

HunterDouglas



Installation • Operation • Care



Duette® and Applause®
Honeycomb Shades
Vertiglide™ Side Stack Design

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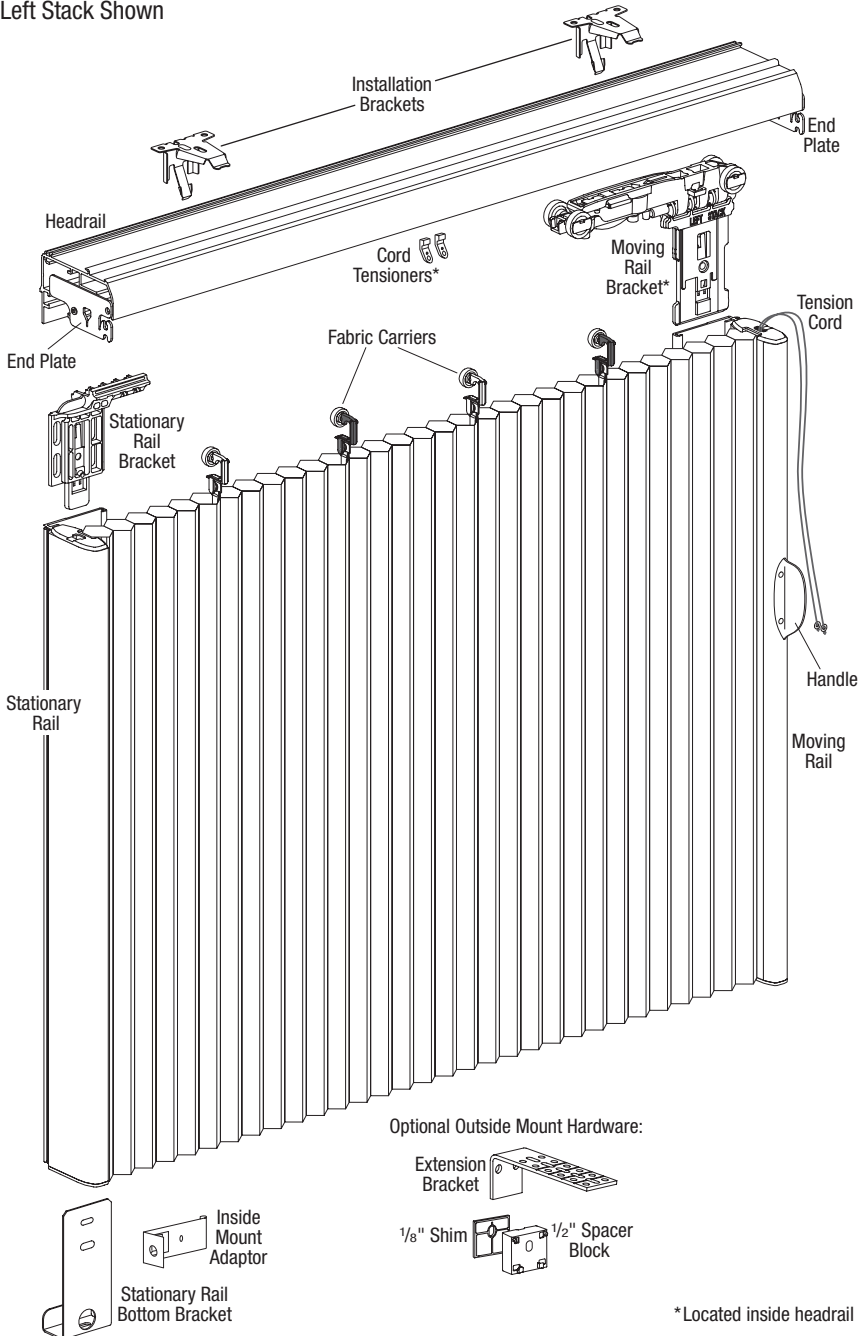
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Questions?

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

Product View

Left Stack Shown



*Located inside headrail

GETTING STARTED

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

To get started, unpack the shade and remove all foam/packaging materials. Check that all parts shown on the packing list are included with the order. Please thoroughly review this instruction booklet before beginning the installation.

IMPORTANT: Cords are wrapped around a cord organizer located approximately 6" from the top of the moving rail. Please do not unwrap the cords until instructed to do so.



Tools and Fasteners Needed

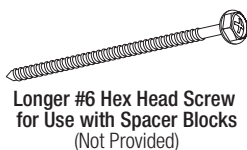
- Flat blade and magnetic-tipped Phillips screwdrivers
- Level (laser level is recommended)
- Measuring tape and pencil
- Power drill, $\frac{3}{32}$ " drill bit, and $\frac{1}{4}$ " hex driver
- Scissors

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 #6 screws long enough for a secure attachment.
- **Speed Nuts and Screws (Provided).** Extension brackets come with speed nuts and screws.
- **Drywall Anchors (Not Provided).** Use drywall anchors when mounting into drywall.



#6 x $1\frac{1}{2}$ "
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)

Recommended Number of Installers

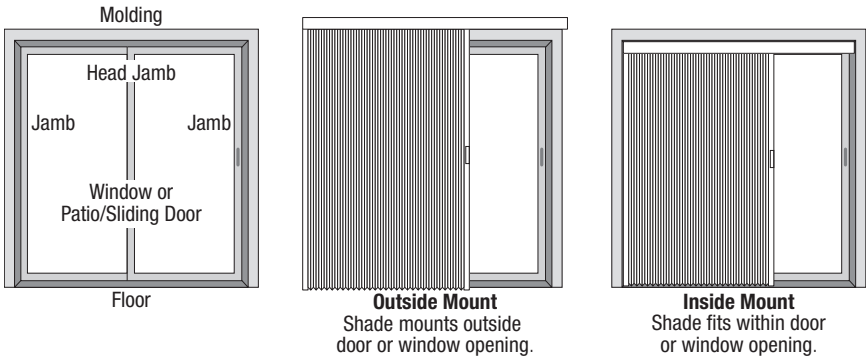
- Two installers are recommended for shades over 84" wide.

Installation Overview

Installation of Vertiglide™ shades varies based on the shade mounting type, stacking design, and the valance type selected.

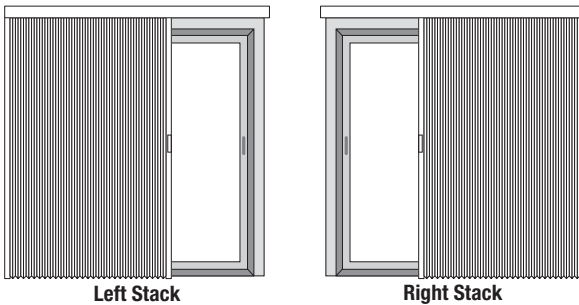
Mounting Types and Window Terminology

- Review the mounting types and basic window terminology illustrated below. Determine if your shade is an outside mount or inside mount. For ceiling mount applications, refer to the inside mount instructions.



Stacking Designs

- Determine which Vertiglide stacking design you are installing: left stack or right stack.
- If a sliding glass door opens from the right side, a left stack design is best. If the door opens from the left side, a right stack design is best.

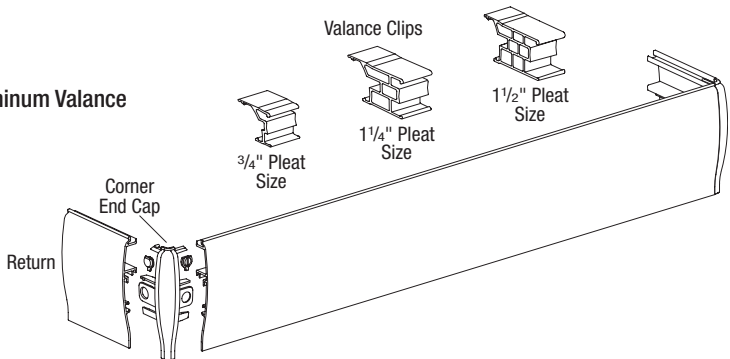


INSTALLATION

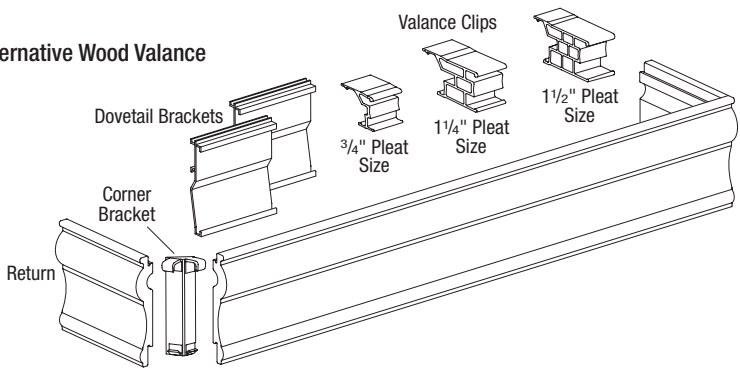
Valance Types

- Determine the type of valance you are installing with your shade: Sydney III (aluminum) or EverWood® Grandover™ (alternative wood).

