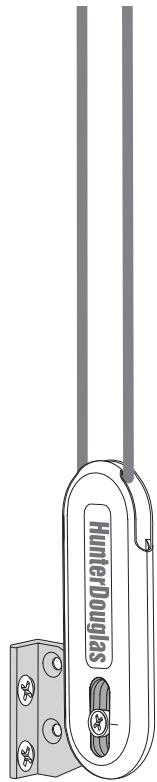


HunterDouglas

Installation • Operation • Care



Silhouette® Window Shadings

Top-Down/Bottom-Up
with TiltAnywhere™

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Questions?

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

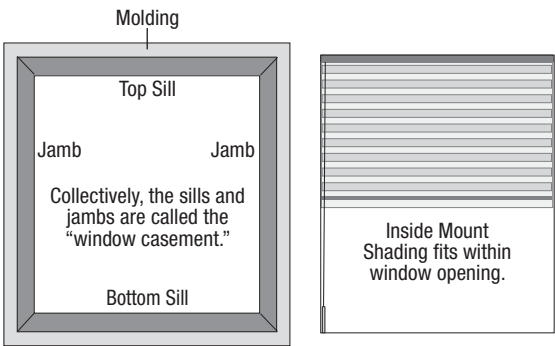


GETTING STARTED

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.

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.



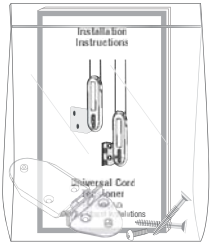
Installation Components Needed

Check the packaging to be sure you have all the components needed to install your shadings. Keep the packaging until the shadings perform to your satisfaction. Keep the protective film on the fabric covered headrail in place until the shading is fully installed.

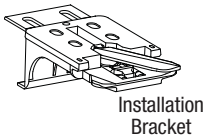
Top-Down/Bottom-Up Shadings	
Width	Brackets Required
12" – 36"	2
36 ¹ / ₈ " – 72"	3

Required Components

- **Universal Cord Tensioner.** The tensioner functions as a safety device that makes the cords less accessible to children and pets.



- **Installation Brackets.** The number of brackets required varies with shading width, as shown in the above table.



- **Window Sill Brackets.** Window sill brackets secure the bottom rail to the window. They are required to reduce access to the cords by children and pets.



GETTING STARTED

Tools and Fasteners Needed

- #4 or $\frac{3}{16}$ flat blade screwdriver and Phillips screwdriver
- Measuring tape and pencil
- Power drill and drill bits ($\frac{1}{4}$ " hex driver also recommended)
- Level
- Pliers
- Scissor (heavy-duty)

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 mounting screw long enough for a secure attachment.
- **Wall Anchors (Not Provided).** If mounting into drywall, you will need wall anchors to ensure a secure installation.



