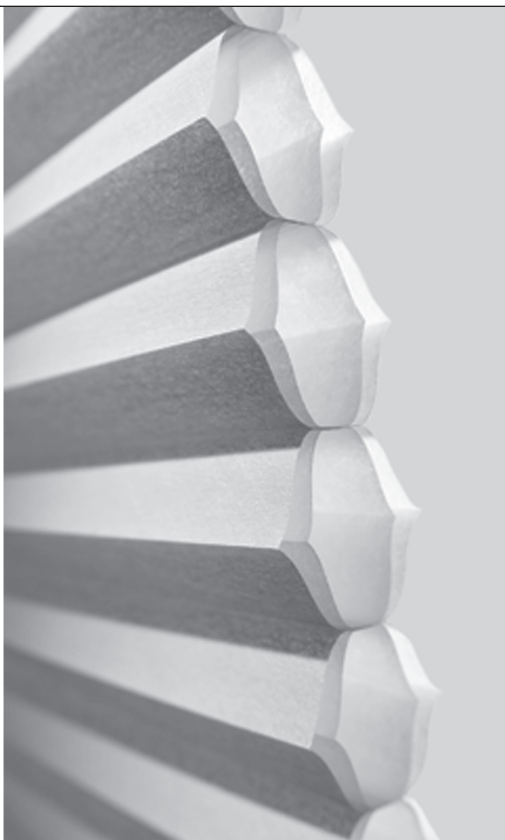
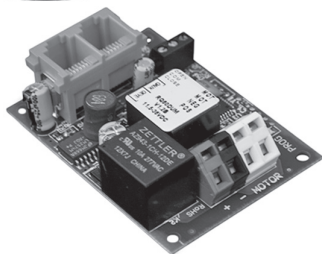
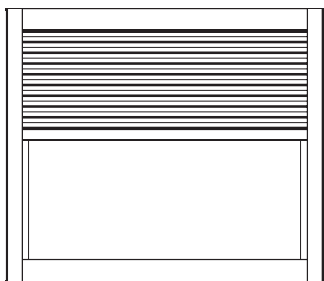


# HunterDouglas

Installation • Operation • Care



**Duette® Honeycomb Shades**  
**SkyLift™ Operating System**  
**Hard-Wired Motorization**

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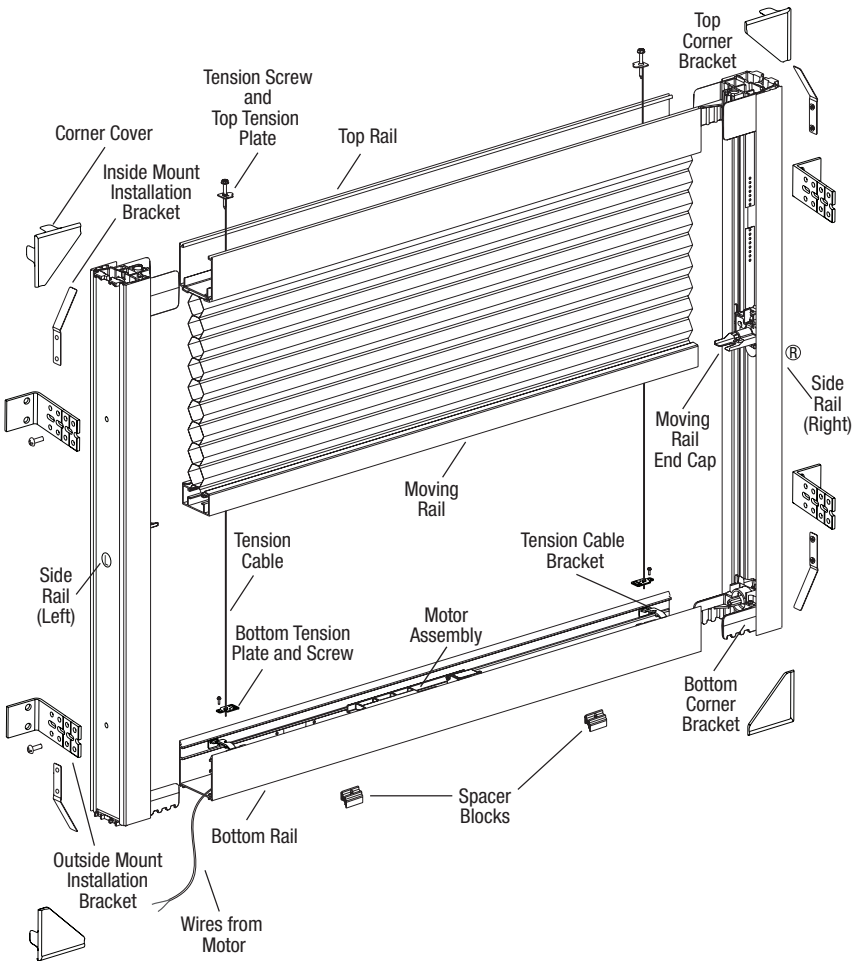
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## Questions?