Sydney III Aluminum Valance



Grandover Alternative Wood Valance



Installation Brackets Required

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



Shade Width	Brackets Required
12" – 31"	2
31 1/8" – 66"	3
66 1/8" – 96"	4
96 1/8" – 139"	5
139 1/8" – 168"	6

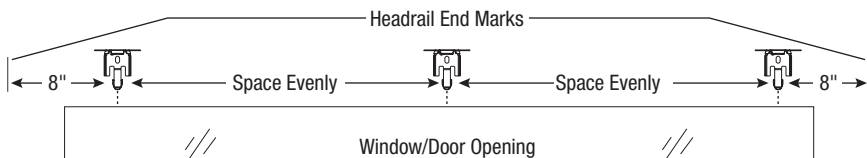
Next Step

- Refer to the page below based on your shade mounting type:
 - Outside Mount — Page 5
 - Inside/Ceiling Mount — Page 18

Outside Mount

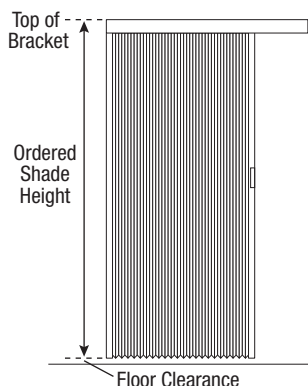
Mount the Installation Brackets

- 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.



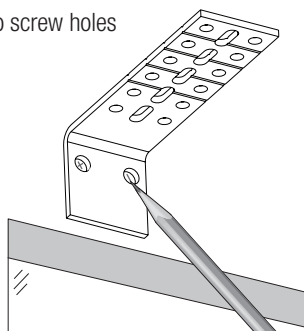
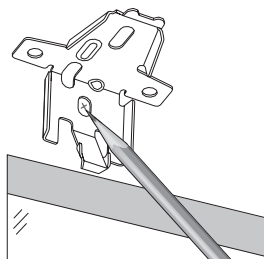
- Mark end bracket locations 8" in from each end of the headrail.
 - Mark the locations of any additional brackets, spaced evenly between the two end brackets. Mount into wood whenever possible.
- Determine where to place the top of the installation brackets.
 - Add the desired floor clearance to the ordered height of the shade. The ordered height can be found on the packaging label. A minimum of 1/2" floor clearance is recommended.
 - Measure the total distance up from the floor. This is where to place the top of the installation brackets.
 - A minimum flat vertical surface of 1 1/4" is required to mount the brackets.

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



- Center the brackets on your marks and mark the screw holes.

- When using extension brackets, mark two screw holes per bracket.



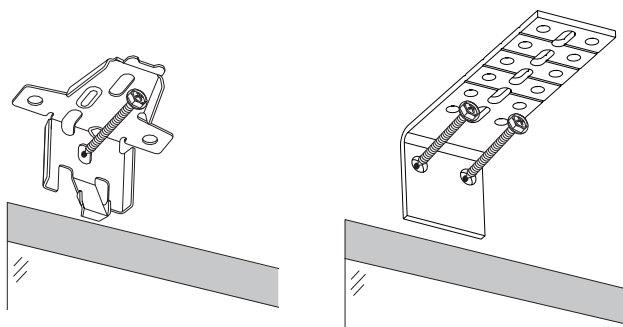
INSTALLATION – OUTSIDE MOUNT

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

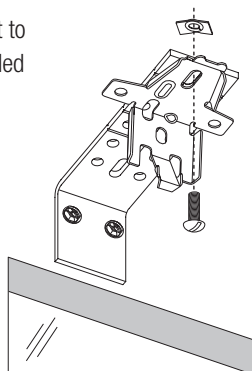
CAUTION: Use drywall anchors when mounting into drywall. Use the drill bit size recommended by the manufacturer.

- Attach the installation or extension brackets using the screws provided.

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

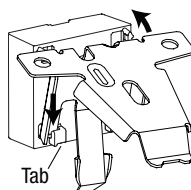


- If using extension brackets, attach an installation bracket to the underside of each extension bracket using the provided screws and speed nuts.



- If using spacer blocks, first attach the installation bracket to the $\frac{1}{2}$ " spacer block before stacking additional spacer blocks or shims together.

- Insert the legs of the installation bracket into the tabs on the spacer block.
- Then rotate the installation bracket back.
- Use a maximum of three spacer blocks ($1\frac{1}{2}$ ") per installation bracket.



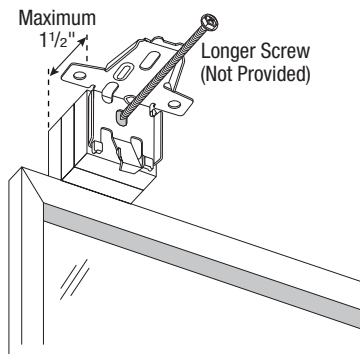
IMPORTANT: For the $1\frac{1}{2}$ " pleat size, a minimum $\frac{1}{4}$ " rear clearance is recommended.

- Attach the spacer blocks and installation brackets with #6 hex head mounting screws long enough for a secure installation. (See chart below.) Longer screws are not provided.

- The top of the spacer blocks should be at the desired shade height.
- The front edges of the installation brackets must be level and aligned to each other.

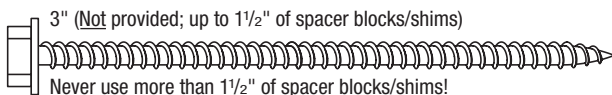
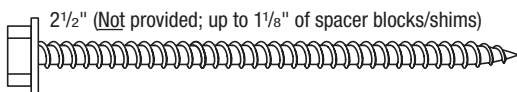
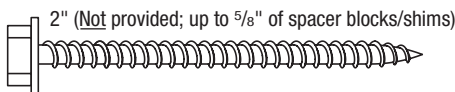
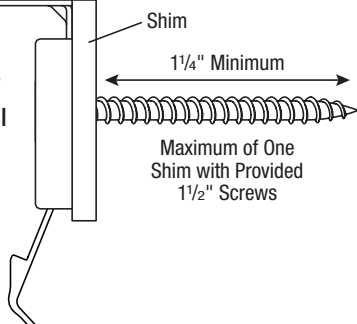
CAUTION: Use drywall anchors when mounting into drywall.

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



IMPORTANT: The provided 1 1/2" screws can only be used with a maximum of one 1/8" shim. **You will need to supply longer screws if additional clearance is required.**

A minimum 1 1/4" length of screw threads must extend beyond the last spacer block or shim. Use appropriate wall anchors when mounting into drywall.



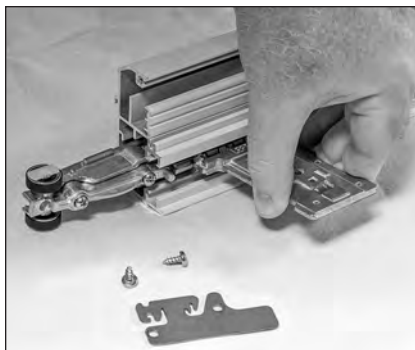
Never use more than 1 1/2" of spacer blocks/shims!

INSTALLATION – OUTSIDE MOUNT

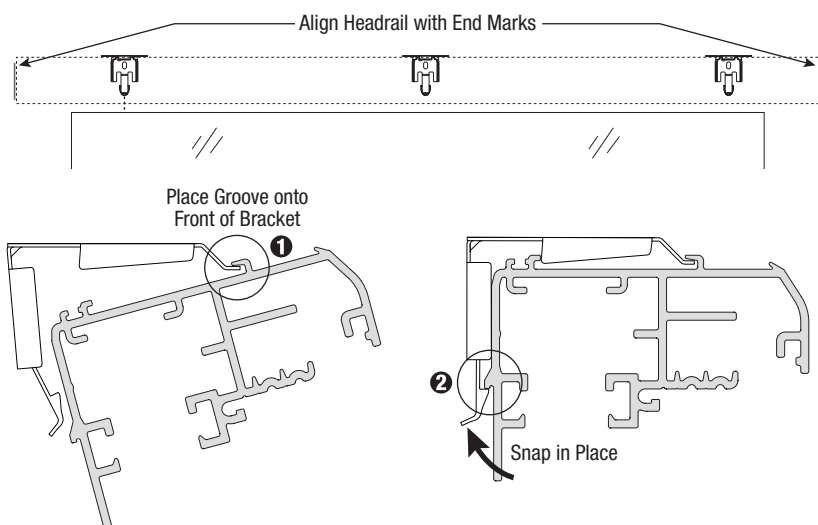
Mount the Headrail

NOTE: A left stack design is shown throughout these instructions. Procedures for a right stack design are the same but at opposite sides of the fabric stack and headrail.

- First, remove the moving rail bracket from the headrail.
 - Remove the end plate from the stacking side of the headrail.
 - Slide out the moving rail bracket.
 - Do not remove the cord tensioners from the headrail.



