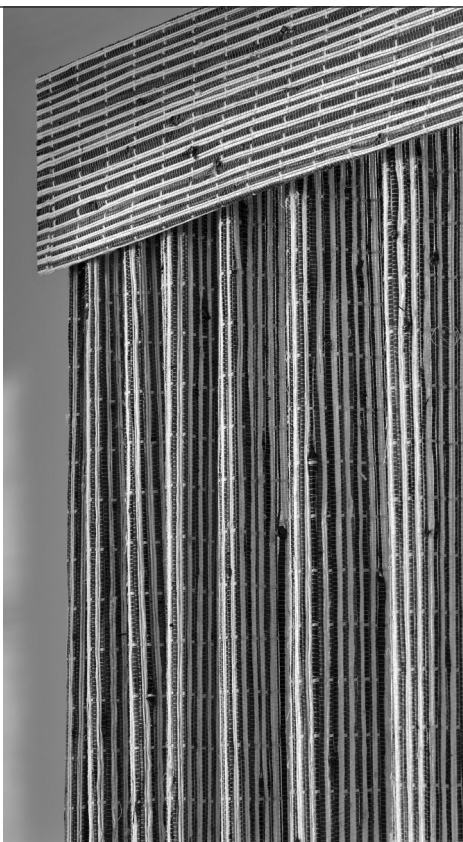
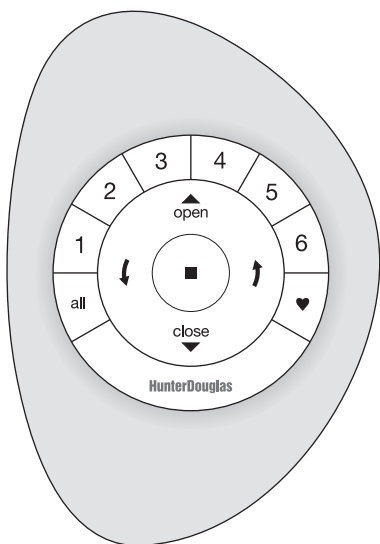


# HunterDouglas

Installation • Operation • Care



Provenance® Woven Woods  
Vertical Drapery

PowerView™ Motorization

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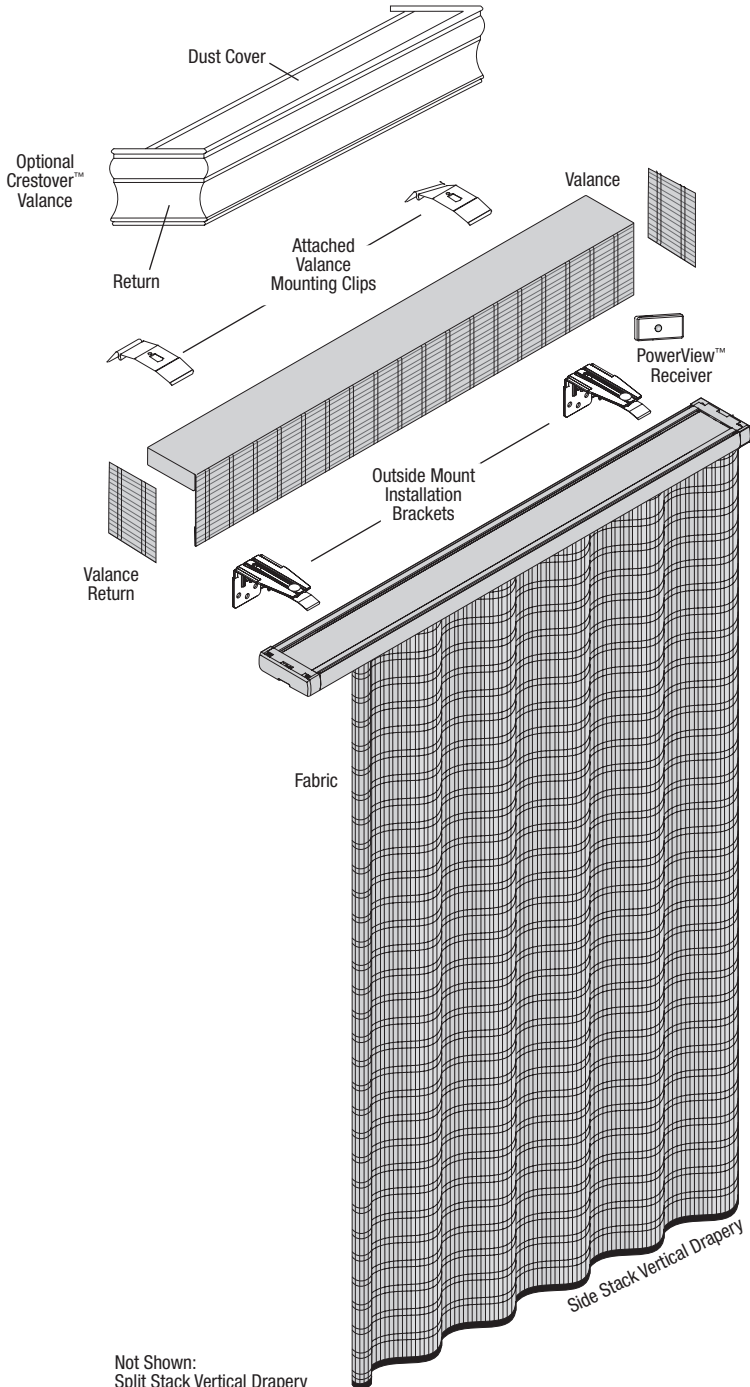
## Questions?