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

## Product View



**Note:** 12V DC power supply and controller sold separately.

## GETTING STARTED

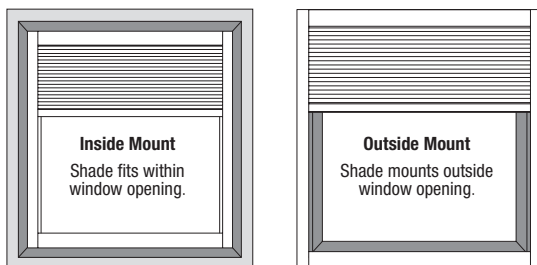
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Hunter Douglas Duette® SkyLift™ honeycomb shades with hard-wired motorization are recommended for professional installation only. Planning and wiring should be completed before the shades are installed.

Motorized shades ship with the motor installed inside the bottom rail. All other components required for operation are ordered separately. Consult a home automation professional if integrating with a home automation system.

Please thoroughly review this instruction booklet and the enclosed packing list before beginning the installation. Check the packaging to be sure you have all the components needed to install the shades. Keep the packaging until the shades perform to your satisfaction.

### Mounting Types



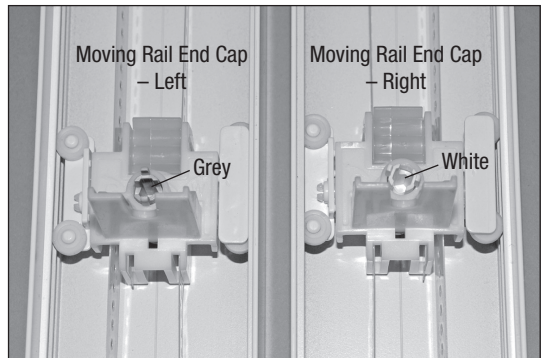
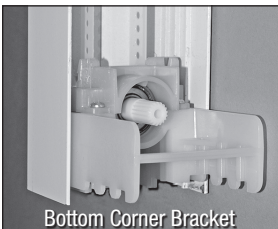
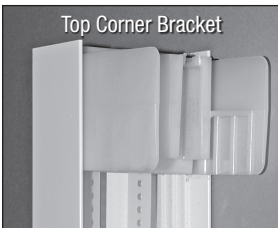
**CAUTION:** This shade cannot be installed as a “side stack” shade, operating from side-to-side within the window. Also, it cannot be installed as a “top-down” shade, where the fabric stack is at the bottom of the window.

### Tools Needed

- $\frac{5}{64}$ " Allen wrench (provided)
- Level (laser level is recommended)
- Measuring tape and pencil
- Needle-nose pliers
- Phillips screwdriver (magnetized screwdriver is recommended)
- Power drill,  $\frac{3}{32}$ " drill bit, and  $\frac{1}{4}$ " hex driver
- Sharp scissors
- Tape
- Wire stripper

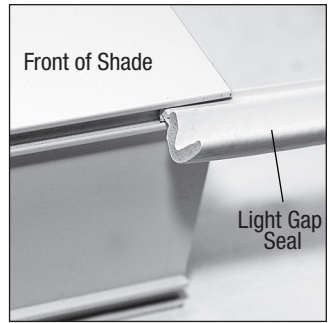
## Arrange the Shade Components for Assembly

- Unwrap the shade components.
  - Clear a large, clean space on the floor and position the components for assembly.
  - Remove the bubble wrap from the shade.
- Orient the top rail with the fabric colored side facing up and the bottom rail with non-grooved side up. Arrange the side rails with the “L” sticker on the left and the “R” sticker on the right. Orient the side rails so that the top corner brackets are at the top and the bottom corner brackets are at the bottom.
- Slide the moving rail end caps close to the top corner brackets.

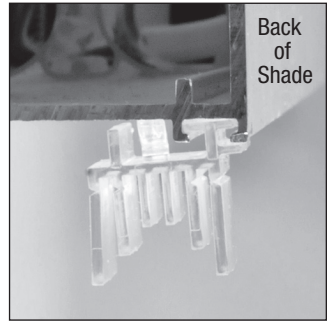


## ASSEMBLY

- **Inside Mount shades only:** The light gap seals should be inserted into the front channel of all four rails. Make sure they are inserted in the correct orientation, as shown.

