scene Controller
For information regarding operation and programming of the PowerView Scene Controller, refer to your *PowerView Motorization Scene Controller Guide*.

PowerView App Operation
The PowerView Hub is required for PowerView App operation. For information regarding setup and operation using the PowerView App, refer to the online *PowerView App Software Guide* at **hunterdouglas.com/powerview/support**.

Resetting the Shading (If Necessary)

Basic Reset

The basic reset is used to reset the shading's travel limits.

1. Press and hold the manual control button for 6 seconds. The shading will move slightly.

2. Release the manual control button. The shading will raise to its fully open position to set the upper travel limit, then lower to the fully closed position with vanes open to set the lower travel limit. The shading will move slightly one more time to indicate that the travel limits have been reset.

Resetting Shading Programming

This reset erases all shading programming from memory, including group assignments, preventing any input device from operating the shading. Its primary use is during installation to correct group and network assignments. This reset does not affect travel limits.

1. Press and hold the manual control button for 12 seconds. The shading will move slightly after 6 seconds, then again after 12 seconds. Release the button.

2. Refer to "Joining a Shading to a Group" on page 15 to program the shading to a group.

Troubleshooting

If your shading is not operating correctly:

■ First review the guide that came with your control device.

■ Refer to the following troubleshooting procedures for specific solutions for your shading.
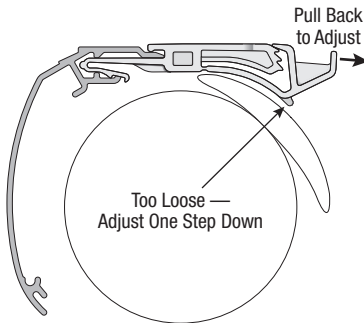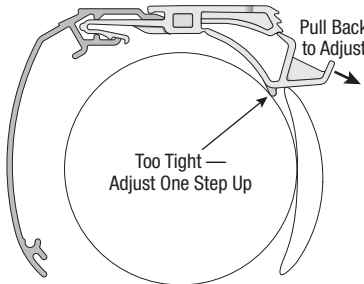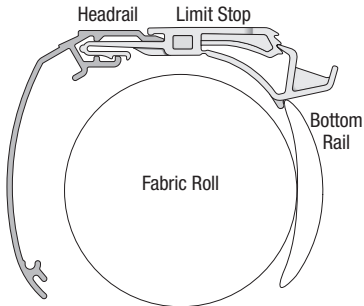
If questions remain, please contact the Hunter Douglas Customer Information Center at **1-888-501-8364.**

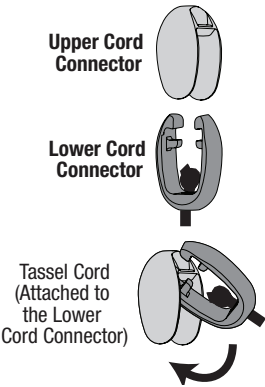|	
Problem	The headrail will not fit into the installation brackets.
Solution	Check that the installation brackets are level and aligned. Adjust and/or shim to level, if necessary.
	Be sure the heads of the mounting screws are flush against the installation brackets.
	Check that the headrail is completely inserted into the installation brackets so that the locking lever on the installation bracket slides over the headrail.
	If a PowerView™ shading has a battery wand, check that the wand is not interfering with the installation brackets.
Problem	**PowerView only:** The shading does not operate when the manual control button is pressed.
Solution	Check that the batteries in the wand or satellite battery pack are correctly inserted and have not lost power.
	Check that the battery wand, satellite battery pack, or DC power supply is securely connected to the power cables and the cables are not pinched or caught in the headrail or installation brackets.
Problem	**PowerView only:** The shading does not respond to the remote.
Solution	Unplug the power cable from the motor, then plug it back in. A green LED inside the manual control button housing should flash to indicate the motor has power.
	Check that the batteries in the battery wand, satellite battery pack, or C-size satellite battery wand are correctly inserted and fresh.
	Check that the battery wand, satellite battery pack, C-size satellite battery wand, or DC power supply is securely connected to the power cable and the cables are not pinched or caught in the headrail or installation brackets.

Problem	The shading raises or lowers unevenly, the fabric rubs against one end of the headrail, or the bottom rail is uneven when fully raised.
Solution	Check that the window is square by measuring the diagonals.
	Check that the installation brackets are level. Shim to level, if necessary.
	Check that the limit stops are adjusted the same and are not too tight.
	Perform a skew adjustment for the front shading or rear shade. See below.

Adjust the Bottom Rail Weight of the Front Shading

■ Flip up the bottom rail to access the bottom rail weight.

