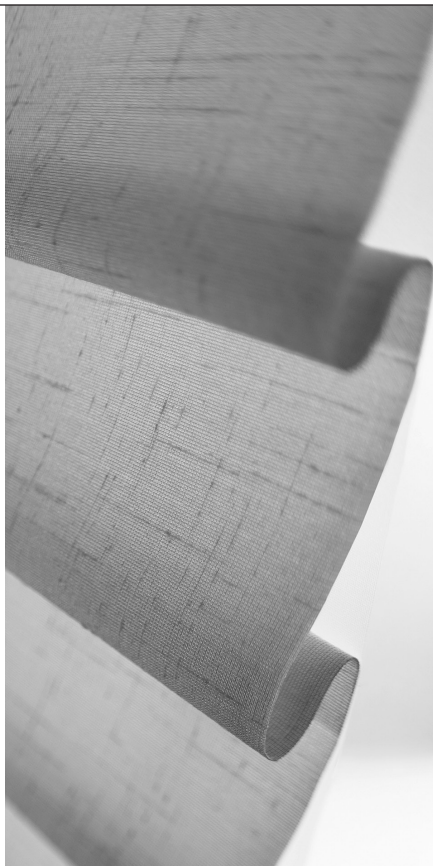
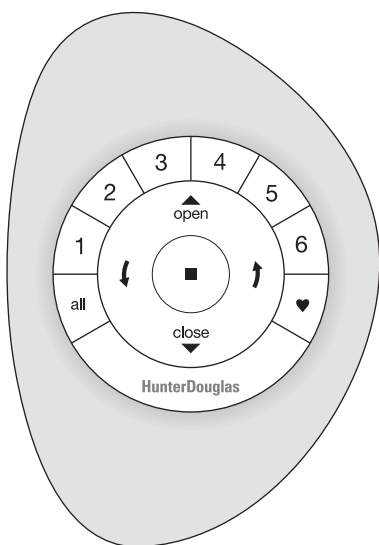