Call the Hunter Douglas Customer Information Center at

**1-888-501-8364.**



## Product View — Provenance® Woven Woods Vertical Drapery



# GETTING STARTED

Thank you for purchasing the Hunter Douglas Provenance® Woven Woods vertical drapery with PowerView™ Motorization. With proper installation, operation, and care, your new drapery will provide years of beauty and performance.

- Please thoroughly review this instruction booklet and the enclosed packing list before beginning the installation.
- Carefully remove the rolled up fabric and set aside. Do not unroll the fabric until installation. Carefully remove the headrail and optional valance from the packaging. **Keep all packaging until the unit operates to your satisfaction.**

## Tools Needed

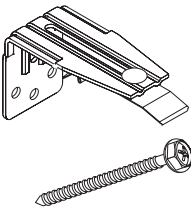
- Flat blade and Phillips screwdrivers
- Level (laser level is recommended)
- Measuring tape and pencil
- Power drill, 3/32" drill bit, and 1/4" hex driver

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

## Brackets and Fasteners Needed

- **Outside Mount Installation Brackets.** The number of installation brackets required varies based on headrail width, as shown in the table below.
- **#8 x 1 1/2" Hex Head Screws (Provided).** The number of screws required varies based on the headrail width, as shown in the table below.
- **Drywall Anchor (Not Provided).** Use drywall anchors when mounting into drywall.

Installation Bracket

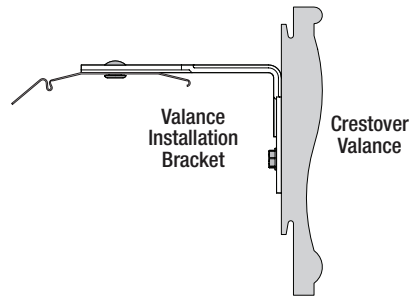


#8 x 1 1/2"  
Hex Head Screw  
(Provided)

Drapery Width	Outside Mount Brackets	Inside Mount Screws
36" – 56"	3	6
56 1/8" – 80"	4	8
80 1/8" – 104"	5	10
104 1/8" – 128"	6	12
128 1/8" – 152"	7	14
152 1/8" – 176"	8	16
176 1/8" – 192"	9	18

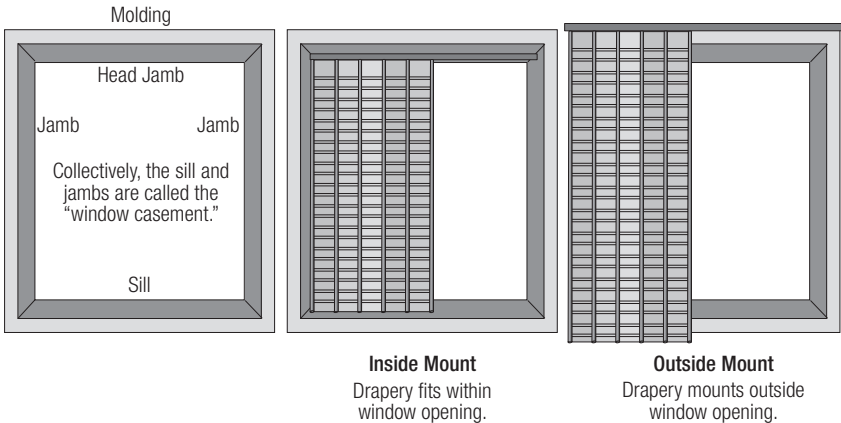
## ■ Crestover™ Valance (Optional)

- If you ordered the optional Crestover™ valance, you will receive additional installation brackets and screws.



## Mounting Types and Window Terminology

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



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

- **Inside and Ceiling Mount — Page 4**
- **Outside Mount — Page 6**

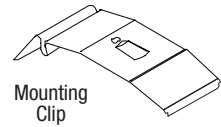
## INSTALLATION

### Inside and Ceiling Mount

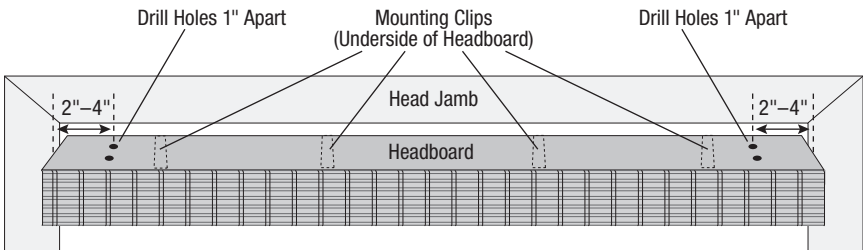
#### Mount the Standard Valance/Headboard

If you ordered the Crestover™ valance, you will receive a headboard only.