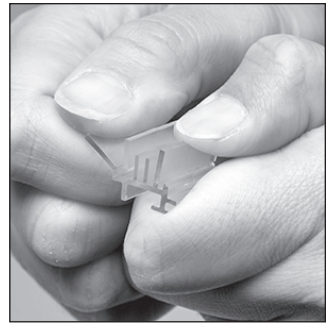


- **Inside Mount shades only:** If the angle of the installed shade will be 45° or steeper, slide two spacer blocks into the rear channel on the underside of the bottom rail. The spacer blocks prevent the light gap seal from over-compressing and ensure even positioning of the shade in the casement.



- Position the spacer blocks approximately  $\frac{1}{4}$  of the shade width from each end of the bottom rail.
- The plastic spacer blocks have tabs of  $\frac{1}{2}$ ",  $\frac{3}{8}$ ", and  $\frac{1}{4}$ ". If necessary, break off the outer tabs to adjust the spacer block to the appropriate size, so the shade fits evenly into the casement.

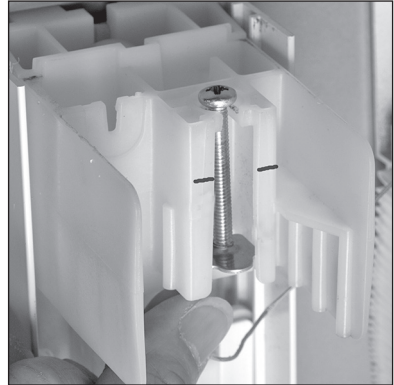
**NOTE:** The spacer blocks are packaged with corner covers.



## Insert the Top Tension Plates in Place

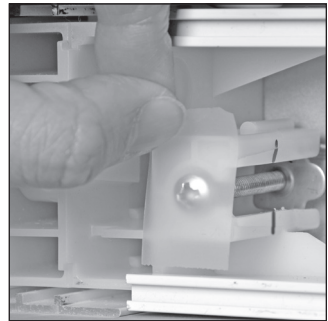
- Position the left side rail close to the top rail.
- Orient and insert the top left tension plate in the slot in the top corner bracket on the left side rail.

**TIP:** Tilt the screwhead up to insert the top tension plate first, then insert the screwhead in place.



- Place a strip of tape over the screwhead to keep the screw in place.

- Repeat the above steps on the right side.
- **If there are more than two tension cables:**  
Make sure all the top tension screw(s) and the top tension plate(s) are in place.



## ASSEMBLY

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### Attach the Side Rails to the Top and Bottom Rails

#### Attach the Left Side Rail to the Top Rail

- Insert the top left corner bracket into the top rail and the moving rail end cap into the moving rail, while keeping the fabric stacked.

**IMPORTANT:** Make sure both prongs of the moving rail end cap are in the bottom channel of the moving rail.

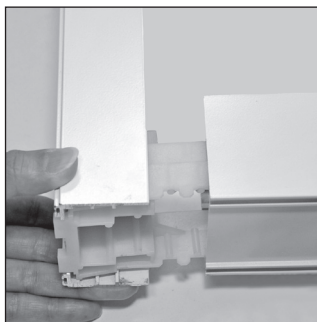
**CAUTION:** Be careful not to entangle the cable with any of the shade components.

- Stack the fabric evenly near the top rail.

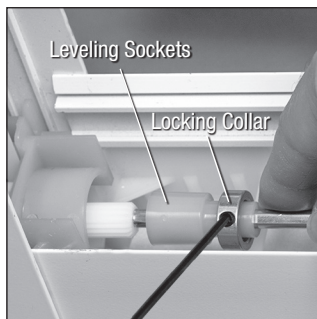


#### Attach the Left Side Rail to the Bottom Rail

- Insert the bottom left corner bracket into the bottom rail.



- Align the left end of the shaft in the bottom rail with the drive gear shaft.
- Slide the leveling socket onto the shaft and tighten the locking collar using the provided  $\frac{5}{64}$ " Allen wrench.



## Attach the Right Side Rail to the Top Rail

- Insert the top right corner bracket into the top rail and the moving rail end cap into the moving rail, while keeping the fabric stacked.

**IMPORTANT:** Make sure both prongs of the moving rail end cap are in the bottom channel of the moving rail.

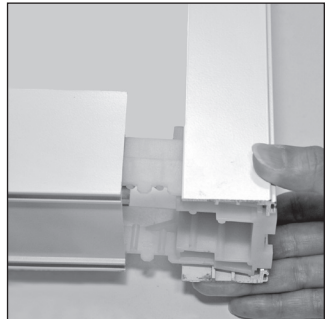
**CAUTION:** Be careful not to entangle the cable with any of the shade components.