HunterDouglas

Installation • Operation • Care



Vignette® Modern Roman Shades
Traditional™ Style Shades
PowerView™ Motorization

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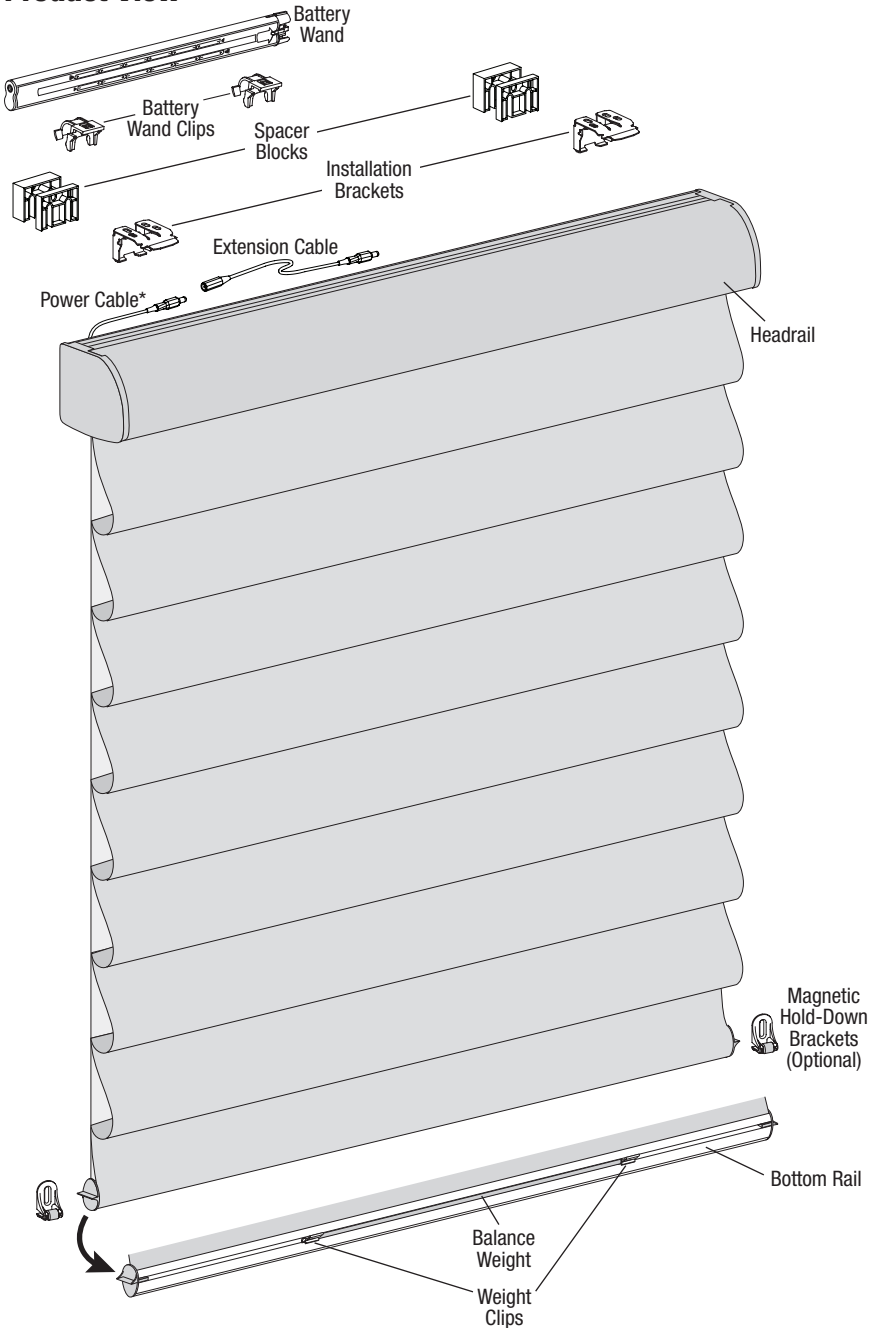
Warranty Back Cover

Questions?

Call the Hunter Douglas Customer Information Center at

1-888-501-8364.

Product View



*The power cable can be located at either end of the headrail, depending on the specified motor placement.

GETTING STARTED

Thank you for purchasing Hunter Douglas Vignette® Modern Roman Shades with PowerView™ Motorization. With proper installation, operation, and care, your new shades will provide years of beauty and performance.

Please thoroughly review this instruction booklet and the enclosed packing list before beginning the installation. For information regarding operation and programming, refer to the guide included with your remote control.

Tools and Fasteners Needed

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

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 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 are supplied with screws and speed nuts.
- **Drywall Anchors (Not Provided).** Use drywall anchors when mounting into drywall.



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



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



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

Installation Overview

To install your shade, you will need to perform the following three steps:

STEP 1: Install the Brackets

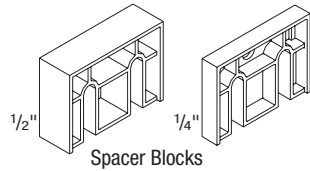
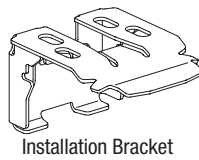
STEP 2: Install the Shade

STEP 3: Connect the Power Source

STEP 1 — Install the Brackets

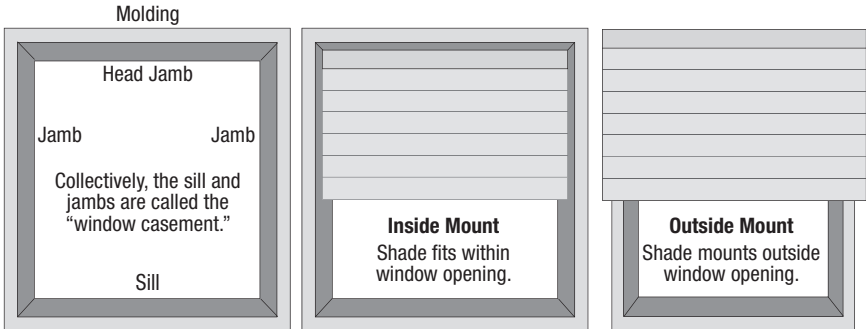
- Your order will include the correct number of installation brackets for your shade width, as shown in the table below.
- Shade orders will also include spacer blocks if needed for added clearance.