**Mounting Clips.** Mounting clips are pre-attached to the underside of the valance board.



- A minimum inside mounting depth of  $2\frac{5}{8}$ " is required. For a flush mount, minimum depth is  $4\frac{5}{8}$ ".
- On the underside of the headboard, mark two hole locations 2" to 4" from each end. Space the holes approximately 1" apart. Mark additional hole locations spaced evenly along the headboard. Refer to the table on page 2 to learn the number of holes needed.



- Center the headboard in the window casement.
- Use a  $\frac{3}{32}$ " drill bit to drill the screw holes through the headboard and into the head jamb at the marked locations. Mount into wood whenever possible.

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

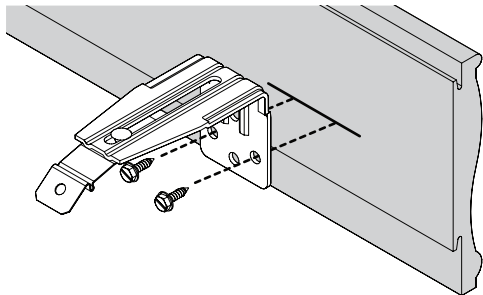
- Holding the headboard in place, insert a screw through each hole to attach the valance.

**IMPORTANT:** The headboard must be mounted level for the drapery to operate correctly. Use your level to check that the mounting clips are aligned and level.

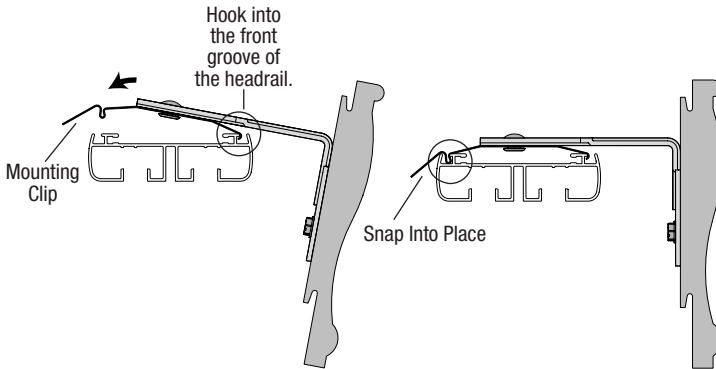
#### If You Ordered the Optional Crestover Valance...

The valance must be attached to the drapery headrail before mounting the headrail to the headboard.

- Attach the mounting brackets to the Crestover valance using the screws provided.
  - Center the brackets on the line.
  - Vertically position the bracket holes on the line.

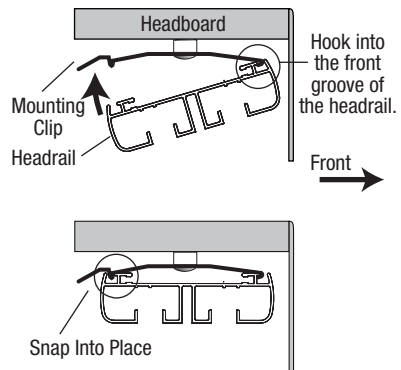


- Tilt the valance assembly and hook the mounting clips into the front groove of the headrail.
- Rotate the valance assembly down and snap into place.



## Mount the Headrail

- Orient the headrail so that the control side is located on the correct side.
- Center the headrail underneath the mounting clips.
  - Ensure that all the mounting clips on the headboard are oriented with the hook toward the front and the release tab toward the window.
- Starting with the center, tilt the headrail and hook the mounting clips into the front groove of the headrail.
- Rotate the headrail upward and snap it into place.
- Make sure that all clips are attached correctly and the headrail is secure.



Proceed to “Connect the Receiver (If Not Already Connected)” on page 8.

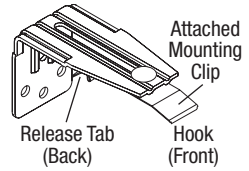
# INSTALLATION

## Outside Mount

**Installation Brackets.** The number of installation brackets required varies based on the headrail width, as shown in the table on Page 2.

**IMPORTANT:** The top of the installation brackets must be mounted at the ordered height minus  $\frac{7}{8}$ ". If the ordered height does not allow for floor clearance, subtract only  $\frac{3}{8}$ " for  $\frac{1}{2}$ " of floor clearance.