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

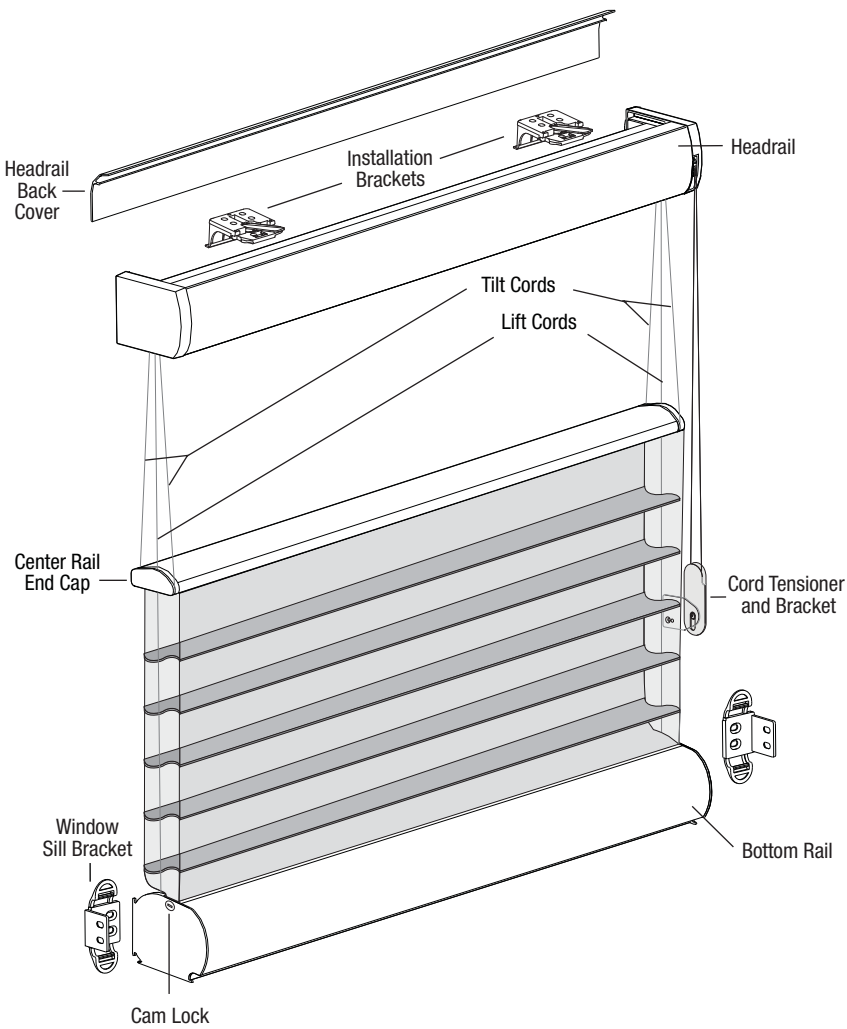


Longer #6 Hex Head Screw
for Use with Spacer Blocks
(Not Provided)



Wall Anchor or
Expansion Bolt
(Not Provided)

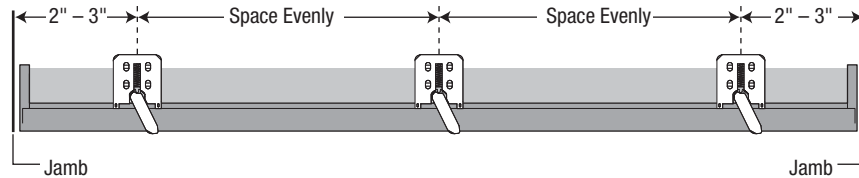
Product View



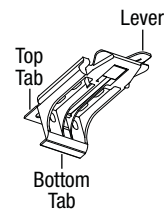
INSTALLATION

Mount the Installation Brackets — Inside Mount

- Measure in 2" – 3" from each jamb for bracket location.



- If more than two installation brackets came with your order, space additional bracket(s) evenly between the two end brackets.
- Use pliers to break off the top tab of each installation bracket. Remove the bottom tab on each installation bracket only if it interferes with the bracket installation.

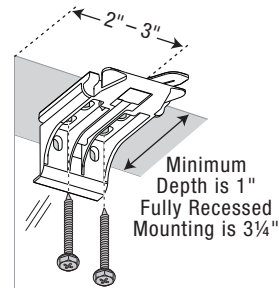


- Choose which set of holes works best in your application. Mark the location of the screw holes.

- The depth required for minimum mounting is 1" or for fully recessed mounting is 3¼".

- Using a 3/32" drill bit, drill holes for the mounting screws.

IMPORTANT: If you are fastening the installation brackets to drywall, be sure to use wall anchors and follow the instructions provided with the anchors. (Anchors not provided.)



- Use the hex head screws provided with your order to fasten the installation brackets to the mounting surface.
- Use a level to check that the front edges of the installation brackets are level and aligned. Shim the brackets, if necessary.

IMPORTANT: Do not over tighten 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 1/8 of a turn increments until it can be moved easily.

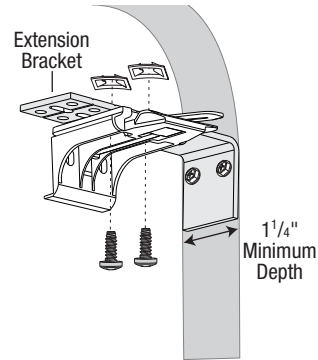
INSTALLATION

Mount the Installation Brackets — End Mount

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

- Mount the extension brackets on a surface at least 1 1/4" wide.
- Attach the installation brackets to the extension brackets using the screws and speed nuts provided.

CAUTION: To end mount shadings wider than 48" onto a surface other than a secure wall stud, use medium to heavy-duty wall anchors (not provided). Failure to mount the brackets securely may result in injury or property damage.