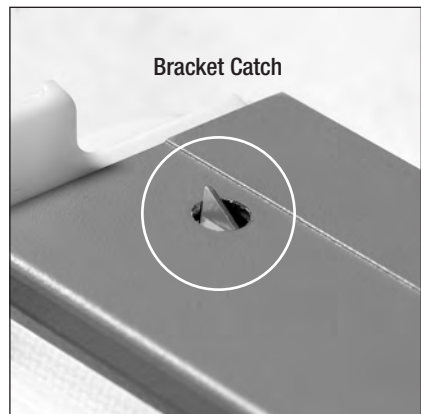
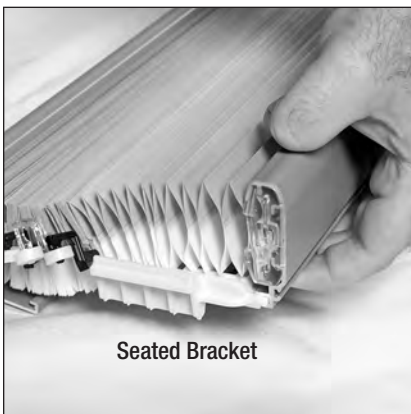
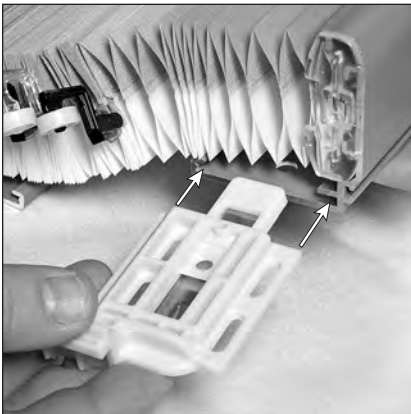
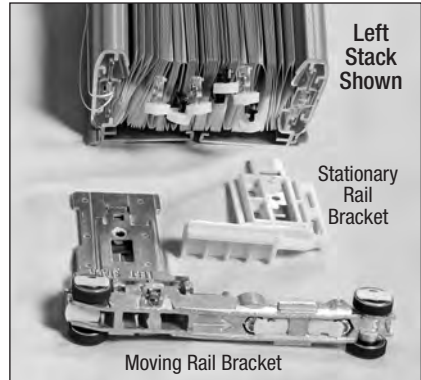
- Without reattaching the end plate, mount the headrail.
 - Carefully align the headrail with the end marks on the mounting surface. (Headrail position cannot be easily adjusted after the headrail is mounted.)
 - Place the front groove on the headrail onto the front lip of the installation brackets.
 - Rotate the rear of the headrail up and push back until the headrail snaps in place.



Prepare the Fabric Stack

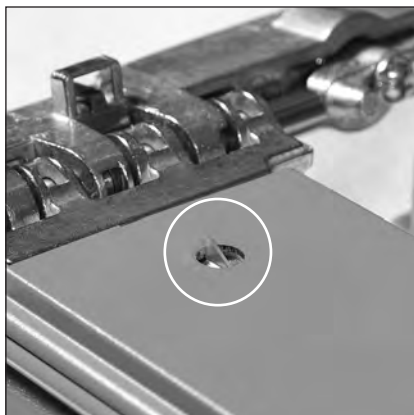
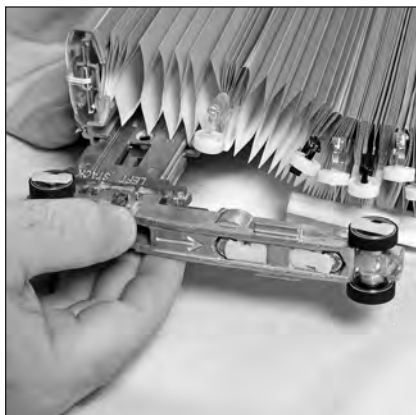
At the top of the fabric stack, a stationary rail bracket will be installed into the stationary rail and the moving rail bracket will be installed into the moving rail. In addition, a stationary rail bottom bracket will be installed into the bottom of the stationary rail.

- Insert the stationary rail bracket into the vertical rail on the side where the fabric stacks.
- The bracket fits into the grooves on the rear of the vertical rail.
- Insert the bracket until it is seated and the bracket catch snaps into the hole on the back of the rail. Check that the bracket catch is fully engaged.

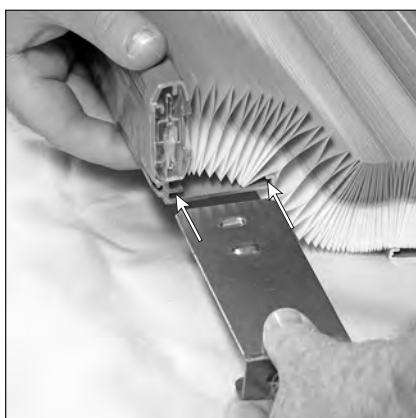


INSTALLATION – OUTSIDE MOUNT

- Insert the moving rail bracket into the moving rail.
 - Like the stationary rail bracket, the moving rail bracket fits into the grooves on the rear of the rail.
 - Insert the bracket until the bracket catch snaps into the hole on the back of the rail. Check that the bracket catch is fully engaged.

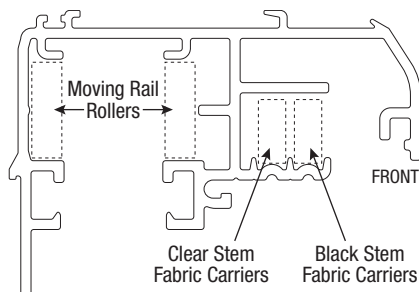


- Insert the stationary rail bottom bracket into the bottom of the stationary rail.
 - The bracket fits into grooves at the bottom of the rail.
 - Insert the bracket with the mounting flanges to the back, away from the fabric stack as shown in the photos. Do not seat the bracket; about 1/4" should extend from the rail.
 - After inserting the bracket, peel off the red label.

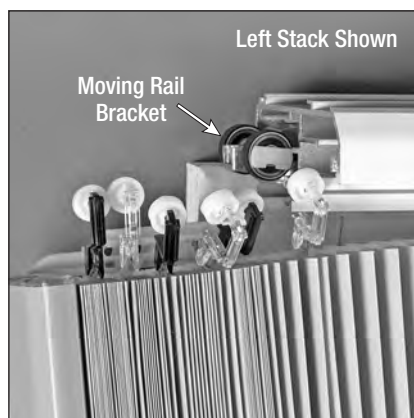


Install the Rails and Fabric Stack into the Headrail

- Review the diagram at right to familiarize yourself with where the moving rail rollers and fabric carrier wheels fit inside the headrail.



- Insert the moving rail bracket part way into the rear of the headrail.
 - Allow the bracket to move all the way into the headrail as you install the fabric carrier wheels.
 - Insert the moving rail bracket from the left side for a left stack design or from the right side for a right stack design.



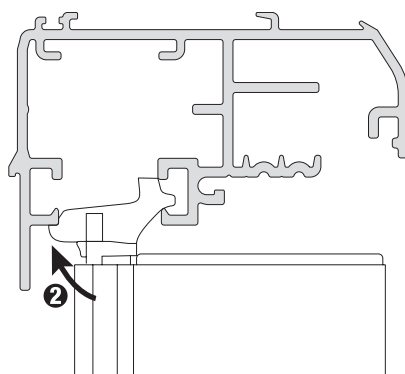
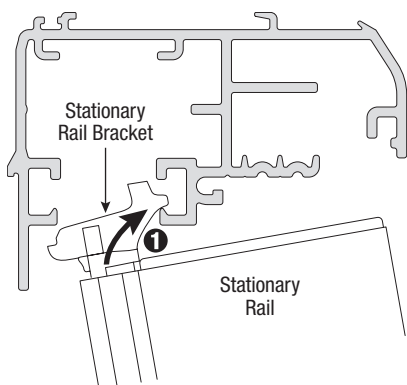
INSTALLATION – OUTSIDE MOUNT

- Insert the fabric carrier wheels into the headrail. (Unwrap a small amount of cord from the orange cord organizer if you need more slack.)
 - The wheels with clear stems fit into the rear channel and the wheels with black stems into the front channel.

NOTE: The fabric carrier wheels only fit into the rail the correct way; it is not possible to install them into the wrong channel.



- Slide the moving rail bracket and fabric carriers far enough into the headrail to hook the stationary rail bracket in place.
 - Tilt the bottom of the stationary rail toward you and hook the bracket to the headrail as illustrated.
 - Allow the stationary rail to hang freely.

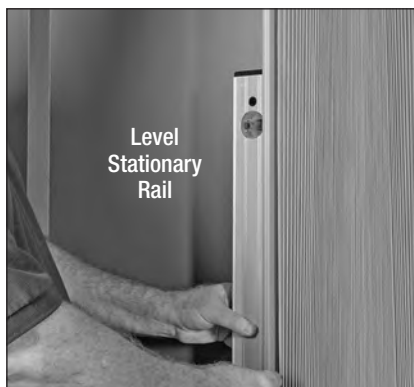


- Reattach the end plate onto the stacking end of the headrail. Use the same two small screws that were removed earlier.