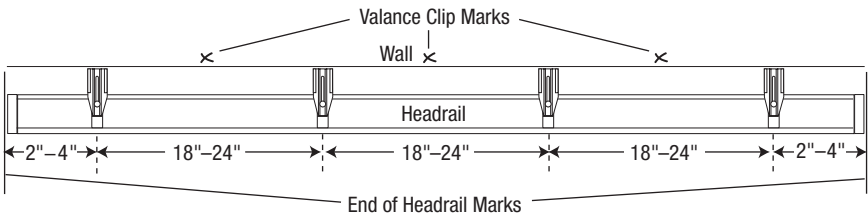
**Installation Bracket**



### Installation Bracket Placement

- Center the standard valance or optional Crestover™ valance above the window opening at the desired height.
  - If a side stack drapery was measured for stackback, offset the valance the appropriate amount.
- Using the valance as a template, mark the wall with the locations of the mounting clips attached to the underside of the standard valance.
  - If you have the Crestover valance, use the locations of the pre-drilled screw holes.
- Center (or offset) the headrail above the window opening.
- Mark the location of the ends of the headrail.
- Mark installation bracket locations 2" to 4" from each end of the headrail.
  - Evenly space and mark additional installation brackets at 18" to 24" intervals along the headrail. Do not exceed 24" between installation brackets.
  - A minimum flat vertical surface of 3" is required to mount the brackets.

**IMPORTANT:** Your installation bracket marks must be no closer than  $1\frac{1}{2}$ " from the mounting clip marks or the Crestover screw hole marks. Otherwise the installation brackets will interfere with valance mounting.





## Attach the Installation Brackets

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

- The installation brackets must be mounted level for the unit to operate correctly.  
Do not mount installation brackets on curved molding.

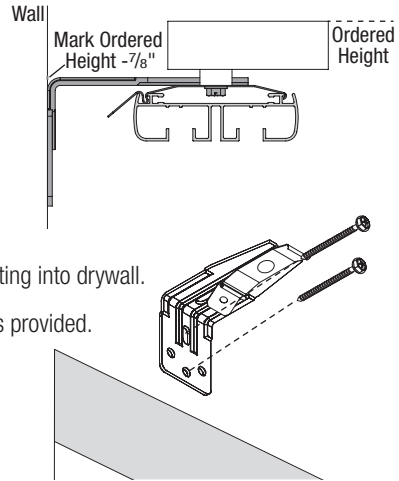
- The top of the installation brackets need to be mounted at the ordered height minus  $\frac{7}{8}$ ". If the ordered height does not allow for floor clearance, subtract only  $\frac{3}{8}$ " for  $\frac{1}{2}$ " of floor clearance.

- Use a  $\frac{3}{32}$ " drill bit to drill the screw holes.  
Mount into wood whenever possible.

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

- Attach the installation brackets using the screws provided.

- The brackets must be level and aligned.



## Mount the Headrail

**IMPORTANT:** The headrail must be mounted level for the drapery to operate correctly. Use your level to check that the installation bracket mounting clips are aligned and level.

- Orient the headrail so that the control side is located on the correct side.

- Center the headrail underneath the mounting clips.

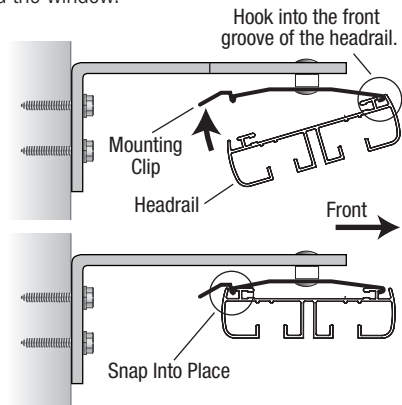
- Ensure that all the mounting clips on the valance board are oriented with the hook toward the front and the release tab toward the window.

- Starting with the center, tilt the headrail and hook the mounting clips into the front groove of the headrail.

- Rotate the headrail upward and snap it into place.

- Make sure the headrail is secure.

**NOTE:** With outside mounts, the valance is attached after the drapery is installed.



## INSTALLATION

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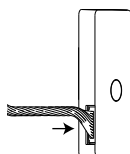
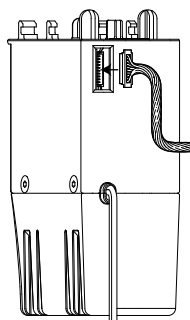
### Connect the Receiver (If Not Already Connected)

**IMPORTANT:** Connect the receiver before connecting the DC power supply.

- Plug the 10-pin receiver connector into the motor housing.

**CAUTION:** The receiver connector can only be inserted one way. Do not force the connector into the motor housing.

- Snap the cover into place over the motor.
- Plug in the 10-pin receiver connector to the receiver.