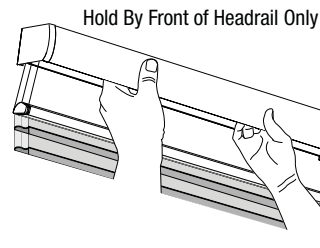


IMPORTANT: Do not over tighten the screws. Check to ensure the lever can be moved easily side to side. If the lever is not moving easily, loosen the screws in 1/8 of a turn increments until it can be moved easily.

Install the Shading

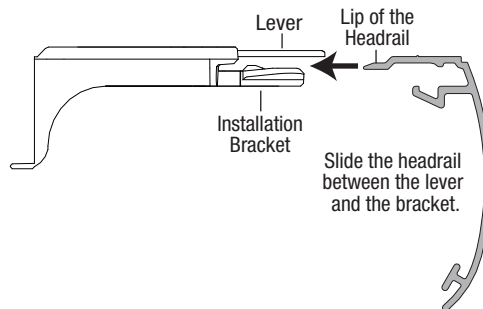
- Peel back the protective film from the top of the headrail only, but do not completely remove the film from the front of the fabric at this time.
- Remove and discard the cardboard shipping spacers located at each end of the headrail.
- Grasp the bottom rail and lower it approximately 12".
- Lower the center rail approximately 6" using the cord loop. This will allow access to the front edge of the headrail.
- Hold the shading by the headrail, so the front faces you.

IMPORTANT: Do not grab the headrail by the plastic back cover. Be careful not to trap any fabric between the headrail and the installation brackets.



INSTALLATION

- Slide the headrail into the installation brackets so the lip 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.
- Grasp the bottom rail and pull down until all slack is removed from the side cords.



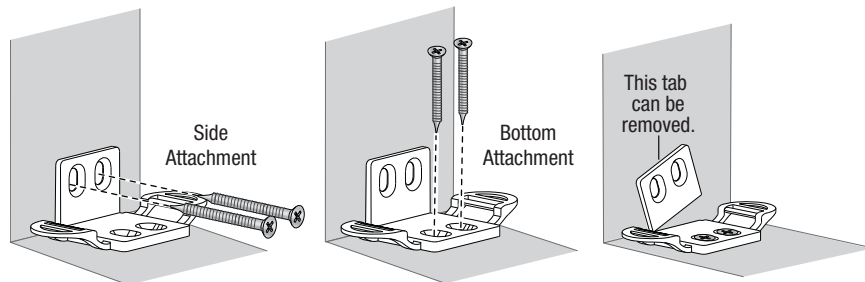
CAUTION: Operating the cord loop on the shading before pulling down the bottom rail, may cause cord slack and tangling.

- Completely remove the protective film from the headrail.
- Check that all three rails are level to ensure proper operation. If the rails are not level, please see *Troubleshooting* starting on page 11, and refer to the problem and solution for the specific rails.

Install the Window Sill Brackets

Window sill brackets are used on both ends of the shading to secure the bottom rail to the window sill. The center rail can still be raised and lowered, but the bottom rail cannot be raised until it is released from the window sill brackets.

- Before installing the window sill bracket, choose to attach them either to the side jambs or bottom sill of the window casement. When attaching the window sill bracket to the bottom sill, the side tab can be removed for flush placement against the side jambs. This tab can also be used as a shim, if the window sill is not level.

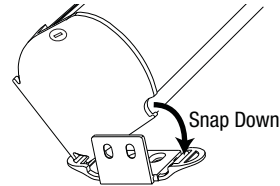
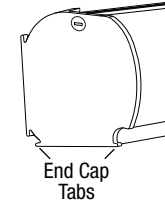


WARNING! Use of the window sill brackets is required to reduce access to the cords by children and pets. Cords can loop around a child's neck and potentially STRANGLE. See *Child Safety* on page 19.

INSTALLATION

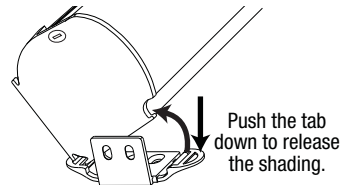
Attach the Window Sill Brackets to the Mounting Surface

- Completely lower the bottom rail.
- Attach each bottom rail end cap to the window sill brackets by sliding one of the end cap tabs into the bracket.
- Snap the other tab down into the bracket by gently pushing the end cap into the tab until it clicks into place.
- With a pencil, mark the front of the sill bracket on mounting surface to assist you in locating screw placement.
 - If the shading is too short to mark the sill bracket, lengthen the shading. See Troubleshooting problem, “The bottom rail is too short...” on page 12.