Shade Width	Brackets Required
12" – 48"	2
48 $\frac{1}{8}$ " – 84"	3
84 $\frac{1}{8}$ " – 96"	4



Mounting Types and Window Terminology

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



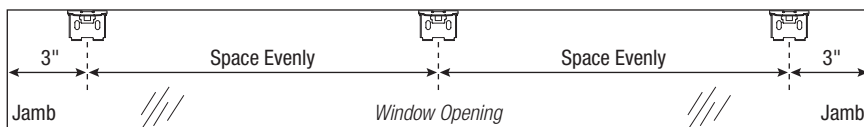
- Refer to the appropriate page below based on the mounting type chosen for your order:

- **Inside Mount — Page 4**
- **Outside Mount — Page 5**
- **End Mount — Page 6**

INSTALLATION

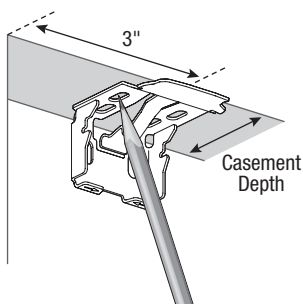
Mount the Installation Brackets — Inside Mount

- Measure and mark 3" in from each jamb for bracket location.
 - If more than two installation brackets came with your order, mark the location of the additional bracket(s) spaced evenly between the two end brackets. Mount into wood whenever possible. **Allow a minimum of 18" from the motor side for the battery wand.**



- Center the brackets on your marks, then mark the screw hole locations.

- The minimum casement depth for installation brackets is 1" ($1\frac{3}{8}$ " with battery wand). Mark the rear set of installation bracket holes with shallow mounting depths.
- The minimum casement depth for a fully recessed mount is $3\frac{7}{8}$ " ($4\frac{3}{8}$ " with battery wand). Mark the front set of bracket holes when depth permits.



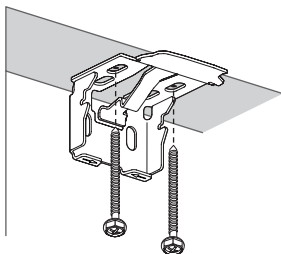
IMPORTANT: For shades with a battery wand, allow a minimum of $\frac{5}{8}$ " clearance behind the brackets to accommodate the wand.

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

CAUTION: Use drywall anchors when mounting into drywall.

- Use a level to check that the mounting surface is level. Shim the brackets if necessary.
- Attach the installation brackets using the screws provided.

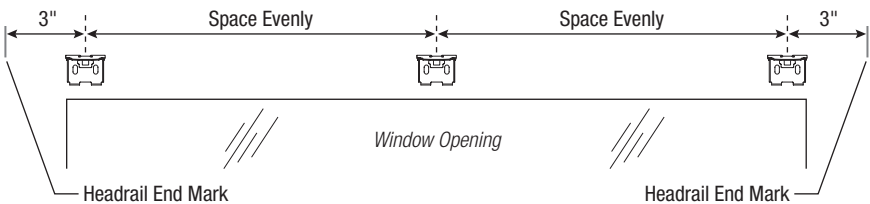
IMPORTANT: The front edges of the installation brackets must align to each other.



Proceed to "STEP 2 — Install the Shade" on page 7.