- Stack the fabric evenly near the top rail.

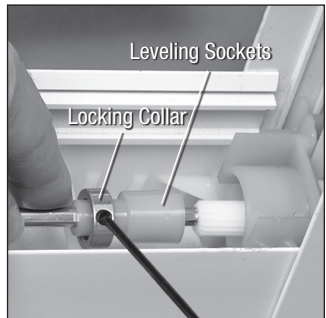


## Attach the Right Side Rail to the Bottom Rail

- Insert the bottom right corner bracket into the bottom rail.



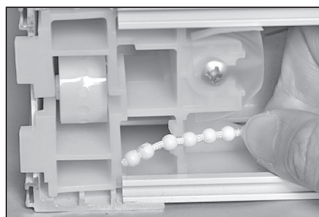
- Align the right end of shaft in the bottom rail with the drive gear shaft.
- Slide the leveling socket onto the shaft and tighten the locking collar using the provided  $\frac{5}{64}$ " Allen wrench.



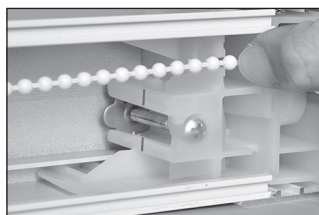
## ASSEMBLY

### Secure the Side Rails to the Top Rail

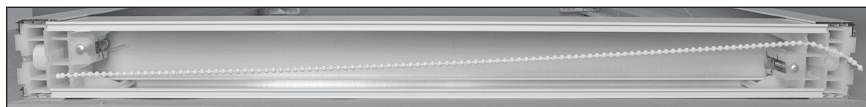
- Hook one end of the bead chain between the third and fourth bead from the end in the slot in the top left corner bracket.



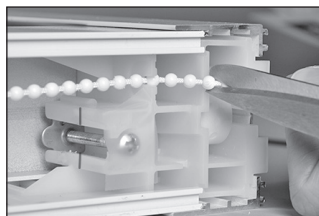
- Pull the bead chain taut and secure the other end of the bead chain in the slot in the top right corner bracket.



**IMPORTANT:** Make sure the bead chain is taut in order to hold the side rails together.

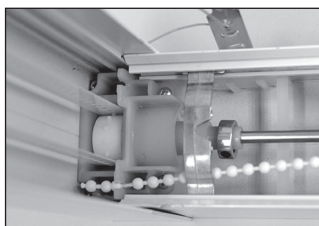


- Cut the excess bead chain, leaving 3 to 4 extra beads past the slot.



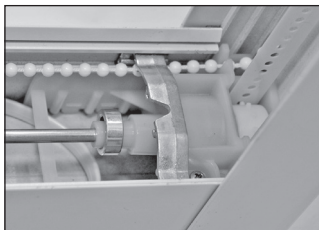
### Secure the Side Rails to the Bottom Rail

- Hook one end of bead chain between the third and fourth bead from the end in the slot in the bottom left corner bracket.



- Pull the bead chain taut and secure the other end of bead chain in the slot in the bottom right corner bracket.

**IMPORTANT:** Make sure the bead chain is under the tension cable brackets and taut in order to hold the side rails together.

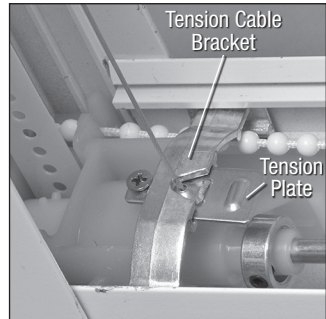
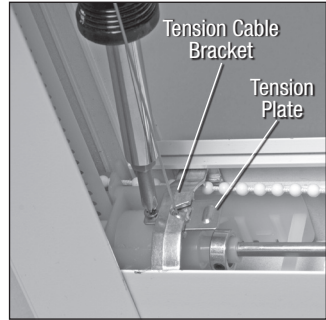


## Insert the Bottom Tension Plates in Place

- Place the bottom rail tension plate under the tension cable bracket in the bottom rail on the left side.
  - If you moved the tension cable bracket out of the way, move it back against the bottom corner bracket.
  - If the tension plate does not reach the tension cable bracket, check that the cable is not tangled with the top corner bracket.

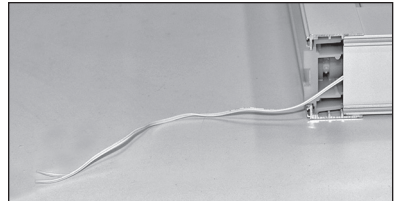
**IMPORTANT:** Make sure the tension cable is in the slot.