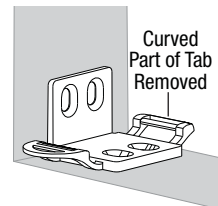


CAUTION: The bottom rail must be level in order for the shading to operate correctly. The window sill brackets must also be installed level and aligned with one another. If the bottom sill is not level, use shims to ensure that the brackets are the same height.

- Remove each bracket from the shading by pressing on the front curve of the window sill bracket.
- Attach the brackets to the mounting surface using two screws.



- The curved part of the back thumb tab can be removed for flush mounting against the window.
- Attach the bottom rail end caps to the window sill brackets.

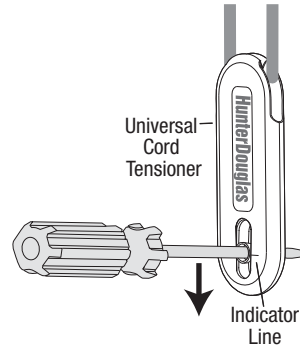


INSTALLATION

Attach the Universal Cord Tensioner

Before doing anything, you **must** first slide the cord tensioner to the bottom of the cord loop.

- Insert a small screwdriver, punch, or awl through the screw hole at the bottom of the cord tensioner.
- Move the screw hole down to the indicator line to release the safety mechanism.
- Slide the cord tensioner down to the bottom of the cord loop.
- Attach the cord tensioner according to the instructions provided with the Universal Cord Tensioner Installation Kit.



WARNING: It is imperative that the cord tensioner be properly secured to the wall or window frame to reduce children's access to the cord loop. Young children can **STRANGLE** in cord loops. They can also wrap cords around their necks and **STRANGLE**.

CAUTION: The shading will not operate properly unless the cord tensioner is secured. A *Universal Cord Tensioner Installation Kit* has been included with your shading. Follow the instructions in the kit to correctly secure the cord tensioner.

OPERATION

Operate the Shading

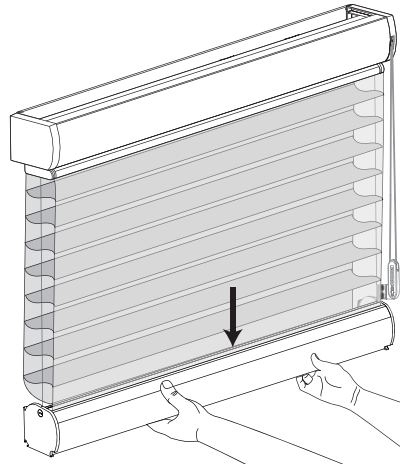
IMPORTANT: If you have not already done so, grasp the bottom rail and pull it down until all slack is removed from the side cords.

CAUTION: Operating the cord loop on the shading before pulling down the bottom rail, may cause cord slack and tangling.

Lower the Bottom Rail

- Pull the bottom rail down with both hands to the desired height.

IMPORTANT: When lifting and lowering the bottom rail, always lift evenly using both hands to avoid skewing.



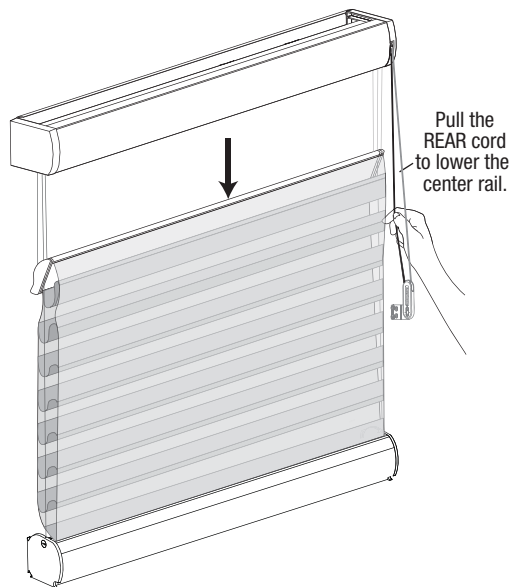
Lower the Center Rail

- Pull down on the rear cord of the cord loop to rotate the vanes open and lower the center rail.