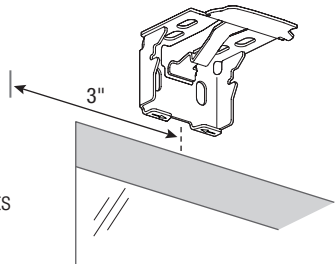
Mount the Installation Brackets — Outside Mount

- Center the headrail over the window opening at the desired height. Use a pencil to lightly mark each end of the headrail.
 - Alternatively, measure the width of the headrail and use that width to mark the headrail end points over the window opening.
- Measure and mark 3" in from each end of the headrail.
 - If more than two installation brackets came with your order, mark the location of the additional bracket(s) spaced evenly between the two end brackets. Mount into wood whenever possible. **Allow a minimum of 18" from the motor side for the battery wand.**



- Center the brackets on your marks, then mark the screw hole locations.
 - A minimum 1" flat vertical surface is required.
 - The top of the installation brackets should be at the desired height. The brackets must be level and aligned.

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

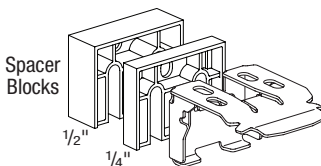
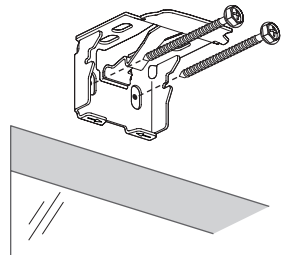


- Drill the screw holes using a $\frac{3}{32}$ " drill bit.

CAUTION: Use drywall anchors when mounting into drywall.

- Attach the installation brackets using the screws provided.

IMPORTANT: If using a battery wand, use a minimum of one $\frac{1}{2}$ " and one $\frac{1}{4}$ " spacer blocks per installation bracket to provide the clearance required for the battery wand. See the instructions on the following page.



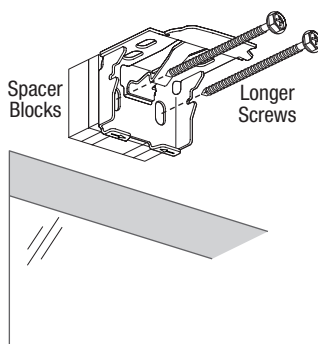
INSTALLATION

- **If the shade will be powered by a battery wand:** Attach the installation brackets with the $\frac{1}{2}$ " and $\frac{1}{4}$ " spacer blocks. Use 2" #6 hex head screws (not provided).

- The solid side of the spacer blocks faces the mounting surface.
- If using additional spacer blocks for more clearance, attach the installation brackets and spacer blocks with #6 screws long enough for a secure installation.

IMPORTANT: Do not add more than $1\frac{1}{2}$ " of clearance using spacer blocks.

IMPORTANT: The tops of the installation brackets must be level with the front edges aligned.

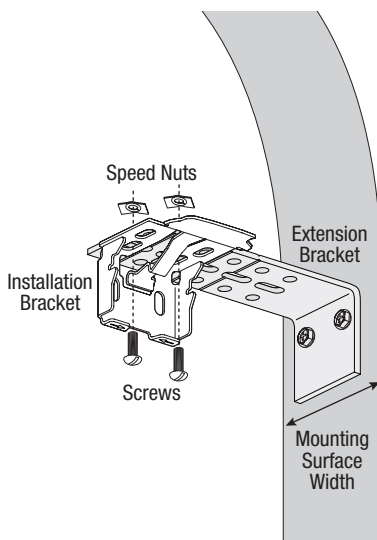


Proceed to "STEP 2 — Install the Shade" on page 7.

Mount the Installation Brackets — End Mount

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

- Mount extension brackets to each side of the opening at the desired height of the shade.
 - The mounting surface must be vertical and flat, not part of an arched curve.
 - Minimum mounting surface width with a built-in battery wand is 2".
 - Minimum mounting surface width with a satellite battery pack, C-size satellite battery wand, or DC power supply is $1\frac{1}{2}$ ".
- Attach the installation brackets to the extension brackets using the provided screws and speed nuts.



Proceed to "STEP 2 — Install the Shade" on page 7.