### Mount the Receiver

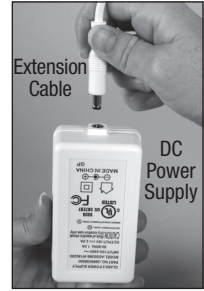
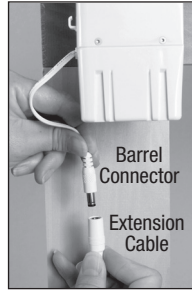
- Remove the double-sided tape from the back of the receiver.
- We recommend mounting the receiver to the bottom of the motor cover.
- Check that the wire is not caught or pinched in the mounting brackets or the headrail.



## Install the DC Power Supply

**NOTE:** Make sure power cord and extension cable do not get pinched in the motor cover.

- Plug the power cable with the barrel connector from the motor into the extension cable.
- Plug the other end of the extension cable into the DC power supply.
- Secure the DC power supply wire using the C-clips provided. Hide the wire behind the fabric, making sure it does not impede operation.
- Space the C-clips approximately 15" apart along the DC power supply wire, as shown.
- Plug the DC power supply into the AC outlet.



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



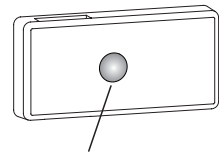
**WARNING:** Electric shock and/or a fire hazard may occur if not properly installed.

## Test Headrail Operation

Testing the drapery with the manual control button will allow you to ensure that the motor and power source are working correctly.

- Press and release the manual control button on the PowerView™ Receiver located on the bottom of the motor to test operation. If the drapery does not operate, see "Troubleshooting" on page 15.

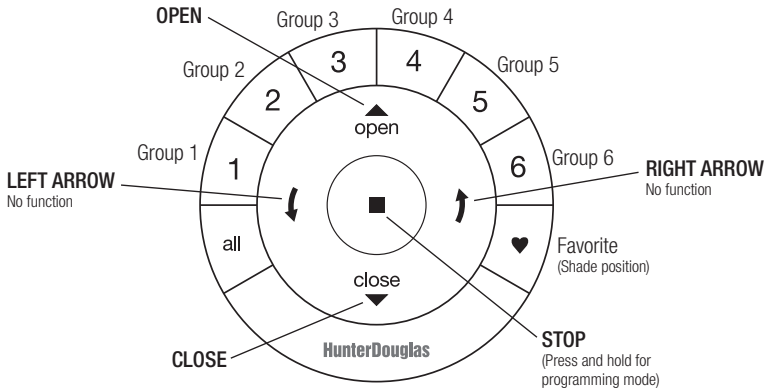
➤ Press and release the button to test track operation.



Manual Control Button

### Using the PowerView™ Remote

First, activate the remote by pulling both plastic tabs from the back battery compartment.



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

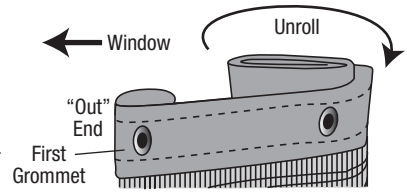
### Joining a Drapery to a Group

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

1. Press and hold ■ STOP for 4 seconds to put remote in program mode. The lights on the remote will flash to indicate it is in program mode.
2. Press desired group number (1 – 6) on the remote. The light for the group number selected will flash to show it is selected.
3. Press and hold the manual control button on the drapery.
4. While continuing to press the manual button, press ▲ OPEN on the remote. The drapery carriers will move slightly to indicate it has joined the group. Release the manual control button.
5. Press and hold ■ STOP for 4 seconds to exit program mode. The lights will stop flashing.
6. Select the group number (previously programmed), then press ▲ OPEN / ▼ CLOSE to test.

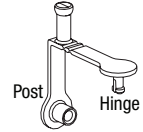
## Install the Drapery

The drapery are rolled so the end that is “out” is the stationary or stack side end. Position the roll under the installed headrail so it unrolls toward the window. Drapery will be marked LEFT or RIGHT. With a split stack design, you will have LEFT and RIGHT drapery.



- Install the first grommet (marked with a hang tag) onto the anchor carrier.

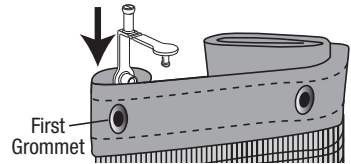
- The anchor carrier is next to the end cap with the screw, to hold this side of the drapery stationary.
- Each carrier has a hinged and a post side to it. Place the grommet on the post.



**IMPORTANT:** For the first and last grommets, insert the post between the fabric folds. Then place the grommet on the post.

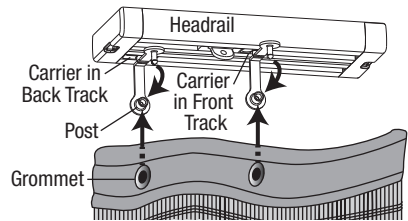
- Bend the hinged side down, insert it through the grommet, and snap it into the post, to secure the grommet to the carrier.

For the first and last grommet, insert the post between the fabric folds.