■ To release the weight clip, insert a flat blade screwdriver into the weight clip and turn clockwise.

Weight Clip   Weight   Weight Clip

■ Move the weight in 1" increments toward the side where the fabric is gathering.

Fabric Roll

Move Weight →

■ Secure the weight clips in position by turning them counterclockwise after making the adjustment.

■ Test and, if necessary, adjust again.

Apply Skew Adjustment Tape to the Rear Roller Shade

Using the tape strips and instruction guide in the Skew Adjustment Kit included with your order, place the tape strips onto the window side of the rear roller shade fabric. The number of tape strips and their placement depends on the type and severity of the skew, as explained in the instruction guide.

HunterDouglas

Rear Room Darkening Shading
Skew Adjustment Guide

Silhouette®
Window Shadings

Tape
Strips

Problem	The shading or shade is hard to raise or lower, or will not raise or lower.
Solution	Shadings cannot be forced into tight inside mount window openings. If an inside mount, check that the headrail is installed correctly. Make sure there is clearance between the ends of the shading or shade and the window casement. Check that the installation brackets are level and aligned. Adjust and/or shim to level, if necessary.
Problem	The front shading is hard to raise or lower, or the bottom rail does not stop at the top limit.
Solution	Check the adjustment position of both limit stops. The top illustration shows the correct adjustment. The limit stop catches the bottom rail, and the bottom of the limit stop is slightly above or barely touching the fabric roll. In the second illustration, the limit stop adjustment is too tight. The fabric may not drop freely and could even be damaged when the shading is raised. To correct this, the limit stop should be adjusted one step up. Simply pull back on the rear of the limit stop to adjust its position. In the bottom illustration, the adjustment is too loose. The bottom rail can slip under the limit stop. If the bottom rail rotates through the headrail, it must be backed out before adjusting the limit stop. **IMPORTANT:** Both limit stops must be adjusted to the same position or else skewing may occur.

Headrail   Limit Stop

Bottom Rail

Fabric Roll

Pull Back to Adjust

Too Tight — Adjust One Step Up

Pull Back to Adjust

Too Loose — Adjust One Step Down

Problem	The vanes do not open when the shading is first operated.
Solution	Make sure the shading is completely lowered. Open and close the shading several times to help open the vanes. If necessary, gently pull down on the bottom rail when the shading is fully lowered.
Problem	The vanes do not close fully when the shading stops in the lowest position.
Solution	A small distance between the front and back fabric facings in the fully closed or open position is normal. **PowerView™ only:** If this distance is excessive or moves over time, open the shading to its full "vane open" position and try again. If this does not correct the problem, reset the bottom limit. See "Resetting the Shading" on page 17.
Problem	The shading raises from the sill when the vanes are closed.
Solution	A small gap between the sill and the bottom of the shading is normal in the fully lowered "vane closed" position. The gap is necessary to allow for the unimpeded movement of the bottom rail. **PowerView only:** If this distance is excessive or moves over time, open the shading to its full "vane open" position and try again. If this does not correct the problem, reset the bottom limit. See "Resetting the Shading" on page 17.
Problem	**PowerView only:** Adjacent shadings do not roll up evenly.
Solution	It is considered normal if the roll-up on both shadings is within $5/16$" of each other. If one shading rolls up tighter than another, lower and raise both shadings several times. Reset the shading. See "Resetting the Shading" on page 17. Check that the shading fabric is not catching on any brackets or components. Check that the fabric winds evenly and does not rub against the headrail. If uneven, see "Adjust the Bottom Rail Weight" on page 19.

Problem	**PowerView™ only:** The bottom rail does not raise or lower completely, or its location when fully lowered has changed over time.
Solution	The batteries may be low in the battery wand or satellite battery pack. Replace the batteries.
	Check that the battery wand, satellite battery pack, or DC power supply is securely connected to the power cables and the cables are not pinched or caught in the headrail or installation brackets.
	Check that there is clearance between the ends of the shading and the window casement on inside mounts.
	Check if the fabric rolls up evenly into the headrail. If not, see "Adjust the Bottom Rail Weight" on page 19.
	Reset the upper and lower travel limits. See "Resetting the Shading" on page 17.
	See the *PowerView Motorization Remote Control Guide* for operation or programming troubleshooting solutions.
Problem	**UltraGlide® 2 Click and Walk Away™ Shadings Only:** The tassel cord and lower cord connector have detached from the upper cord connector.
Solution	**To Reattach the Tassel Cord:** ■ Hook one side of the lower cord connector to the upper cord connector. ■ Rotate the lower cord connector until it snaps into place. ■ 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. Upper Cord Connector Lower Cord Connector Tassel Cord (Attached to the Lower Cord Connector)
Problem	The front sheer fabric of the front shading clings to the rear sheer fabric.
Solution	Lightly apply a static spray for home furnishings. Follow the manufacturer's directions. Allow the shading to dry in the fully lowered position. If necessary, reapply the static spray each time the shading is professionally cleaned.