IMPORTANT: When you first pull on the rear cord the vanes will open. Continue to pull on the rear cord to lower the center rail.



WARNING! Do not continue to lower the center rail beyond the point where it meets the bottom rail. This may create slack in the side cords. Slack cords present a potential strangulation risk to young children. See *Child Safety* on page 19.



OPERATION

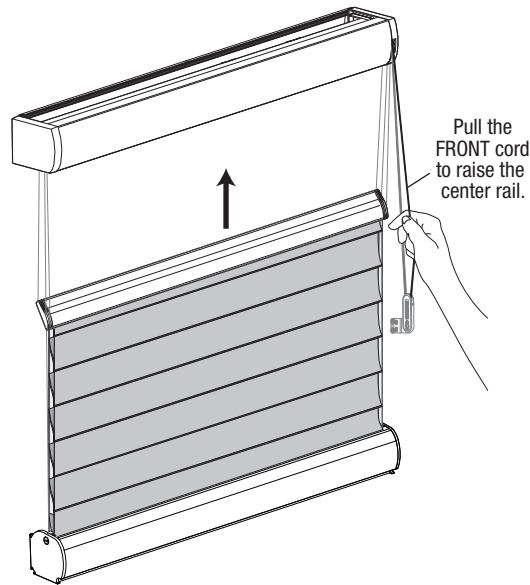
Tilt the Vanes

- Pull on the front cord to close the vanes or pull on the rear cord to open the vanes. The vanes will rotate as you begin pulling.

Raise the Center Rail

- Pull down on the front cord of the cord loop to rotate the vanes closed.
- Continue to pull on the front cord to raise the center rail.

IMPORTANT: If the cord tensioner moves up the cord, you have not secured the cord tensioner to the wall or window frame. You must do so for the shading to operate properly.



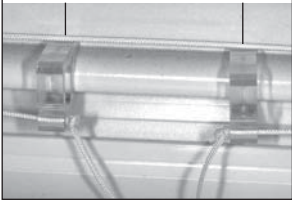
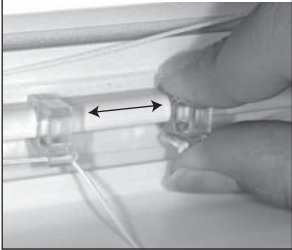
Raise the Bottom Rail

- To raise the bottom rail completely, first raise the center rail to its highest position.
- Disconnect the bottom rail from the window sill brackets.
- Use both hands to lift the bottom rail up with an even, level movement.



WARNING! Do not continue to lift the bottom rail beyond the point where it meets the center rail. This may create slack in the side cords. Slack cords present a potential strangulation risk to young children. See *Child Safety* on page 19.

Troubleshooting

Problem	Solution
The shading does not snap into the installation brackets.	<ul style="list-style-type: none"> ■ Only use the brackets supplied with your shading. Brackets must be mounted level. Use a level and shims to ensure that the brackets are aligned and level. ■ Check that the lever on the installation bracket slides over the headrail. See <i>Install The Shading</i> on page 5.
The headrail is not level.	<ul style="list-style-type: none"> ■ Use a level to check that the brackets are level and aligned to one another. Shim or re-align the brackets, if necessary.
The center rail is not level.	<ul style="list-style-type: none"> ■ Ensure that the headrail is level. If it is not level, see Troubleshooting problem, <i>"The headrail is not level"</i> above. ■ Check that the side cords are routed properly to the center and bottom rails. See Troubleshooting problem, <i>"The center rail raises and lowers, but the vanes will not tilt."</i> on page 16. ■ Check for tangled cords on the aluminum shaft in the headrail. See the second bullet on page 15. ■ Before adjusting the center rail, first lower the bottom rail all the way. Then lower the center rail to the lowest position. <ul style="list-style-type: none"> ➤ Locate the skew adjusters by looking up into the headrail from below. ➤ Slide each skew adjuster toward the outside of the shading until there is a slight slack in the cords. <p>Continued on next page.</p> <div data-bbox="938 1100 1227 1360"> <p>Located the skew adjusters by looking up into the headrail.</p>  </div> <div data-bbox="938 1419 1227 1717"> <p>Gently squeeze and slide to adjust.</p>  </div>