- Locate the bottom tension plate screws in the package, place the screw in the screw hole in the left bottom tension plate and tighten it to keep the tension plate in place.
- Repeat the above steps on the right side.
- **If there are more than two tension cables:** Repeat the above steps for each tension plate.



## Install the Bottom Rail Cover

- First, route the wires from the motor through either the right or left bottom corner bracket, depending on where the window is wired.
- Center the bottom rail cover on the bottom rail.
- Angle the cover into the back groove then down.



## ASSEMBLY

- Press the front of the cover into the front groove.



- Make sure all the tension cables are in the center of the holes in the rail cover.

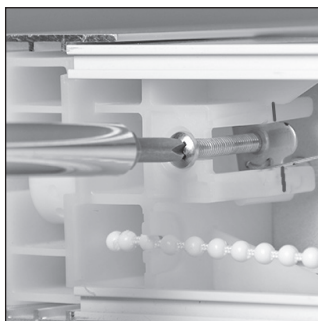
➤ Move the tension cable bracket(s) if necessary.

**IMPORTANT:** Be sure the cover is centered on the bottom rail.



### Adjust the Tension

- Remove the tape and tighten all the top tension screws in the top rail until the tension plates line up with the mark.



### Test the Shade

Prior to installing the shade in the window, test its operation.



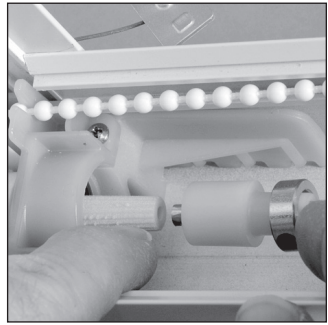
**WARNING!** Do not plug the power supply into the outlet until you have completed all the electrical connections. Any live power can give you an electric shock.

- Connect the wires from the motor and 12V DC power supply to a test switch.
- Plug in the power supply.
- Raise and lower the shade to test its operation.
- If the shade does not operate correctly, see "Troubleshooting" on page 18.

- Raise the moving rail approximately 12" above the bottom rail and check the level of the moving rail.
  - Measure the distance from the bottom rail to the moving rail on the left and right sides. If the distances are not equal, see "Adjust the Shade (If Necessary)" below.
- Raise the shade.
- Unplug the power supply and disconnect the test switch from the motor wires.

### **Adjust the Shade (If Necessary)**

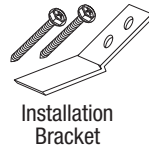
- Adjust one side of the moving rail if necessary.
  - Remove the bottom rail cover.
  - Loosen a locking collar on one side and slide the leveling socket off the shaft.
  - Adjust the moving rail on the side where the leveling socket is off the drive shaft.
  - After the moving rail is level, slide the leveling socket onto the drive gear shaft and tighten the locking collar.
  - Operate the shade to verify that the shade is level. Repeat the above steps, if necessary.
  - Reinstall the bottom rail cover.
- After the moving rail is level, raise the shade.
- Unplug the power supply and disconnect the test switch from the motor wires.



## INSTALLATION

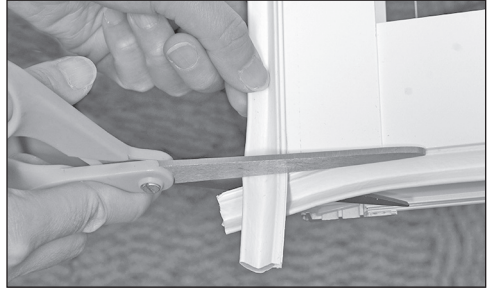
### Install the Shade — Inside Mount

Your order will include four installation brackets per shade and two mounting screws per installation bracket, plus four extra screws.



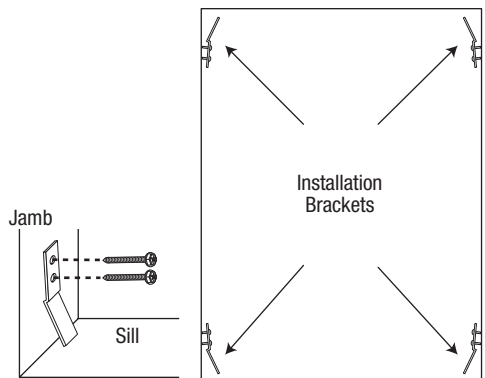
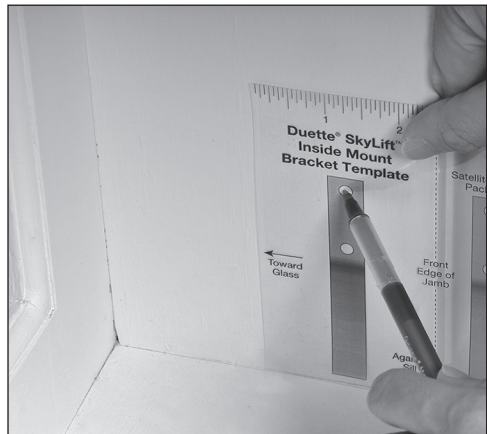
### Trim the Light Gap Seals

- Trim the excess light gap seal at all four corners with sharp scissors.