STEP 2 — Install the Shade

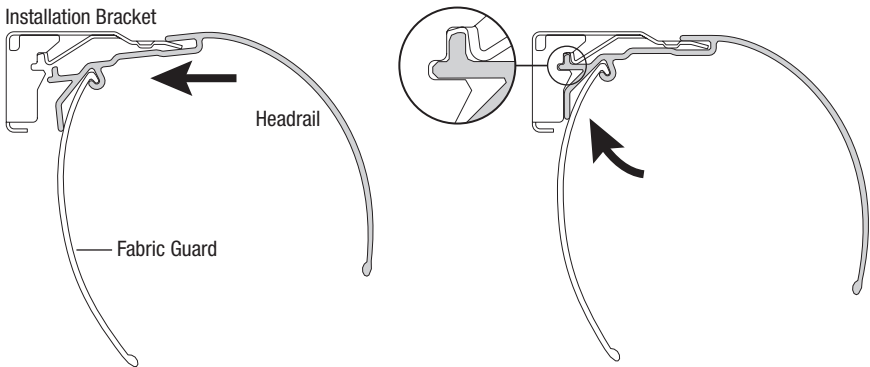
Mount the Headrail

CAUTION: Be sure the cables do not become pinched by the installation brackets when mounting the headrail.

- Hold the headrail so the front (curved side) faces you.
- Push the top edge of the headrail into the installation brackets.
- Rotate and push the headrail back until it snaps into place. You will hear a click when the shade is securely installed.



WARNING: Failure to snap the headrail securely into the installation brackets may cause the shade to release unexpectedly.



- Gently pull on the front of the headrail to ensure that the shade is locked into the brackets.
- Remove the plastic covering on the front of the headrail.

STEP 3 — Connect the Power Source

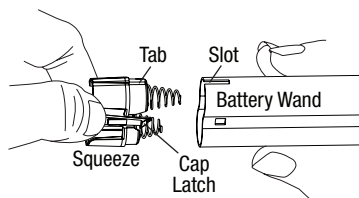
NOTE: When power is connected to the motor, a green LED inside the manual control button housing will flash to indicate the shade is ready for operation.

- Refer to the appropriate page based on the ordered power source.
 - For a battery wand, see below.
 - For a satellite battery pack, see page 9.
 - For an 18V DC power supply, see page 10.
 - For an 18V DC power supply with daisy-chain connections, see page 11.
 - For a C-size satellite battery wand or large DC power supply, see the instructions that came with the unit.

If You Have a Battery Wand...

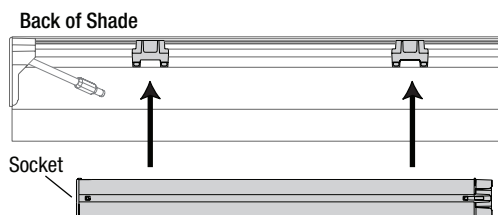
Install Batteries Into the Battery Wand

- Squeeze the cap latch to release the cap.
- Remove the cap from the battery wand.
- Install the batteries according to the instructions on the battery wand label.
- Hunter Douglas recommends AA alkaline batteries for use with our battery-powered shades. These will provide approximately one year of operation. Lithium and rechargeable batteries are not recommended.
- Replace the cap.
 - Align the tab with the end of the wand.
 - Press the cap on until it latches.



Mount the Battery Wand into the Battery Wand Clips

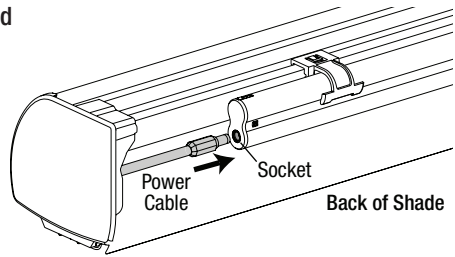
- Align the battery wand with its socket toward the motor cartridge end cap on the shade.
- Push the battery wand straight up into the battery wand clips until it snaps into place. Check to make sure the battery wand is secure.



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

Plug the Power Cable into the Battery Wand

- On the back of the headrail, connect the power cable from the shade into the socket on the battery wand.



Proceed to "Attach Magnetic Hold-Down Brackets (Optional)" on page 12.