Removing the Shading

■ Move each lever of the installation brackets to the left to release the shading.

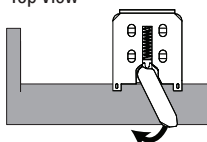➤ A flat blade screwdriver can be used to move the lever.

CAUTION: Be very careful to not tear or damage any of the fabric.

Move the lever to the left to release the shading.

➤ If the lever is inaccessible or inoperable, lower the shading until you can see the underside of the bracket. Carefully reach a thin flat blade screwdriver behind the shading to the tab on bottom of the bracket between the screw holes.

Installation Bracket

Tab

➤ Push the tab away from the shading and pull the headrail to release it from the bracket.

Underside of Bracket

■ Carefully pull the shading to remove it from the brackets.

Cleaning Procedures

Silhouette® window shadings are made of 100% polyester, which means they are inherently durable and resilient. However, care must be taken to avoid wrinkling the fabric, particularly where the vanes meet the facings.

Cleaning the Palette® Fabric-Covered Headrail

■ Spot-clean the headrail using a sponge or delicate cloth, cool distilled water and a mild soap solution; handle with care as you would any fine fabric.

Cleaning the Front Silhouette Shading

Dusting

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

Vacuuming

■ Use a low suction, hand-held vacuum for more thorough dust removal.

Forced Air

■ Blow away dirt and debris between the vanes using clean compressed air.

Spot-Cleaning

Do not spot-clean anything other than the Palette® fabric-covered headrail.

Ultrasonic Cleaning

Silhouette® shadings can be ultrasonically cleaned by a professional, **with the exception of The Matisse Collection®, Chateau™, and The Alustra® Collection fabrics (except French Linen).**

■ Specify that a mild detergent solution be used.

■ Never immerse the headrail in the solution.

■ Dry the shading completely in the lowered position.

Injection/Extraction

Silhouette shadings can be professionally cleaned using the injection/extraction method.

■ Never immerse the headrail in the solution.

Electrostatic Cleaning

Do not use electrostatic cleaning wipes on any Silhouette shading.

Cleaning the Rear Roller Shade

The rear roller shade fabric can be cleaned by dusting, hand-held vacuuming, compressed air, hair dryer on the cool setting, and the dry method of injection/extraction.

A Note About Hardware for The Alustra Collection

Gold Radiance™, Silver Reflection™, and Bronze Shimmer™ hardware finishes can be spot-cleaned with lukewarm water and a gentle soap. Do not use alcohol, baby wipes, or alkaline cleansers. These may stain or destroy the finish.

A Note About Silhouette Fabrics

As with all textiles, Silhouette fabrics are subject to some variations. Slight wrinkling, puckering, or bowing is inherent to this textile product and should be considered normal, acceptable quality. These characteristics are not usually visible from the front or rear but may be visible from a side angle.

Precautions should be taken to reduce exposure to harsh environmental elements, such as salt air. Continuous exposure through open windows and doors will accelerate the fabric deterioration.

WARNING
For more safety information call 1-888-501-8364 in the U.S. or 1-800-265-8000 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.**

NOTE: The warning labels on the bottom rails of corded window coverings contain important safety information. These warning labels are designed to be permanent, in accordance with the industry's safety standards, and must not be removed.

POWERVIEW™ DECLARATIONS

U.S. Radio Frequency FCC Compliance

FCC ID information is located behind the motor-side end cap. The end cap may be removed to view this information.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:
(1) This device may not cause harmful interference, and
(2) This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
• Reorient or relocate the receiving antenna.
• Increase the separation between the equipment and receiver.
• Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
• Consult the dealer or an experienced radio/TV technician for help.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Industry Canada

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Class B Digital Device Notice
This Class B digital apparatus complies with Canadian ICES-003, RSS-Gen and RSS-210.
CAN ICES-3 (B)/NMB-3(B)

European Conformity

We, the undersigned,

Hunter Douglas Window Fashions
One Duette Way, Broomfield, CO 80020, USA

Hunter Douglas Europe B.V.
Piekstraat 2, 3071 EL Rotterdam, The Netherlands

certify and declare under our sole responsibility that assembly PV6 conforms with the essential requirements of the EMC directive 2004/108/EC and R&TTE directive 1999/5/EC.

A copy of the original declaration of conformity may be found at:
www.hunterdouglas.com/RFcertifications.

Notes

Notes

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