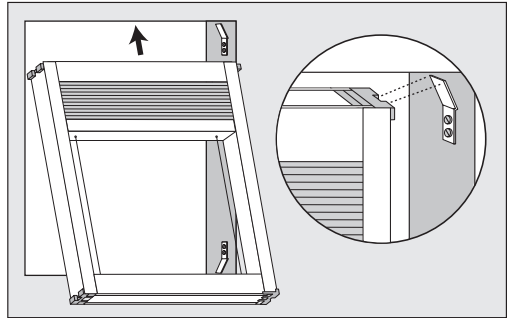
### Mount the Installation Brackets

- Starting with the bottom right corner of the skylight opening, hold the enclosed Duette® SkyLift™ Inside Mount Bracket Template with the arrow toward the glass.
- Line up the front edge of the jamb with the dotted line located at the 2½" mark on the template.
- Mark the screw locations and drill the screw holes using a 3/32" drill bit.
- Attach the installation brackets using the screws provided.
- Use the same side of the template for the top left corner of the skylight opening and follow the steps above.
- Flip the template and use the backside for the top right and the bottom left corners.

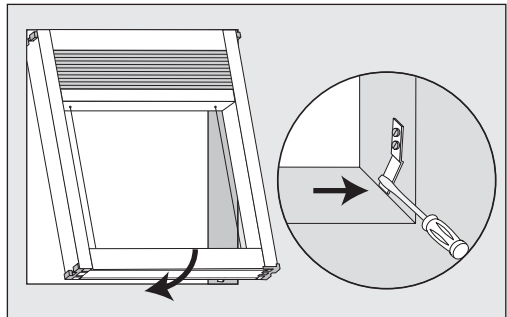


## Mount the Shade

- Slip the upper portion of the shade into the window frame. Make sure the installation brackets fit into the notches on the plastic hooks (inset).



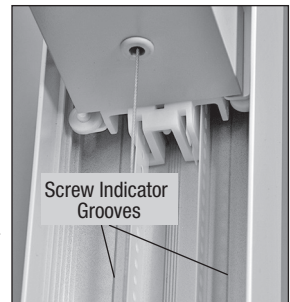
- Slip a screwdriver behind the shade and push back the brackets to install the lower end of the shade.



- Additional holes are punched in the side rails 8" from each corner. You may attach the side rails to the window frame using the provided extra screws.

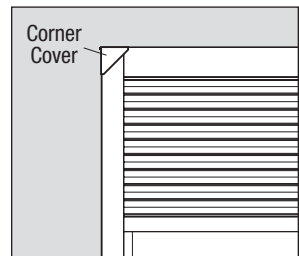
**IMPORTANT:** Do not overtighten these screws. Doing so can cause the side rails to bow in and prevent the shade from operating correctly.

**NOTE:** Additional screws can be added to secure the larger shades. If you choose to use more screws, drill installation holes on the screw indicator grooves in the side rails.



## Attach the Corner Covers

- Remove the adhesive backing from the corner covers.
- Press a cover onto each shade corner, extending them to the window frame to cover the light gap.



Proceed to "Connect the Wires" on page 16.

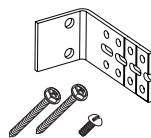
## INSTALLATION

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### Install the Shade — Outside Mount

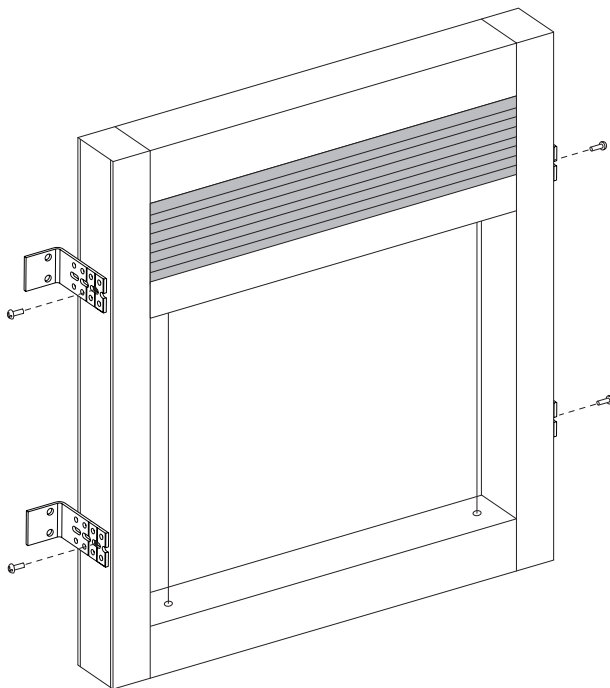
Your order will include four installation brackets (two for each side rail) as well as one  $\frac{3}{8}$ " screw and two  $1\frac{1}{2}$ " screws per installation bracket.