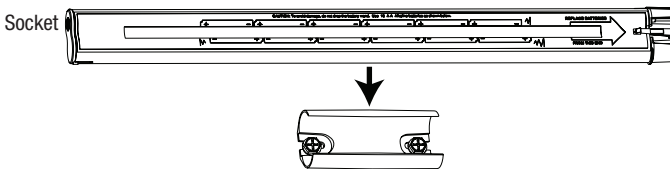
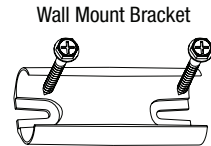
If You Have a Satellite Battery Pack...

Install the Batteries into the Battery Wand

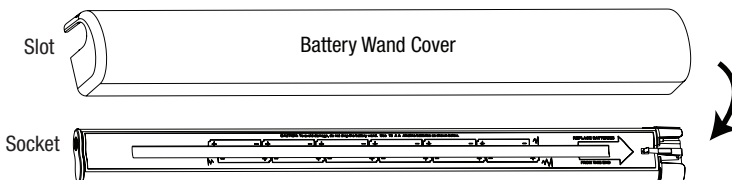
- Refer to the instructions on page 8.

Mount the Satellite Battery Pack

- Decide where you want to attach the wall mount bracket. A satellite battery pack may be mounted in any orientation.
- Mark the screw holes.
- Drill the screw hole using a $\frac{3}{32}$ " drill bit.
- Remove the backing from the double-sided tape. Press the bracket into place.
- Attach the bracket using the screws provided.
- Position the battery wand so the power cable is easily connected to the socket.
- Snap the battery wand into the bracket.

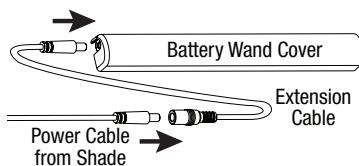


- Replace the cover with the slot aligned to the socket in the battery wand.



INSTALLATION

- Plug the power cable from the shade into the extension cable.
- Plug the other end of the extension cable into the socket in the battery wand.

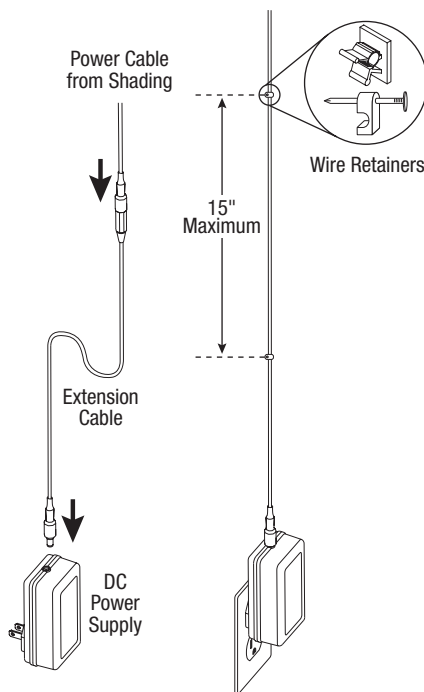


Proceed to “Attach Magnetic Hold-Down Brackets (Optional)” on page 12.

If You Have a DC Power Supply...

Connect the Power Supply

- Plug the power cable from the shade into the extension cable.
- Plug the other end of the extension cable into the DC power supply.
- Plug the DC power supply into a standard outlet.
- Secure the extension cable using wire retainers (not supplied). If hiding the cable behind the shade, make sure it does not impede the operation of the shade.
- Space the wire retainers approximately 15" apart along the power supply wire, as shown.



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



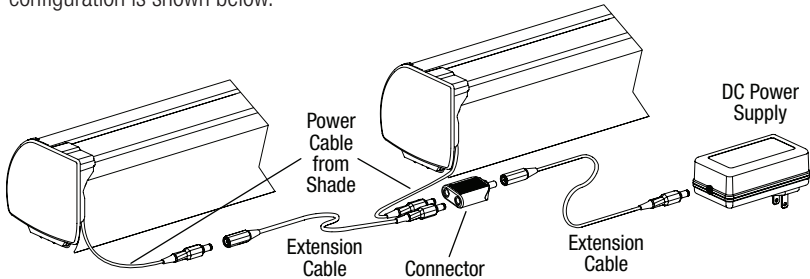
WARNING: Electric shock and/or a fire hazard may occur, if not properly installed.