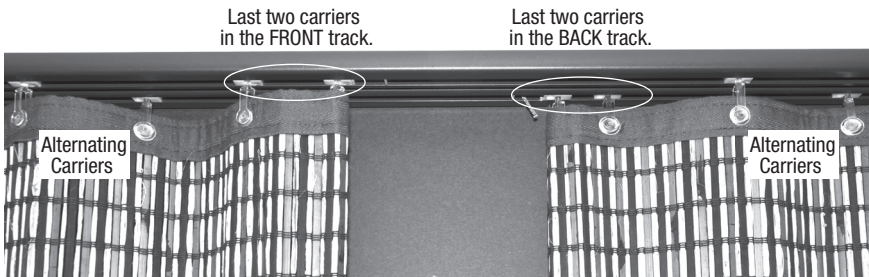


- Attach the next grommet from the drapery to the next carrier in the FRONT track of the headrail.

- Continue attaching all the grommets on the drapery to the carriers, alternating between the FRONT and the BACK track.



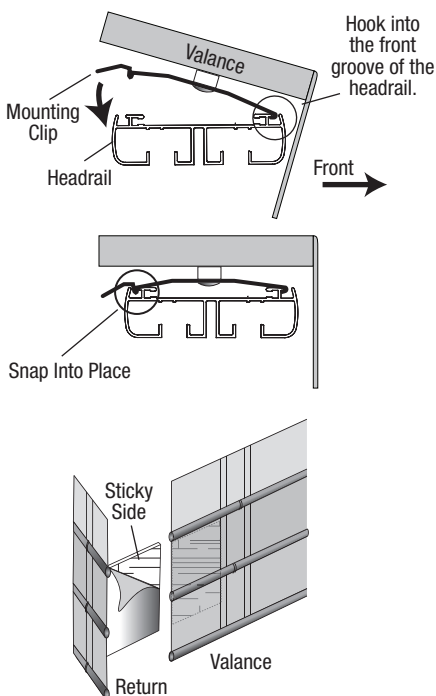
- **Split Stack.** Place the last two carriers in the same track. The left drapery will be in the FRONT track and the right drapery in the BACK track.



### Outside Mounts: Install the Valance

#### Standard Valance

- Ensure that all the mounting clips on the standard valance headboard are oriented with the hook toward the front and the release tab toward the window.
- Starting at the center of the headrail, tilt the standard valance headboard to hook the mounting clips into the front groove of the headrail.
- Rotate the standard valance down snapping the back of the mounting clip into the back groove of the headrail.
- Attach the valance returns.
  - Remove the paper from the pressure sensitive tape on the valance returns.
  - Smooth the valance down the sticky portion of the tape.

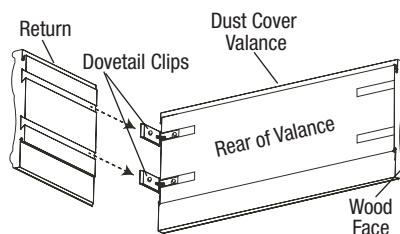


#### Optional Crestover™ Valance

##### Assemble the Valance Using Dovetail Corner Clips

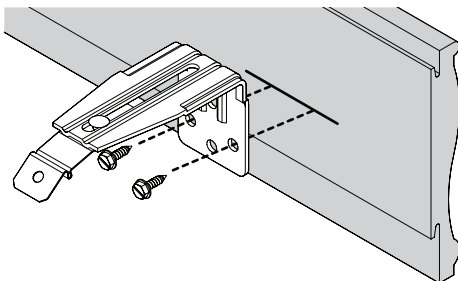
- Slide the two dovetail clips attached to the wood valance face into the corresponding grooves on the valance returns.

**NOTE:** If the returns are too long, they can be shortened using a cut-off saw to remove material from the back edge. Do not cut the miter corners to shorten the returns.

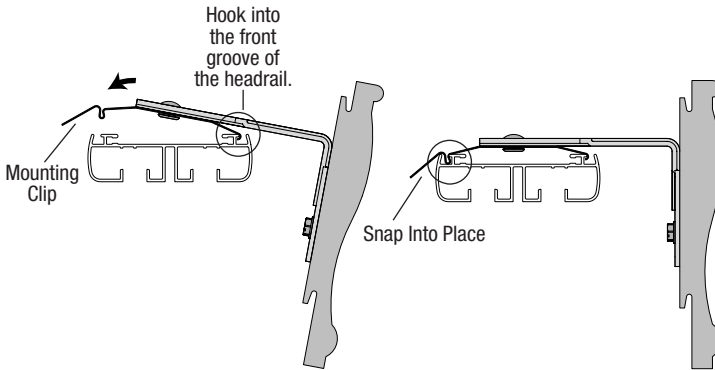


##### Mount the Crestover Valance

- Attach the mounting brackets to the Crestover™ valance using the screws provided.
  - Center the brackets on the line.
  - Vertically position the bracket holes on the line.



- Tilt the valance assembly and hook the mounting clips into the front groove of the headrail.
- Rotate the valance assembly down and snap into place.