**IMPORTANT:** You may need another person to assist you with this installation.



### Attach the Installation Brackets to the Shade

- Attach the installation brackets to the shade through pre-drilled holes on the side rails using the  $\frac{3}{8}$ " screws provided.

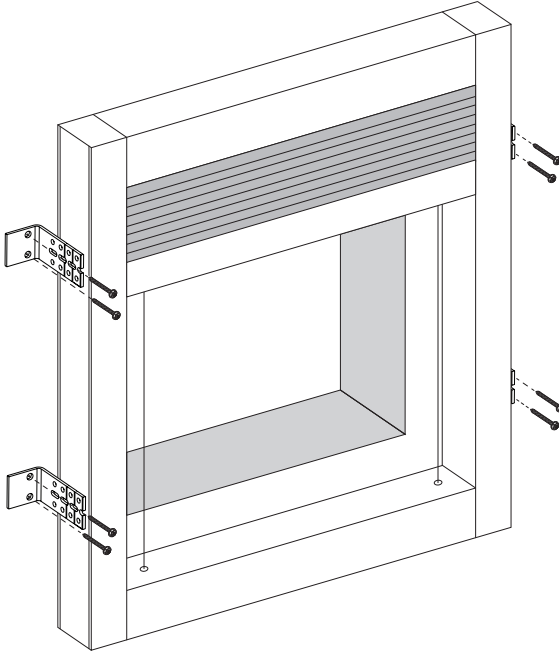


## **Mount the Shade**

- Place the shade over the window opening at the desired location.
- Mark the screw holes and drill them using a  $\frac{3}{32}$ " drill bit.

**CAUTION:** Use drywall anchors when mounting into drywall.

- Attach the installation brackets to the mounting surface using the 1 1/2" screws provided.



## INSTALLATION

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### Connect the Wires



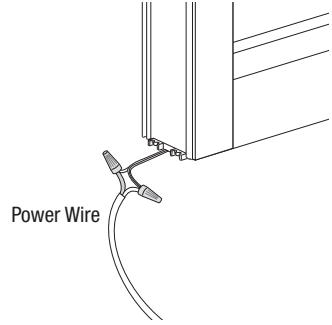
**WARNING!** Do not plug the 12V DC power supply into the outlet until you have completed all the electrical connections. Any live power can give you an electric shock.

- Connect the wires from the motor and power supply.

**NOTE:** The motor wire must be long enough to reach the power, but not so long that it could become entangled with the shade's moving parts. Trim excess wire.

**IMPORTANT:** Always check local electrical codes before completing any wiring.

**CAUTION:** Be sure the wires do not become pinched by the brackets or rails during installation. Damage or overheating of components could result.



Operate the Shade

- Lower and raise the shade using the control device(s) for your particular installation.

Further Reference

Refer to the Residential Motorization Dealer Technical Manual, as well as the instructions that may have come with your motor control device(s).

### Residential Motorization Dealer Technical Manual

This technical manual is a resource for Hunter Douglas dealers who are committed to selling and installing hard-wired motorized window coverings in the residential market. Hard-wired motorization represents a significant opportunity for dealers who are willing to invest the time and energy needed to develop an appropriate understanding of the complexities involved in these projects. This manual will provide information about all Hunter Douglas products available with hard-wired motorization.

- Hunter® honeycomb shades
- Silhouette® window shades
- Vigor® Modern Roman Shades
- Designer Roller and Designer Screen Shades
- PowerView® Wood Blinds
- Hunter® Wood Texture® Shades
- Motorized Drapery Tracks

#### CERTIFIED MOTORIZATION SPECIALIST

Hunter Douglas offers a certification program to dealers who are committed to excellence in hard-wired projects. Participating dealers must be certified by their Hunter Douglas Manufacturer and agree to the program requirements.

Certified Motorization Specialists receive the comprehensive and hands-on training necessary to provide exceptional service to consumers and increase motorization sales. Other benefits include:

- Lead generation.
- Referrals to contractors, designers and industry partners.
- Availability of exclusive motorized products.
- Specialized customer support.
- Customized merchandising solutions and marketing tools.
- Specialized e-mail newsletters and discussion groups.