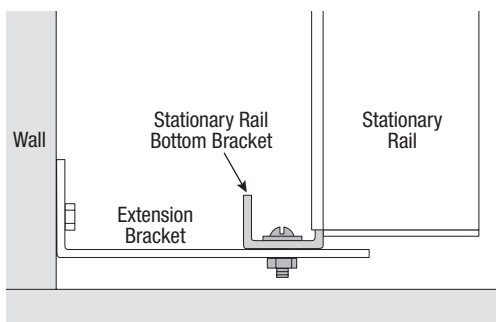
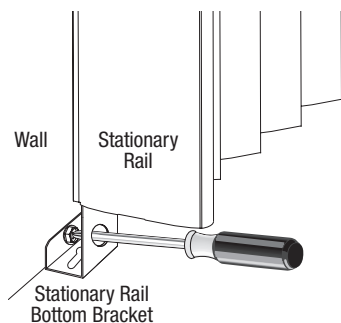
- Move the stationary rail flush with the end plate.

NOTE: To move the stationary rail bracket, pull the bottom of the rail into the room slightly before sliding the bracket.

- Attach the stationary rail bottom bracket. The bracket may be attached to the wall or floor. In most cases, to avoid drilling into the floor it is attached to the wall.
 - Level the stationary rail front to back and side to side.
 - Attach the stationary rail bottom bracket using the screw provided.
 - If you used spacer blocks or extension brackets with the installation brackets, use an extension bracket to mount the stationary rail away from the wall.



CAUTION: Use drywall anchors when mounting into drywall.



- Secure the stationary rail bracket using the provided small screw. Hold the bracket in place and screw through either of the two holes on the bracket.

NOTE: Two #8 x 3/8" pan head screws are provided; one is a spare.



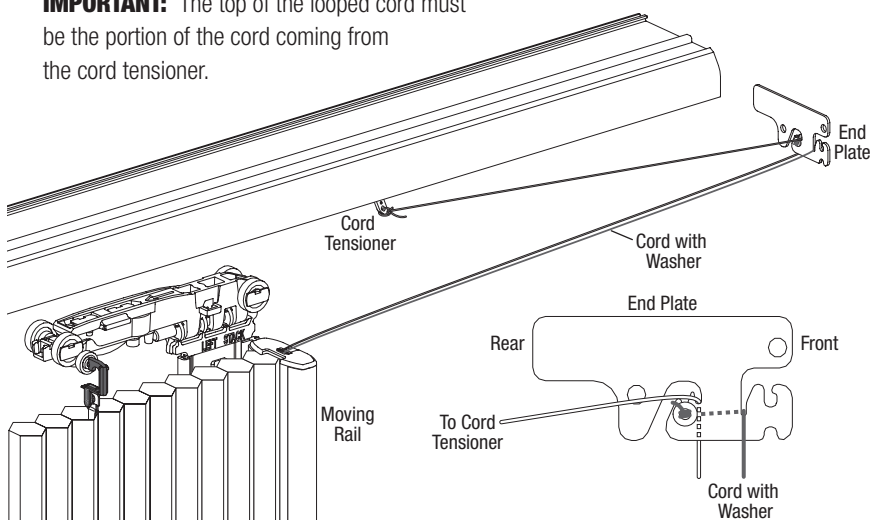
Position the Cords and Set Cord Tension

- Unwrap the cord from the orange cord organizer.
 - Remove any twists by running a finger between the two cords.
 - Note that both ends of the cords have a washer to prevent the cords from slipping into the vertical rail.



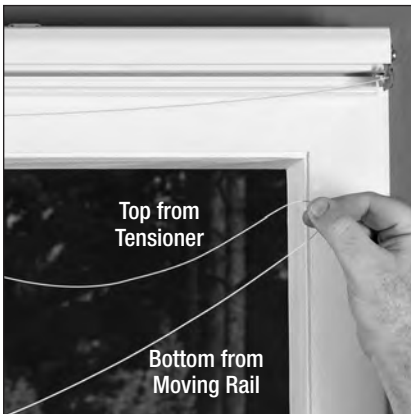
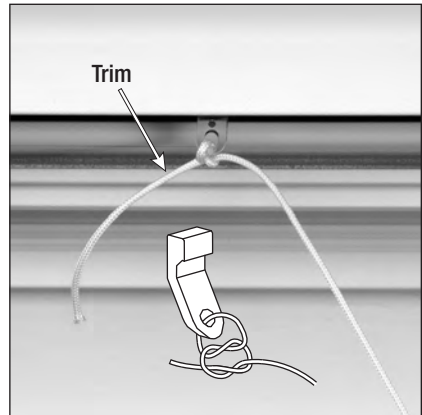
- Study the cording diagram below. The cords are connected to the end plate that is opposite the fabric stack. (In the illustration, the two cords are shaded differently to make the routing easier to follow.)
 - One of the ends with washer is anchored to the end plate at the first slot from the rear.
 - The washer on the other cord is trimmed off and the end is tied to the cord tensioner. Then that cord is looped around the second slot from the rear.

IMPORTANT: The top of the looped cord must be the portion of the cord coming from the cord tensioner.



■ Position the cords.

- From the outside of the end plate, place the washer on the end of one cord into the first slot from the rear on the inside of the end plate, as shown. Loop the cord behind the end plate back through the second slot from the front and pull it taut to seat the washer.
- Cut the washer from the end of the other cord and tie the cord to the cord tensioner using a square knot. (There are two cord tensioners in the headrail; one is a spare.) Trim the end of the cord to about 1/2".
- Loop the cord from the tensioner around the second slot from the rear. The top of the loop must be the cord from the cord tensioner. Be sure the cord is not twisted.



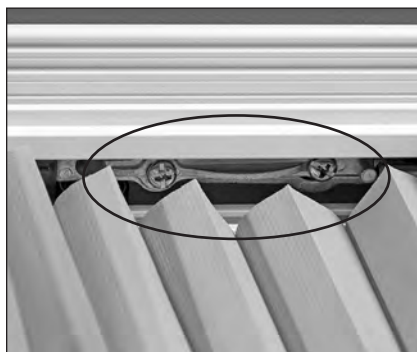
INSTALLATION – OUTSIDE MOUNT

- Remove slack from the cord by moving the cord tensioner away from the end plate it is looped around.
 - If the tensioner must be moved more than one-third of the headrail width away from its end plate to remove slack, re-tie the knot and trim the excess cord.
 - Do not put tension on the cords at this time. Just remove the slack.

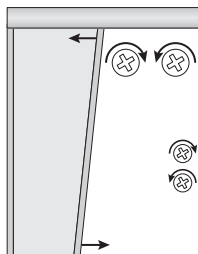
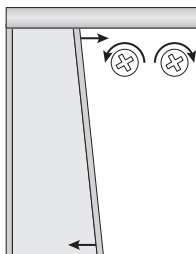




- Adjust the moving rail to vertical, if necessary. Work from the front side of the shade.
 - Locate the Phillips screws on the moving rail bracket.
 - To adjust the bottom end of the moving rail to the right, loosen the right screw one-half turn, then tighten the left screw one-half turn. Repeat until the rail is properly aligned.
 - To adjust the bottom end of the moving rail to the left, loosen the left screw one-half turn, then tighten the right screw one-half turn. Repeat until the rail is properly aligned.

IMPORTANT: After making the adjustments, check to be sure both screws are tight on the moving rail bracket.

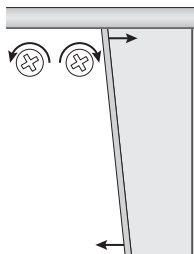
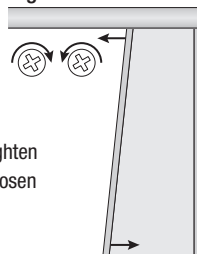


Left Stack



 = Tighten
 = Loosen

Right Stack



■ Tension the cord.

IMPORTANT: When the cord is properly tensioned, the moving rail slides easily yet holds its position anywhere along its travel.

- Slide the cord tensioner along its channel in the headrail until the cord is taut.
- Fully open and close the fabric stack several times. This evenly distributes tension throughout the shade.
- If necessary, readjust the cord tensioner by sliding it until the cord is taut. Check to ensure the proper tension. Make any needed adjustments by sliding the cord tensioner in its channel so that the moving rail slides easily and holds its position anywhere along its travel.

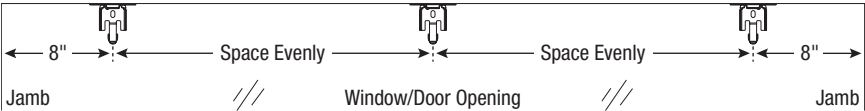


Proceed to “Valance Attachment” on page 29.