### Operate the Drapery

For a more even, tailored appearance, you may “dress” your vertical drapery by gently adjusting the folds when traversing or stacking the drapery.

#### Basic Operation

1. To wake up the remote, simply pick it up or press ■ STOP. The last group(s) selected will be highlighted and active.
2. Press “all” or groups 1 – 6 to select the specific drapery(ies) to operate. The group button(s) will light to show they are selected.
  - a. Multiple group buttons may be selected at the same time.
  - b. To deselect a group, press the group number again. The backlight for that group button will go out.
3. Press ▼ CLOSE to traverse the selected drapery(ies) closed, covering the opening.
4. Press ▲ OPEN to traverse the selected drapery(ies) open, uncovering the opening.
5. Press ■ STOP to stop the drapery’s movement anywhere along its travel.
7. Press ♥ FAVORITE to send the selected drapery(ies) to a preset “favorite” position. Refer to the *PowerView™ Motorization Remote Control Guide* on how to set a favorite position.

#### Further Operation and Programming Information

##### **PowerView™ Pebble™ Remote and/or PowerView Surface Remote Operation**

For information regarding operation and programming of the PowerView remote, refer to your *PowerView Motorization Remote Control Guide*.

##### **PowerView Scene Controller**

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

##### **PowerView App Operation**

For information regarding setup and operation using the PowerView App, refer to the online *PowerView App Software Guide* at [hunterdouglas.com/powerview/support](http://hunterdouglas.com/powerview/support).

### Resetting the Drapery (If Necessary)

#### Basic Reset

The basic reset is used to reset the drapery’s travel limits. This procedure will also reset the ♥ FAVORITE position to its default.

1. Press and hold the manual control button on the motor for 6 seconds. The drapery will move slightly to indicate it has been cleared.
2. Release the manual control button. The shade will move to its fully open position to set the OPEN travel limit, then move to the fully closed position to set the CLOSE travel limit. The shade will move slightly one more time to indicate that the travel limits have been reset.



## Resetting Drapery Programming

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

1. Press and hold the manual control button for 12 seconds. The shade will move slightly once after 6 seconds, then again after 12 seconds. Release the button.
2. Refer to “Joining a Drapery to a Group” on page 10 to program the drapery to a group.

## Troubleshooting

If your drapery is not operating correctly:

- First review the guide that came with your control device.
- Refer to the following troubleshooting procedures for specific solutions for your drapery.

If questions remain, please contact the Hunter Douglas Customer Information Center at **1-888-501-8364**.

Problem	The drapery does not hang correctly.
<b>Solution</b>	<p>Check that the drapery is attached to the carriers correctly, alternating between the front and back tracks.</p> <p>Check that the headrail is level.</p> <p>Check that there are no obstructions to the drapery.</p> <p>Check that there are no obstructions to the movement of the drapery, such as a cord caught in the brackets.</p>
Problem	The drapery does not open or does not close easily.
<b>Solution</b>	<p>Check that the drapery is attached to the carriers correctly, alternating between the front and back tracks.</p> <p>Check that the installation brackets are level and the attached mounting clips are aligned.</p> <p>Check that there are no obstructions to the movement of the drapery.</p> <p>Lightly spray dry silicon lubricant inside the carrier tracks.</p>

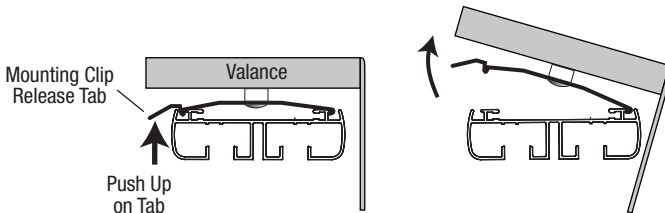
<b>Problem</b>	The drapery does not operate using the manual control button.
<b>Solution</b>	<p>Unplug the power cable from the motor, then plug it back in. A green LED inside the manual control button housing should flash to indicate the motor has power.</p> <p>Check that the DC power supply is securely connected to the barrel connector on the motor. See “Install the DC Power Supply” on page 9.</p> <p><b>CAUTION:</b> Be sure to unplug the DC power supply from the wall outlet before disconnecting the plug at the motor.</p> <p>Check that the receiver is securely connected into the motor housing. See “Connect the Receiver (If Not Already Connected)” on page 8.</p>
<b>Problem</b>	The drapery is not responding to the PowerView™ remote.
<b>Solution</b>	<p><b>IMPORTANT:</b> A drapery will not operate until it is joined to a group. See “Joining a Drapery to a Group” on page 10.</p> <p>Check that the correct group number is selected.</p> <p>Check that the batteries in the remote are correctly inserted and are fresh. The LEDs that backlight the remote should come on full bright when ■ STOP is pressed.</p>
<b>Problem</b>	The unit does not traverse at all, does not traverse fully, or does not traverse correctly.
<b>Solution</b>	<p>Check that the mounting brackets are level, that their front edges are aligned, and that there are no obstructions to the movement of the panels.</p> <p>Reset the unit. See “Basic Reset” on page 14.</p>

## Removing the Drapery (If Necessary)

- Remove the drapery from the carriers.
- At each grommet, separate the carrier hinge from the post. Roll the drapery from the leading edge to the stationary end, so that the stationary end is on the outside of the roll.