Proceed to “Attach Magnetic Hold-Down Brackets (Optional)” on page 12.

If You Have a DC Power Supply with Daisy-Chain Connections...

The daisy-chain feature allows up to three PowerView™ motorized shades to be powered by a single DC power supply. However, each shade has its own RF receiver and can operate independently. The daisy-chain feature is only available with the DC power supply option.

- Route the power cables from each shade to the connector, using extension cables if necessary.
- Plug an extension cable into the connector and the DC power supply. A two-shade configuration is shown below.

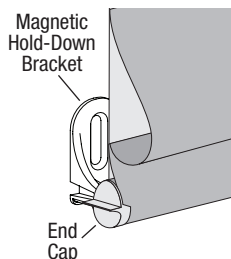


- An additional connector and two additional extension cables are used for three shades.

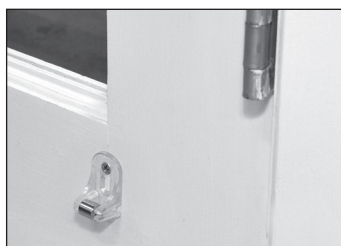
Proceed to “Attach Magnetic Hold-Down Brackets (Optional)” on page 12.

Attach Magnetic Hold-Down Brackets (Optional)

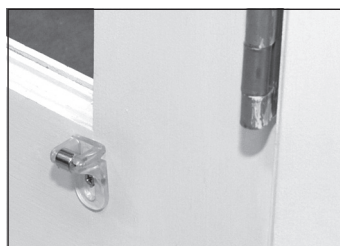
- Lower the shade until it is fully lowered and rotated back toward the window.
- Attach the magnetic hold-down brackets onto the bottom rail just inside the end caps. The brackets will attach into the channel in the middle of the bottom rail.
- Mark the screw locations using one of the mounting options shown below.
 - The screw should be placed in the middle of the channel. This will allow for adjustment.



Outside Mount



Preferred

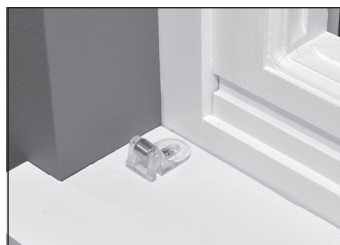


Alternate

Inside Mount

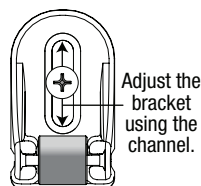


Preferred



Alternate

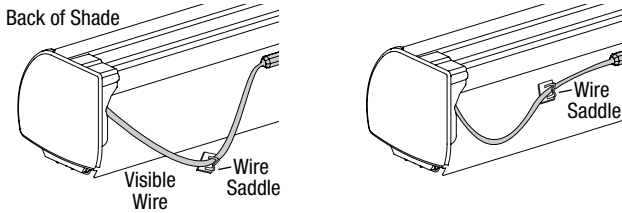
- Drill the screw holes using a $\frac{3}{32}$ " drill bit.
- Attach the hold-down brackets to the mounting surface using the screws provided.
- If necessary, adjust the bracket location using the channel.



Testing the Shade

Check the Power Cord

- Check the headrail to ensure the power cord is not visible.
 - If it is visible, adhere the wire saddle on the power cord to the back of the shade.