Inside/Ceiling Mount

Mount the Installation Brackets

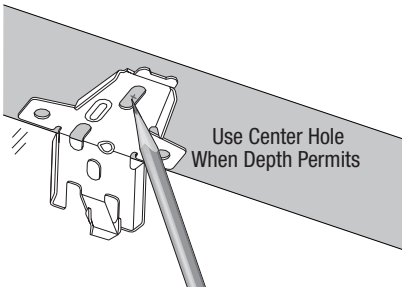
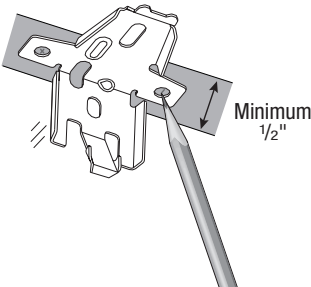
- Mark 8" in from each jamb. This marks the center points of the two end brackets.
 - Mark the locations of any additional brackets, spaced evenly between the two end brackets.



- Center the brackets on your marks and mark the screw holes.
 - The minimum casement depth for mounting the installation brackets is 1/2". Mark both of the winged screw holes with shallow mounting depths.
 - The minimum casement depth for a fully recessed mount varies with valance type and fabric pleat size, as shown in the table. Mark the center screw hole when depth permits.

Valance Type	Fully Recessed Depth		
	3/4" Pleat	1 1/4" Pleat	1 1/2" Pleat
Aluminum	3 7/8"	4 5/8"	5 1/8"
Alternative Wood	4 1/4"	5"	5 5/8"

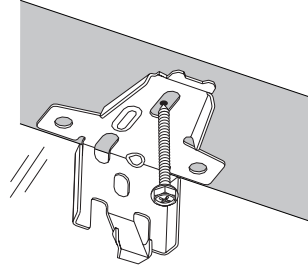
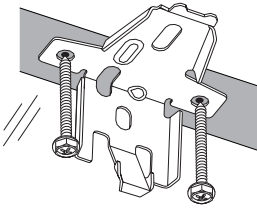
IMPORTANT: For the 1 1/2" pleat size, a minimum 1/4" rear clearance is recommended.



- Drill the screw holes using a 3/32" drill bit.
 - CAUTION:** Use drywall anchors when mounting into drywall. Use the drill bit size recommended by the manufacturer.

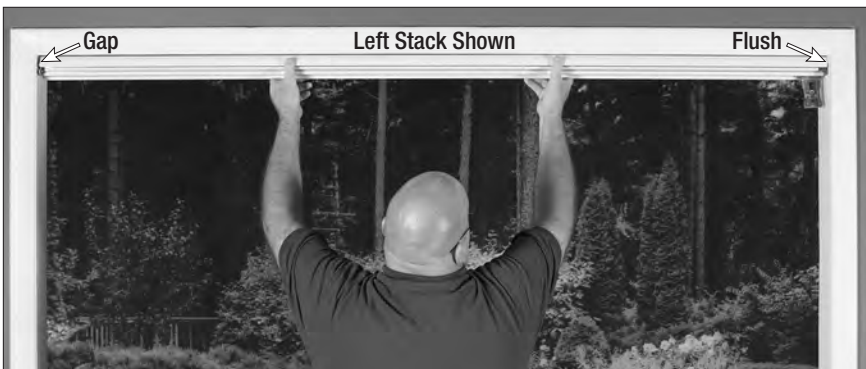
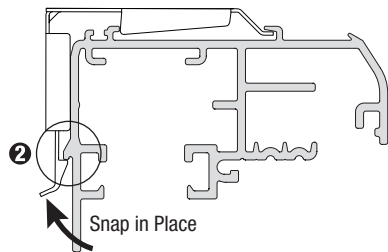
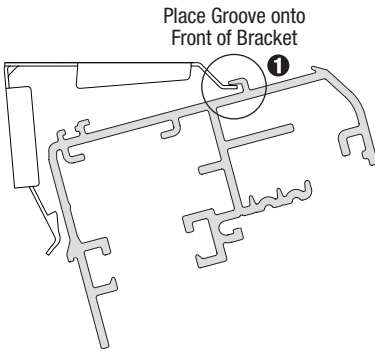
- Attach the installation brackets using the screws provided.

IMPORTANT: Be sure the front edges of the installation brackets are level and aligned to each other. Use shims if necessary to level the brackets.



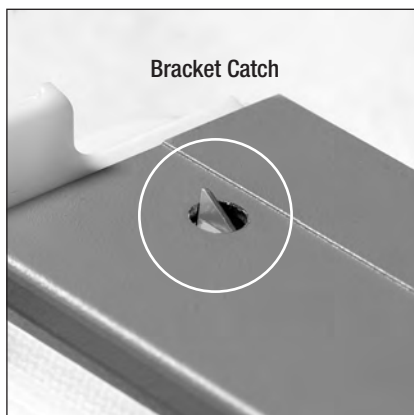
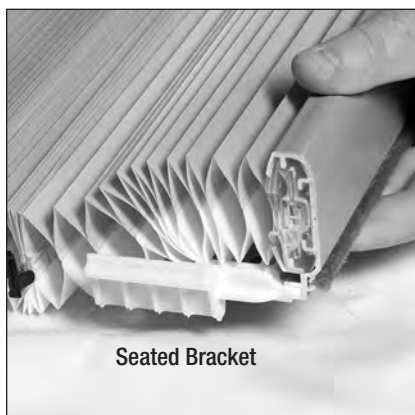
Mount the Headrail

- Mount the headrail into the installation brackets. Do not remove any components from the headrail. Both end plates should remain attached to the ends of the headrail.
 - Place the front groove on the headrail onto the front lip of the installation bracket.
 - Position the end of the headrail opposite the fabric stack flush against the jamb. This leaves a gap on the stationary rail side. The stationary rail fills this gap when anchored.
 - Rotate the rear of the headrail up and push back until the headrail snaps in place.



Prepare the Fabric Stack

- Insert the stationary rail bracket into the vertical rail on the side where the fabric stacks.
 - The bracket fits into the grooves on the rear of the vertical rail.
 - Insert the bracket until it is seated and the bracket catch snaps into the hole on the back of the rail. Check that the bracket catch is fully engaged.

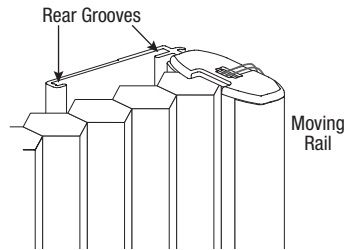


- Insert the stationary rail bottom bracket into the bottom of the stationary rail.
 - The bracket fits into grooves at the bottom of the rail.
 - Insert the bracket with the mounting flanges to the back, away from the fabric stack as shown. Do not seat the bracket; about 1/4" should extend from the rail.
 - After inserting the bracket, peel off the red label.



Install the Rails and Fabric Stack into the Headrail

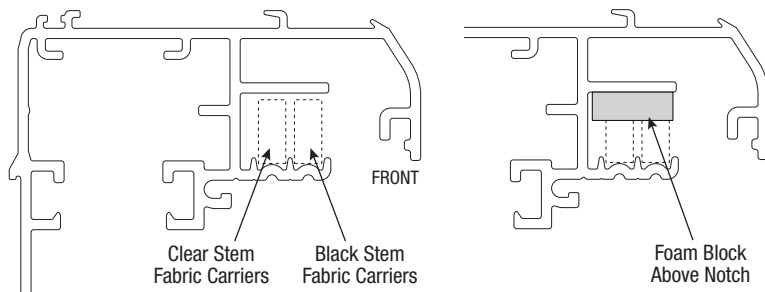
- Insert the moving rail onto the moving rail bracket.
 - The bracket fits into the grooves on the rear of the vertical rail. Be sure to fit the bracket into both rear grooves.
 - Insert the bracket until the bracket catch snaps into the hole on the back of the rail. Check that the bracket catch is fully engaged.



INSTALLATION – INSIDE MOUNT

- Review the diagram below to familiarize yourself with where the fabric carrier wheels fit inside the headrail. Note that the headrail is notched on the stationary rail side to allow insertion of the wheels.

- Above the notch is a foam block to keep the wheels in place during installation. Compress the foam to install the fabric carrier wheels.



- Insert the fabric carrier wheels into the headrail through the notch on the stationary rail side, compressing the foam block. (Unwrap a small amount of cord from the orange cord organizer if you need more slack.)

- The wheels with clear stems fit into the rear channel and the wheels with black stems into the front channel.

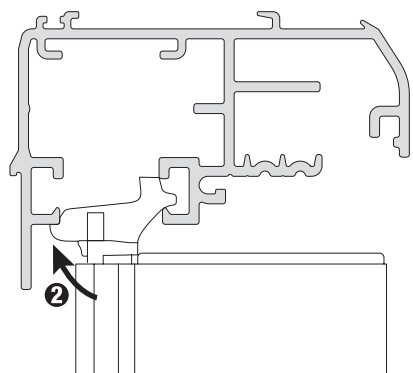
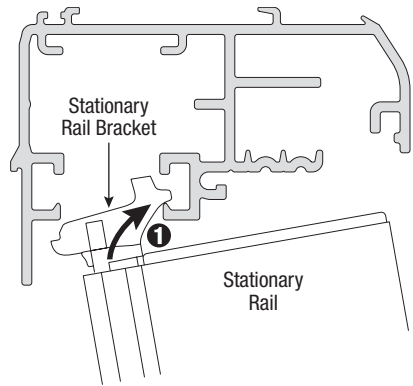
NOTE: The fabric carrier wheels only fit into the rail the correct way; it is not possible to install them into the wrong channel.