#### HOW TO USE THIS MANUAL

This manual is divided into two main sections:

- **Section One: Introduction to Residential Motorization** explains the basics of hard-wired motorization.
- **Section Two: Planning and Installing Motorized Projects** goes into greater detail and covers advanced concepts.

We hope you understand the information in the first section before proceeding to the second. If you come across any terms that you do not understand, refer to the Common Terminology section beginning on page MM-18. If you have further questions, call your Hunter Douglas Sales Office.



Following are some key points about wiring for AC motorized electric shades:

- Wiring must be performed by a licensed electrician.
- Wiring must conform to local codes.
- Do not use standard double AC motors in parallel (daisy chain).

Caution: Failure to follow local electrical codes can result in fire or electrocution.

Effective 4/3/12

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MM-1

### Troubleshooting

If your shade is not operating correctly;

- First, refer to the table below for specific solutions for your shade.
- Next, review any guides that came with your motor control devices.
- If questions remain, please contact your fabricator motorization specialist.

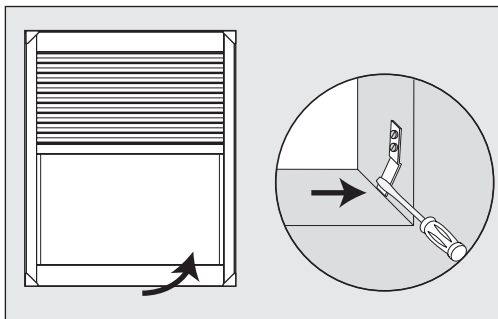
<b>Problem</b>	The motor does not operate.
<b>Solution</b>	<p>Check that the 12V DC power supply is securely plugged into the wall outlet and that the outlet has power.</p> <p>Check that the control device is programmed correctly. Refer to the documentation that came with the control device.</p> <p>Check that all wire connections are secure and properly connected.</p> <p>With power off, reverse the polarity of the motor wires and try operating the shade again.</p> <p>Check that wiring run guideline lengths have not been exceeded.</p>
<b>Problem</b>	The shade operates opposite of the intended direction. It goes up when you try to lower it or goes down when you try to raise it.
<b>Solution</b>	<p>Verify that the programming of the motor control device is correct.</p> <p>With power off, reverse the polarity of the motor wires.</p>
<b>Problem</b>	The shade stops before hitting the bottom rail.
<b>Solution</b>	<p>Adjust the tension brackets so that the tension cables are parallel to the side rails.</p> <p>Verify that the side rails are installed in the correct orientation.</p>
<b>Problem</b>	Adjacent shades do not stack evenly.
<b>Solution</b>	<p>It is considered normal if the stack-up on both shades is within <math>\frac{5}{16}</math>" of each other. If one shade stacks up tighter than another, lower and raise both shades several times.</p>

<b>Problem</b>	The shade operates slowly.
<b>Solution</b>	Larger shades use different internal gear box and may move at the half the speed of smaller shades.
<b>Problem</b>	There is some slack in the drive belt.
<b>Solution</b>	The drive belt should have some allowable slack when the shade is stacked. Tightening the tension screws will not remove the slack.

### Removing the shade (If Necessary)

#### Inside Mount

- Raise the shade to the top.
- Unplug the power supply and disconnect the power wires at the shade.
- If there are screws attaching the side rails to the window frame, unscrew them.
- Insert a screwdriver at the lower corners of the shade.
- Push back the brackets to release the lower end of the shade.
- Repeat the above steps to release the upper corners.



#### Outside Mount

- Unplug the power supply and disconnect the power wires at the shade.
- Unscrew the installation screws from the mounting surface.

### 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 Elan® 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, Commercial Opaque, Elan®, and Opalescence™ 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 removed. Do not rub the fabric.
- Allow the shade to dry in the completely lowered position.

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

**CAUTION:** Do not immerse SkyLift™ shades.

### **Ultrasonic Cleaning**

**CAUTION:** Do not ultrasonically clean SkyLift shades.

### **Injection/Extraction Cleaning**

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

- Use only the dry method of injection/extraction for Elan, Panache™, and Encore™ double honeycomb fabrics.
- If using injection/extraction for Batiste Bamboo and Batiste Textured™ fabrics, specify that no chemicals are used (water only).

## LIFETIME GUARANTEE

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

### COVERED

#### BY A LIFETIME LIMITED WARRANTY

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

### NOT COVERED

#### BY A LIFETIME LIMITED WARRANTY

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

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

### TO OBTAIN WARRANTY SERVICE

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

**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.

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