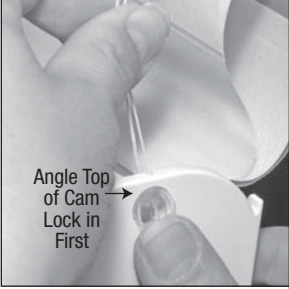
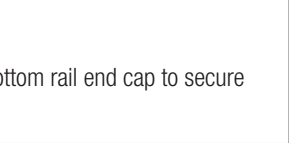
OPERATION

Problem	Solution
<p>(continued)</p> <p>The center rail is not level.</p>	<ul style="list-style-type: none"> ➤ Then slide each skew adjuster toward the center of the shading until until you feel resistance. Slide the skew adjuster slightly further until the rail is level to the bottom rail and the cord is taut. ➤ After adjusting, raise and lower the center rail to check your adjustments or to determine if further adjustment is needed.
<p>The bottom rail is not level.</p> <p>OR</p> <p>The bottom rail is too short or too long.</p>	<p>Your shadings are leveled and adjusted to the ordered length at the factory. If you find that the bottom rail is not level, one side can be adjusted or if the shading is too short you can adjust both sides of the bottom rail.</p> <p>CAUTION: Never adjust a bottom rail to an unlevel sill. Rails must be level for proper operation.</p> <ul style="list-style-type: none"> ■ Use a level to check that the bottom rail and window sill are level. If the window sill is unlevel, use shims to level the window sill brackets until the bottom rail is level. <p>Shade Height Adjustment</p> <ul style="list-style-type: none"> ■ Choose the side of the shading that needs adjustment. ■ Remove the tape on the inside of the bottom rail end cap that secures the excess cord. ■ Firmly hold the end of the cord located on top of the bottom rail. <p>IMPORTANT: DO NOT let go of the cord. Releasing the cord may cause it to retract into the bottom rail.</p> <p>Continued on next page.</p>



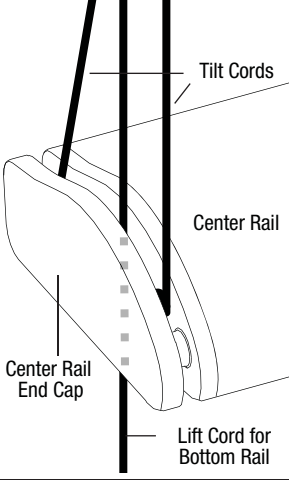
Problem	Solution
<p>(continued)</p> <p>The bottom rail is not level.</p> <p>OR</p> <p>The bottom rail is too short or too long.</p>	<ul style="list-style-type: none"> ■ Turn the cam lock located on the side of the end cap with a #4 or $\frac{3}{16}$ flat blade screwdriver a quarter turn counter clockwise to unlock the cord. ■ Adjust the shading to the desired position by pulling or retracting the cord, while supporting the bottom rail. ■ Turn the cam lock a quarter turn clockwise to lock the cord in place. ■ Repeat for the other side of shading. <p>Check your adjustment by raising the shading completely. Make sure the shading raises evenly and the bottom rail is level.</p> <div data-bbox="951 449 1240 737" data-label="Image"> </div> <div data-bbox="951 779 1240 1066" data-label="Image"> </div>
<p>The cords leading to the center rail are slack.</p>	<ul style="list-style-type: none"> ■ Raise the center rail first to the desired height. Lower the bottom rail until there is no longer slack in the cords. Do not lift the bottom rail beyond the point where it meets the center rail. ➤ Check that the cords are free and clear of any obstructions. ■ If there is still slack cords when the bottom and center rail are lowered fully, adjust the center rail skew adjusters. See Troubleshooting problem, “The center rail is not level” on page 11.
<p>The back cover has become detached from the headrail (during shipping or installation).</p>	<ul style="list-style-type: none"> ■ Slide the back cover clip along the track and off the end of the back cover. ■ Attach the clip back into the headrail. ■ Align the tab in the back cover with the slot in the clip and snap into place. <div data-bbox="943 1423 1224 1654" data-label="Image"> </div>