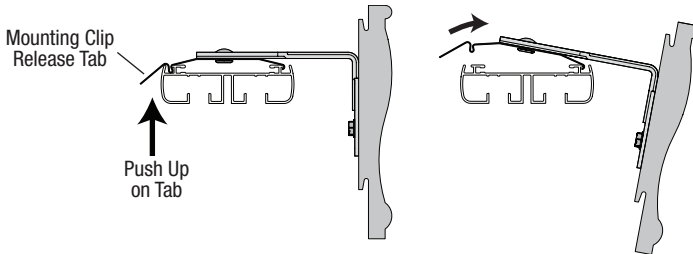
## Outside Mount: Standard Valance Removal

- Push up on the release tab on the mounting clips, to release the valance from the headrail.
- Unhook the mounting clip from the front groove in the headrail. Repeat for each mounting clip.



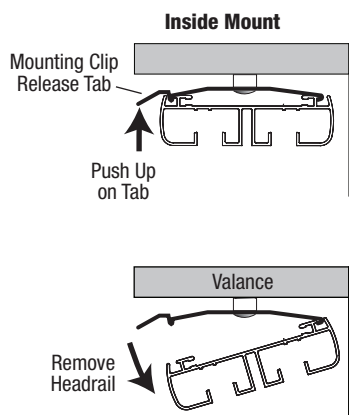
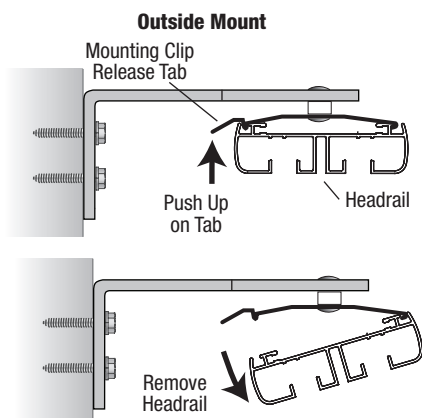
## Outside Mount: Crestover™ Valance Removal

- Push up on the release tab on the mounting clips, to release the valance from the headrail.
- Unhook the mounting clip from the front groove in the headrail. Repeat for each mounting clip.



### Headrail Removal

- Firmly support the headrail.
- Push up on the release tab to release the headrail. Repeat for each mounting clip.
- Unhook the mounting clip from the front groove in the headrail.



## **Cleaning Procedures**

For most fabrics, the following options are available if your drapery needs cleaning.

### **Dusting**

- Regular light dusting with a feather duster is all the cleaning that is needed in most circumstances. You may also use a hair dryer on a cool setting or compressed air set to a low pressure.

### **Vacuuming**

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

### **Spot-Cleaning**

Only the following Provenance® fabrics can be spot-cleaned:

- |                 |                    |
|-----------------|--------------------|
| ➤ Aspen         | ➤ Montana          |
| ➤ Brisbane      | ➤ Nantucket™       |
| ➤ Coastal       | ➤ Palisade         |
| ➤ Colfax        | ➤ Safari           |
| ➤ Corner Market | ➤ Samoa            |
| ➤ Janipur       | ➤ Thailand         |
| ➤ Kiawah        | ➤ Duo Color Liners |
| ➤ Mindanao      |                    |

- Prepare a solution of warm water and a mild detergent.
- Dampen a clean cloth in the solution and wring it out.
- Dab the spot with the dampened cloth until it is gone. Do not rub the fabric.
- Allow the drapery to dry in the completely fully closed position.

## DECLARATIONS

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### ***U.S. Radio Frequency FCC Compliance***

*FCC ID information is located on motor assembly. The drapery may be partly removed to view this information.*

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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

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### ***Industry Canada***

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

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

#### **Class B Digital Device Notice**

This Class B digital apparatus complies with Canadian ICES-003, RSS-Gen and RSS-210.

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### ***European Conformity***

We, the undersigned,

Hunter Douglas Window Fashions

Address: One Duette Way, Broomfield, CO 80020, USA

Hunter Douglas Europe B.V.

Piekstraat 2, 3071 EL Rotterdam, The Netherlands

certify and declare under our sole responsibility that assembly PV3 conforms with the essential requirements of the EMC directive 2004/108/EC and R&TTE directive 1999/5/EC.

A copy of the original declaration of conformity may be found at:

**[www.hunterdouglas.com/RFcertifications](http://www.hunterdouglas.com/RFcertifications).**





## 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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[hunterdouglas.com](http://hunterdouglas.com)