IMPORTANT: Do not attach the stationary rail bracket until after inserting all fabric carriers.



- Hook the stationary rail bracket in place.
 - Hook the stationary rail bracket to the headrail as illustrated.
 - Move the stationary rail flush against the jamb.
 - You may allow the stationary rail to hang freely.

NOTE: To move the stationary rail bracket, pull the bottom of the rail into the room slightly before sliding the bracket.



- Attach the stationary rail bottom bracket. The bracket may be attached to the sill or floor. It may also be attached to the jamb using the inside mount adaptor.
 - Be sure the stationary rail is flush against the jamb.
 - **Floor or sill attachment:** Attach the stationary rail bottom bracket using the screw provided.
 - **Jamb attachment:** Use the inside mount adaptor to secure the stationary rail to the side of the jamb.
 - Slide the inside mount adaptor onto the stationary rail bottom bracket. Align the screw hole of the adaptor to face the side jamb (or side wall).
 - Secure with the provided screw through the inside mount adaptor and into the side jamb (or side wall).

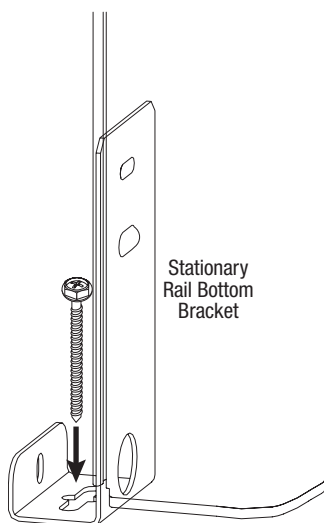


INSTALLATION – INSIDE MOUNT

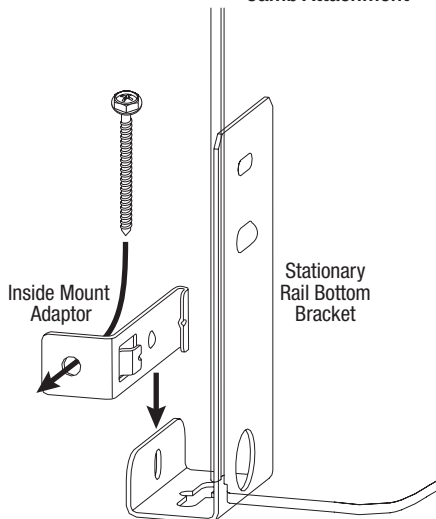
NOTE: If you ordered your shade with a cut-out, for baseboards or other obstructions, you must use the inside mount adaptor.

CAUTION: Use drywall anchors when mounting into drywall.

Floor or Sill Attachment



Jamb Attachment



- Secure the stationary rail bracket using the provided small screw. Hold the bracket in place and screw through either of the two holes on the bracket.

NOTE: Two #8 x $\frac{3}{8}$ " pan head screws are provided; one is a spare.



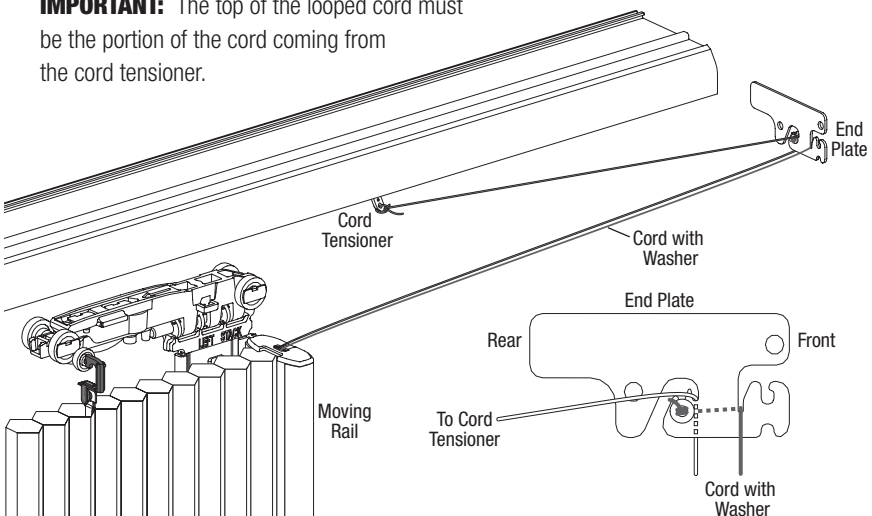
Position the Cords and Set Cord Tension

- Unwrap the cord from the orange cord organizer.
 - Remove any twists by running a finger between the two cords.
 - Note that both ends of the cords have a washer to prevent the cords from slipping into the vertical rail.



- Study the cording diagram below. The cords are connected to the end plate that is opposite the fabric stack. (In the illustration, the two cords are shaded differently to make the routing easier to follow.)
 - One of the ends with washer is anchored to the end plate at the first slot from the rear.
 - The washer on the other cord is trimmed off and the end is tied to the cord tensioner. Then that cord is looped around the second slot from the rear.

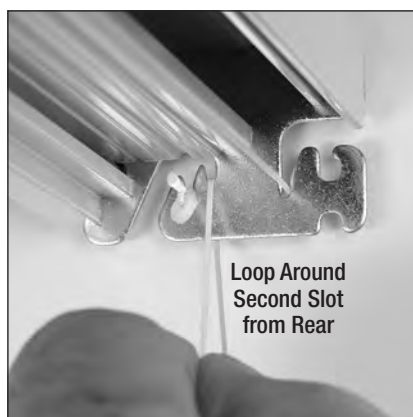
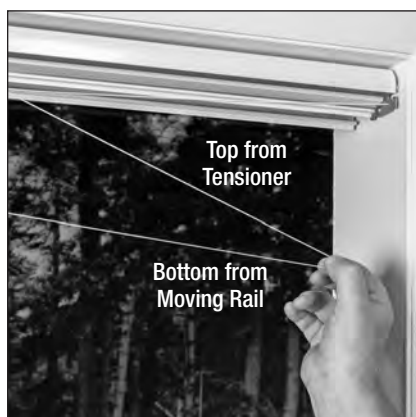
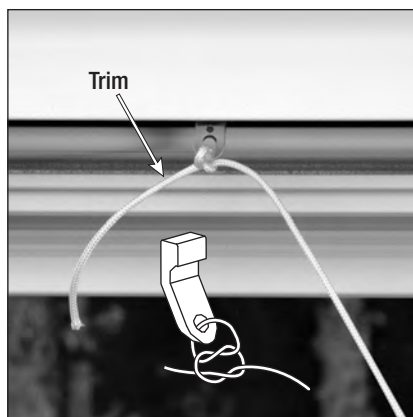
IMPORTANT: The top of the looped cord must be the portion of the cord coming from the cord tensioner.



INSTALLATION – INSIDE MOUNT

■ Position the cords.

- Place the washer on the end of one cord into the first slot from the rear on the inside of the end plate, as shown. Loop the cord behind the end plate back through the second slot from the front and pull it taut to seat the washer.
- Cut the washer from the end of the other cord and tie the cord to the cord tensioner using a square knot. (There are two cord tensioners in the headrail; one is a spare.) Trim the end of the cord to about 1/2".
- Loop the cord from the tensioner around the second slot from the rear. The top of the loop must be the cord from the cord tensioner. Be sure the cord is not twisted.



- Remove slack from the cord by moving the cord tensioner away from the end plate it is looped around.
 - If the tensioner must be moved more than one-third of the headrail width away from its end plate to remove slack, re-tie the knot and trim the excess cord.
 - Do not put tension on the cord at this time. Just remove the slack.

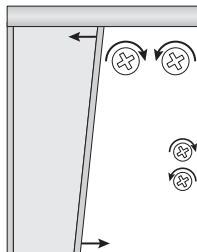
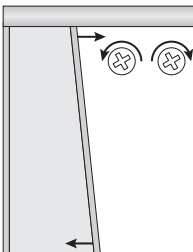


- Adjust the moving rail to vertical, if necessary. Work from the front side of the shade.
 - Locate the Phillips screws on the moving rail bracket.
 - To adjust the bottom end of the moving rail to the right, loosen the right screw one-half turn, then tighten the left screw one-half turn. Repeat until the rail is properly aligned.
 - To adjust the bottom end of the moving rail to the left, loosen the left screw one-half turn, then tighten the right screw one-half turn. Repeat until the rail is properly aligned.