OPERATION

Problem	Solution
The cord comes out of the cam lock located on the bottom rail end cap.	<div><div><div>■ Thread the cord through the cam lock hole in a loop, as shown.</div><div></div></div><div><div>■ Locate the up arrow on the cam lock.</div><div></div></div><div><div>■ Place the cam lock in the cord loop, with the arrow up.</div><div></div></div><div><div>➤ Align the cord with the groove in the end cap.</div><div></div></div><div><div>■ Pull and guide the cam lock into the hole. Angle the top of the cam lock into the hole and snap into place.</div><div></div></div><div><div>■ To adjust the shading drop, lightly push up or pull down on the bottom rail until it is in the desired position.</div></div><div><div>■ Turn the cam lock a quarter turn clockwise to lock.</div></div><div><div>■ Tape the cord on the inside of the bottom rail end cap to secure the excess cord.</div></div></div>

Problem	Solution
<p>Cord loop movement is very stiff or the center rail will not raise or lower completely without getting stuck.</p>	<ul style="list-style-type: none"> ■ Do not force the cord loop to move the center rail. Always begin by lowering the bottom rail to its lowest position. Lower the center rail to its lowest position. Do not raise the center rail until it is first fully lowered. Repeat this process, if necessary. ■ Remove the shading from the window, see <i>Remove The Shading</i> on page 18. Look inside the headrail to see if the lift cords are tangled. They should be coiled neatly on the aluminum shaft. If either of the two cords are tangled, do the following: <ul style="list-style-type: none"> ➤ First lower the bottom rail to its lowest point. ➤ Gently lower the center rail until it reaches the snag. ➤ Free the snag by slightly pulling the cord loop back and forth. Repeat this process several times, as needed. If necessary, use your hand to free the tangle. ➤ Once the tangle is gone, lower the center rail to its lowest point. Then raise the center rail to restore proper operation of the shading.
<p>The bottom rail doesn't raise to the headrail.</p>	<ul style="list-style-type: none"> ■ The bottom rail and center rail are not designed to raise completely into the headrail. A small gap exists in all Silhouette® Top-Down/ Bottom-Up TiltAnywhere™ window shadings. ■ If a large gap exists, do the following: <ul style="list-style-type: none"> ➤ Lower the bottom rail to its lowest position. ➤ Slowly lift the bottom rail evenly. ➤ Check that all rails are level. Unlevel rails will cause the fabric to skew in the bottom rail. <p>CAUTION: Never adjust a bottom rail to an unlevel sill. Rails must be level for proper operation.</p>

OPERATION

Problem	Solution
<p>The center rail raises and lowers, but the vanes will not tilt.</p>	<ul style="list-style-type: none"> ■ Check the side cord routing through the center rail end caps (right). If any of the cords become looped around the end of the center rail, the cord loop may allow the center rail to move but not tilt the vanes. Route the cords correctly and normal tilting will be restored. 
<p>The fabric has a billowed look near the bottom rail while in the closed position.</p>	<ul style="list-style-type: none"> ■ Check that the side cords are routed properly to the center and bottom rails. Correct if necessary. See above. ■ Check for tangled cords on the aluminum shaft in the headrail. Correct if necessary. See the second bullet under <i>“Cord loop movement is very stiff...”</i> on page 15. ■ If no other cord problems are found, adjust the level of the center rail using the skew adjusters located in the headrail. See Troubleshooting problem, <i>“The center rail is not level”</i> on page 10.
<p>The fabric is puckered.</p>	<ul style="list-style-type: none"> ■ Minor puckering on wide shadings is normal. ■ Check that all rails are level. See Troubleshooting problem, <i>“The center rail is not level”</i> on page 11.
<p>The universal cord tensioner has climbed to the headrail.</p>	<ul style="list-style-type: none"> ■ Pull down the spring loaded screw hole to relieve tension and pull the universal cord tensioner to the bottom of the cord loop. Properly mount the cord tensioner. See the <i>Universal Cord Tensioner Installation Instructions</i> that came with your Cord Tensioner Kit.
<p>The universal cord tensioner grabs onto the cord upon operation.</p>	<ul style="list-style-type: none"> ■ Check that the universal cord tensioner is mounted properly. Reinstall, if necessary.

Cleaning Procedures

Silhouette® Top-Down/Bottom-Up with TiltAnywhere™ 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.

The Palette® Fabric-Covered Headrail

Hand wash using a sponge or delicate cloth and mild soap solution; handle with care as you would any fine fabric.

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 Silhouette window shadings.