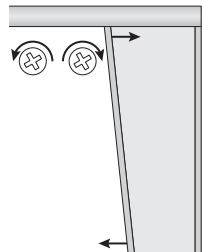
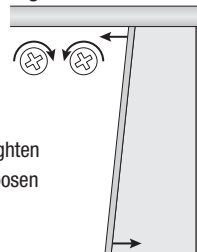
IMPORTANT: After making the adjustments, check to be sure both screws are tight on the moving rail bracket.



Left Stack



Right Stack



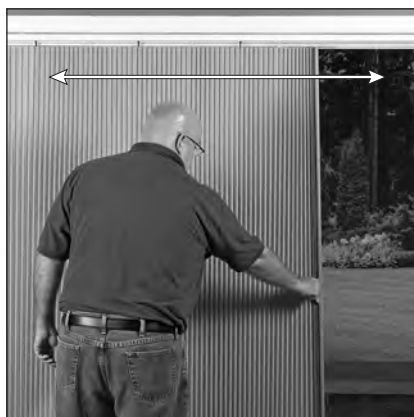
⊗ = Tighten
⊙ = Loosen

INSTALLATION – INSIDE MOUNT

■ Tension the cord.

IMPORTANT: When the cord is properly tensioned, the moving rail slides easily yet holds its position anywhere along its travel.

- Slide the cord tensioner along its channel in the headrail until the cord is taut.
- Fully open and close the fabric stack several times. This evenly distributes tension throughout the shade.
- If necessary, readjust the cord tensioner by sliding it until the cord is taut. Check to ensure the proper tension. Make any needed adjustments by sliding the cord tensioner in its channel so that the moving rail slides easily and holds its position anywhere along its travel.



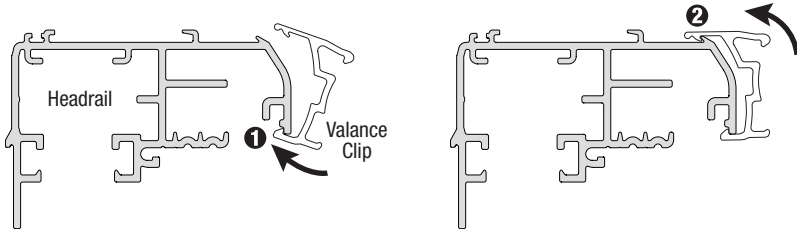
Proceed to “Valance Attachment” on page 29.

Valance Attachment

Attach Valance Clips

- Attach the valance clips to the headrail.
 - Position the bottom of the valance clip under the bottom lip of the headrail.
 - Rotate the valance clip up to snap it into place on the top of the headrail.
 - Keep a minimum of 3" between the end of the headrail and the valance clips.

NOTE: Be sure to avoid areas where the headrail attaches to the installation brackets.



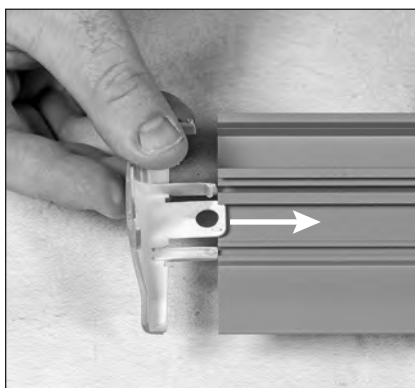
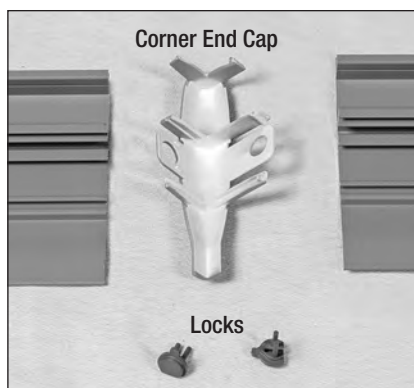
- See the appropriate page for your type of valance:
 - Aluminum Sydney III Valance — Page 30
 - EverWood® Grandover™ Alternative Wood Valance — Page 32

INSTALLATION

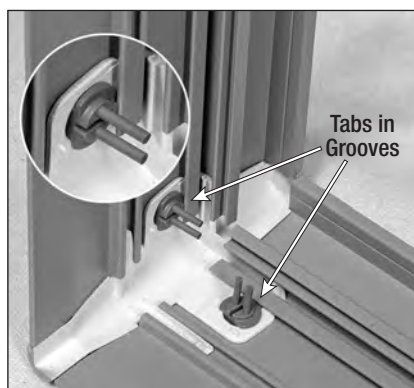
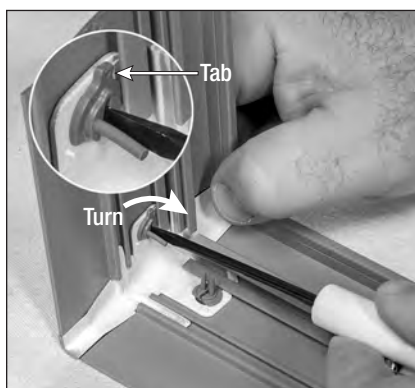
Aluminum Valance

■ **Outside mounts and non-flush inside mounts only:** Use the valance corner end caps and locks to attach a return to each end of the valance.

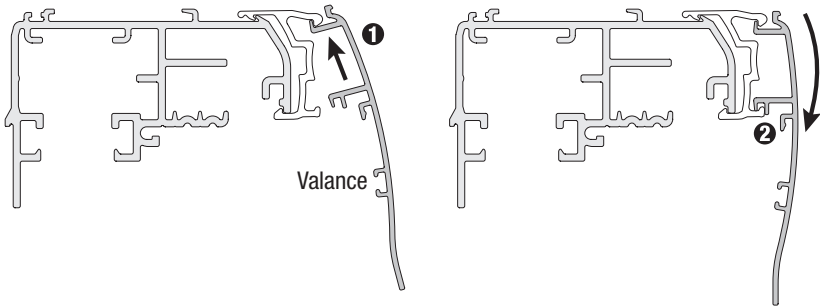
- Slide the valance corner end cap onto the valance. Do not hammer the end cap into the valance — the end cap will bend.
- Slide the valance return onto the corner end cap.



- Place locks into the circular opening of the valance corner end cap with the prongs facing out.
- Use a flat blade screwdriver to turn each lock so that its tab fits into the groove on the valance and return. This locks the valance and return to the end cap.



- Attach the valance to the valance clips, as shown.
 - Insert the top of the valance into the top of the valance clip.
 - Rotate the valance down to snap it into place onto the headrail.



TIP: Tap the valance at each clip to assure that the valance is securely attached to the valance clips and the clips are securely attached to the headrail.

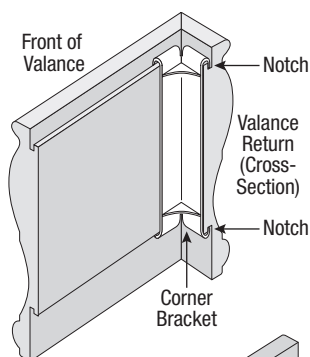


Alternative Wood Valance

■ Outside mounts and non-flush inside mounts only:

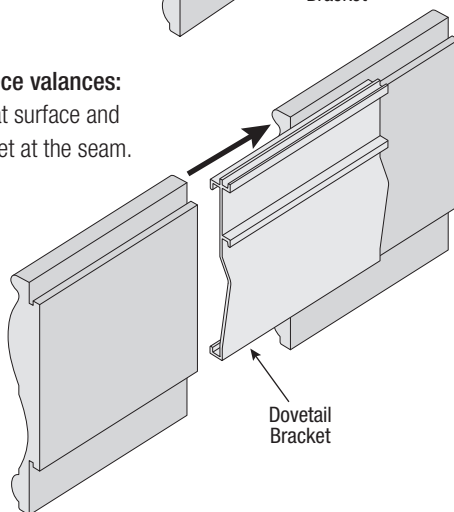
Use the valance corner brackets to attach a return to each end of the valance.

- Fit the tabs on the corner bracket into the notches on the valance and return.
- Be sure the mitered corners are flush.



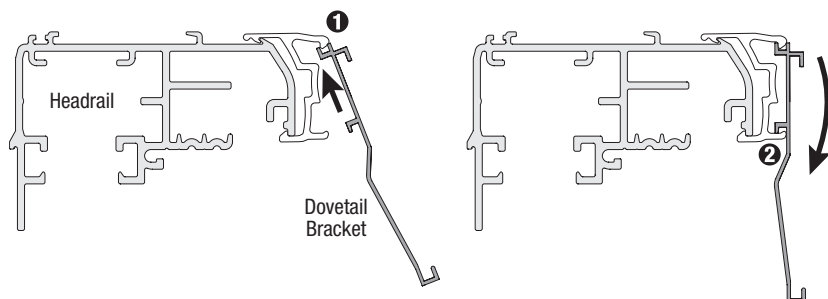
■ Headrail widths over 96" with two-piece valances:

Lay the two pieces of the valance on a flat surface and connect them by placing a dovetail bracket at the seam.