Steam Cleaning

Do not steam clean Silhouette window shadings.

Injection/Extraction

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

- A dry method of injection/extraction is required for Silhouette Top-Down/Bottom-Up with TiltAnywhere window shadings.
- Never immerse the headrail in the solution.

Electrostatic Cleaning

Do not use electrostatic cleaning wipes on any Silhouette window shadings.

CARE

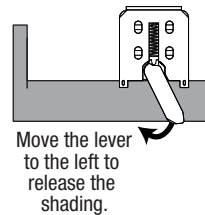
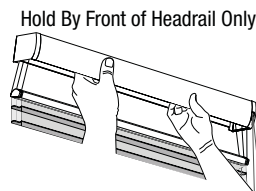
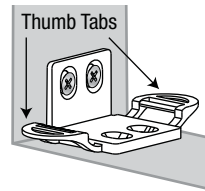
A Note About Silhouette® Fabrics

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.

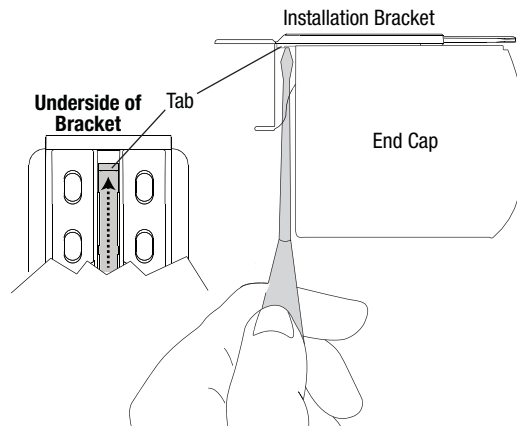
Remove the Shading

- Push the thumb tab to release the bottom rail from the sill bracket. Pivot the second tab out of the other bracket retainer.
- Raise the center rail and bottom rail almost completely, leaving enough room to grasp the headrail from the front.
- Move each lever of the installation brackets to the left to release the shading.



CAUTION: A flat blade screwdriver can be used to move the lever. Be very careful to not tear or damage any of the fabric.

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



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

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



WARNING

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

Young children can **STRANGLE** in cord loops. They can also 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.

Cord Loop Shadings

- Attach the cord tensioner on the cord loop to the wall or window casement. See *Attach The Universal Cord Tensioner (UCT)* on page 8. This can prevent children from pulling cord loops around their necks.
- Hunter Douglas provides a cord tensioner installation kit with instructions for attaching the cord tensioner. For the shading to operate properly, the cord tensioner must be correctly mounted and secured.
- Only Hunter Douglas supplied cord tensioners and hardware should be used. Replacement parts may be obtained by contacting the Hunter Douglas Customer Information Center at 1-888-501-8364.



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LIFETIME GUARANTEE

The Hunter Douglas Lifetime Guarantee is designed to ensure a thoroughly satisfying experience when selecting, purchasing and living with your window fashion products. If you are not thoroughly satisfied, simply contact Hunter Douglas Inc. at **1-888-501-8364** or visit **hunterdouglas.com**.

COVERED

BY A LIFETIME LIMITED WARRANTY

- Hunter Douglas window fashion products are covered for defects in materials, workmanship or failure to operate
- Operational cords for a full 7 years from the date of purchase (applies to products sold after January 1, 2008)
- All internal mechanisms
- Components and brackets
- Fabric delamination
- Hunter Douglas PowerRise®, PowerTilt™ and PowerGlide® 2.0, all with Platinum Technology™, and all other Hunter Douglas motorization components are covered for 5 years from date of purchase
- Repairs and/or replacements will be made with like or similar parts or products

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) or discoloration over time (with the exception of EverWood® Collection alternative wood blinds which carry a "Satisfaction Guarantee" covering fading, yellowing, warping and bowing for the life of the product)
- Failure to follow our instructions with respect to measurement, proper installation, cleaning or maintenance
- Shipping charges, cost of removal and reinstallation

For further details, see the warranty card included with your order.

TO OBTAIN WARRANTY SERVICE

1. Contact your original dealer (place of purchase) for warranty assistance.
2. Visit **hunterdouglas.com/customersupport** for additional warranty information and frequently asked questions.
3. Contact Hunter Douglas Inc. at **1-888-501-8364** (9:00 AM - 8:00 PM EST) 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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