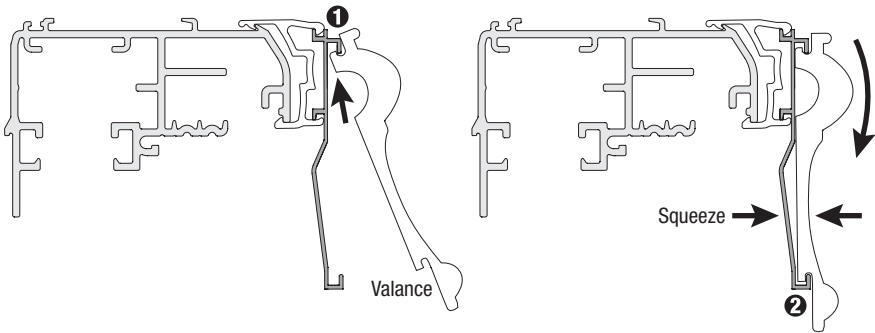
■ Attach dovetail brackets to the valance clips.

- Insert the top of the dovetail bracket into the top of the valance clip.
- Rotate the dovetail bracket down to snap it in place.



■ Attach the valance to the dovetail brackets, as shown below.

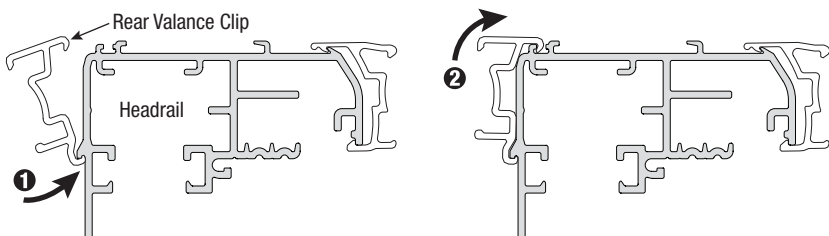
- Place the top groove of the valance into the top of the dovetail bracket.
- Rotate the valance down and squeeze the dovetail bracket against the valance to snap it in place.



Room Divider Installation

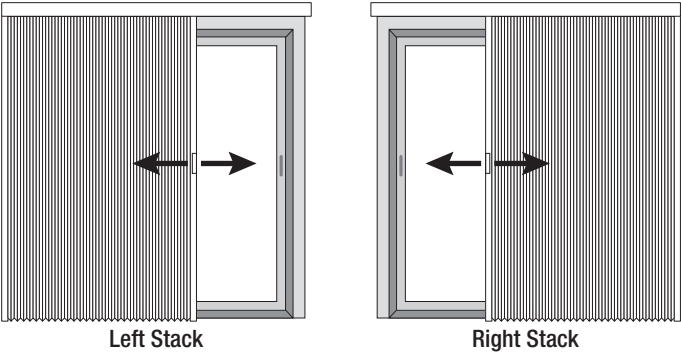
If you ordered a room divider kit, you received a second valance along with the appropriate number of rear valance clips. Installation of the shade is the same as an inside mount. The only additional step is attaching the second valance to the rear side of the headrail.

- Attach the rear valance clips to the rear of the headrail, as shown below.
- Attach the rear valance the same way you attached the front valance.



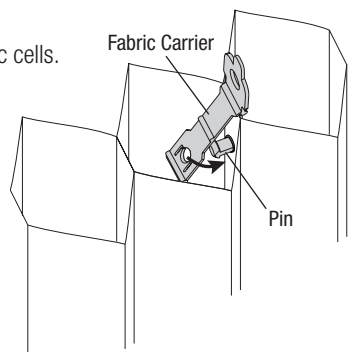
Operating the Shade

- Use the handle to traverse the shade to the desired position.
- A magnet in the moving rail will secure the shade in the fully closed position.



Troubleshooting

Problem	The installation brackets do not allow enough clearance for the shade to clear moldings or door handle(s).
Solution	<p>With outside mounts, use extension brackets or spacer blocks to allow adequate clearance for your shade. See “Mount the Installation Brackets” beginning on page 5.</p> <p>With inside mounts, reposition the installation brackets to add clearance. See “Mount the Installation Brackets” beginning on page 18.</p>
Problem	The shade binds or moves with difficulty toward the end of the headrail.
Solution	<p>Check that the headrail and installation brackets are level and aligned. Shim the installation brackets to level the headrail.</p> <p>Check that the tension cord is routed correctly. See “Position the Cords and Set Cord Tension” beginning on page 14 (OB — outside mount) or page 25 (IB — inside mount).</p> <p>If the shade does not slide with ease, you may need to adjust the cord tension. Slide the cord tensioner toward the end plate to slightly decrease the tension. See “Position the Cords and Set Cord Tension” beginning on page 14 (OB) or page 25 (IB).</p>
Problem	The shade does not stay in position after operating the moving rail.
Solution	<p>If the shade does not stay in position, you may need to adjust the cord tension. Slide the cord tensioner away from the end plate to slightly increase the tension. See “Position the Cords and Set Cord Tension” beginning on page 14 (OB) or page 25 (IB).</p>

Problem	The fabric billows out when moving the shade to the stacked (fully open) position.
Solution	Increase the cord tension. Slide the cord tensioner toward the fabric stack to slightly increase the tension. See “Position the Cords and Set Cord Tension” beginning on page 14 (OB) or page 25 (IB).
Problem	The cord tensioner does not lock into place.
Solution	<p>If using a valance, place a valance bracket up against the cord tensioner to act as a stop, preventing the tensioner from sliding.</p> <p>Determine the correct location for the cord tensioner. Hold it in place and insert a small screw into the channel next to the cord tensioner.</p>
Problem	The shade is not vertically aligned.
Solution	<p>Check that the installation brackets are level and aligned. Shim the installation brackets to level the headrail, if necessary.</p> <p>Check that the headrail is completely inserted into the installation brackets. See “Mount the Headrail” on page 8 (OB) or page 19 (IB).</p> <p>Adjust the screws on the moving rail bracket. Review the adjustment procedures on page 16 (OB) or page 27 (IB).</p>
Problem	A fabric carrier needs to be reattached.
Solution	<p>Place the carrier between the fabric cells.</p> <p>Push the pin through the hole in the fabric cells.</p> <p>Snap the hole at the bottom of the fabric carrier onto the pin.</p> 

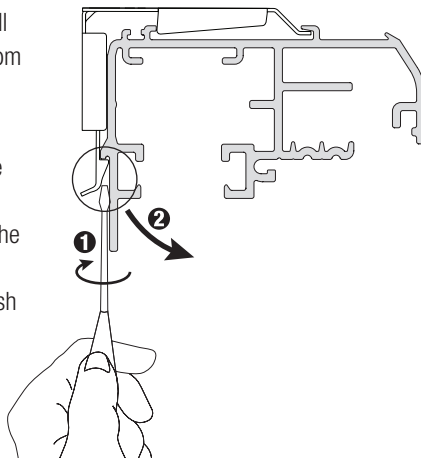
Removing the Shade (If Necessary)

You will need two people to remove the shade.

- Detach the stationary rail bottom bracket from the wall or floor.
- Remove the valance by reversing the installation procedures.
- Hold the headrail assembly and, using a small flat blade screwdriver, push back on the bottom tab of the installation brackets to release the headrail.

NOTE: Because the bracket may be stiff, the headrail may be difficult to remove. Twist the screwdriver blade slightly as you push back the bottom tab to help remove the headrail from the bracket. Be careful not to scratch the finish on the back of the headrail.

- Place the entire Vertiglide™ shade assembly (headrail, vertical rails, and fabric panels) on the floor.
- To remove the fabric panels from the headrail for cleaning, reverse the steps stated in “Install the Rails and Fabric Stack into the Headrail” on page 11 (OB) or page 21 (IB).



Cleaning Procedures

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

Dusting

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

Vacuuming

CAUTION: Do not vacuum Elan®, Myst™, and Trielle™ semi-opaque and opaque 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, Elan®, Macon™, Myst™, Opalessence™, and Trielle™ 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 closed position.

Bathtub Cleaning/Water Immersion

CAUTION: Do not immerse Batiste, Elan, India Silk, Macon, Meritage™, Myst, Opalessence, Panache™, Renewal™, Royale Textured™, Trielle, Venue™, Voyant™, and all opaque fabrics.

- Immerse the shade in a basin or bathtub filled with warm water and a mild detergent.

IMPORTANT: Never immerse the headrail into the solution.

- Rinse with clean water.
- Before removing from the rinse water, fully open/stack the shade and tilt it to allow excess water to drain off.
- Dry the shade completely in the closed position.

Ultrasonic Cleaning

CAUTION: Do not ultrasonically clean Batiste, Myst, Voyant and all opaque fabrics.

- Some honeycomb fabrics can be ultrasonically cleaned by a professional.
- Specify that a mild detergent solution be used.

IMPORTANT: Never immerse the headrail into the solution.

- Dry the shade completely in the closed position.

Injection/Extraction Cleaning

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

- Use only the dry method of injection/extraction for Architella® Elan ¾" and 1 ¼" pleats, Trielle, and Panache ¾" 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. 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.

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

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.

TO OBTAIN WARRANTY SERVICE

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

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

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

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