Test the Shade Using the Manual Control Button

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

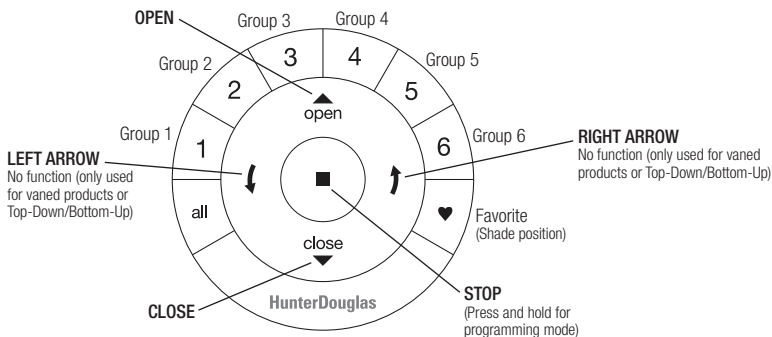
- Press the manual control button on the bottom of the motor side end cap to test operation. If the shade does not operate, refer to “Troubleshooting” on page 16.
 - Press the button to alternately lower, stop, and raise the shade.



CAUTION: When raising the shade for the first time, observe how the fabric rolls up into the headrail. It should roll up evenly. If the bottom rail is not level or the shade starts to rub against either window jamb, immediately press the manual control button to stop the shade. See “Adjusting the Bottom Rail Weight” on page 18.

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 Shade to a Group

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

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

Basic Operation

1. To wake up the remote, simply pick it up or press ■ STOP. The last group(s) selected will be highlighted and active.
2. Press “all” or groups 1 – 6 to select specific shade(s) to move. Selected group button(s) will light to show they are selected.
 - a. Multiple group buttons may be selected at a time.
 - b. To deselect a group, press the group button again. The backlight for that group button will go out.

3. Press ▼ CLOSE to lower the selected shade(s).
4. Press ▲ OPEN to raise the selected shade(s).
5. Press ■ STOP to stop shade movement anywhere along its travel.
6. While a shade is in motion, press the opposite of shade motion (▲ OPEN or ▼ CLOSE) to reverse direction.
7. Press ♥ FAVORITE to send selected shade(s) to your 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

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

Resetting the Shade (If Necessary)

Basic Reset

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

1. Press and hold the manual control button for 6 seconds. The shade will move slightly.
2. Release the manual control button. The shade will raise to its fully open position to set the upper travel limit, then lower to the fully closed position to set the lower travel limit. The shade will move slightly one more time to indicate that the travel limits have been reset.

Resetting Shade Programming

This reset erases all shade programming from memory, including group assignments, preventing any input device from operating the shade. 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 after 6 seconds, then again after 12 seconds. Release the button.
2. Refer to “Joining a Shade to a Group” on page 14 to program the shade to a group.

Troubleshooting

If your shade 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 shade.

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

Problem	The shade will not snap into the installation brackets.
Solution	<p>If the shade has a battery wand, check that the wand is not interfering with the installation brackets.</p> <p>Check that the installation brackets are level and aligned. Adjust and/or shim to level, if necessary.</p> <p>Be sure the heads of the mounting screws are flush against the installation bracket.</p> <p>Check that the headrail is completely inserted into the installation brackets. See “STEP 2 — Install the Shade” on page 7.</p>
Problem	The shade does not operate using the manual control button.
Solution	<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 batteries in the battery wand, satellite battery pack, or C-size satellite battery wand are correctly inserted and are fresh.</p> <p>Check that the battery wand, satellite battery pack, C-size satellite battery wand, or DC power supply is securely connected to the power cable and the cables are not pinched or caught in the headrail or installation brackets.</p>
Problem	The shade is not responding to the PowerView™ remote.
Solution	<p>IMPORTANT: A shade will not operate using the remote until it has been joined to a group.</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>

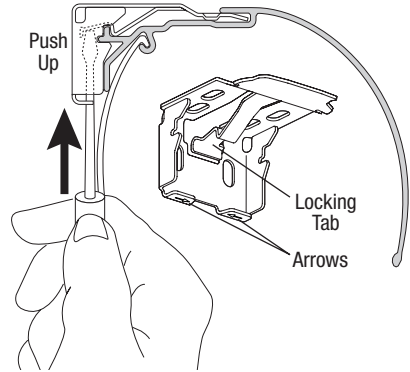
Problem	The front fabric appears to cling to the back fabric.
Solution	<p>Lightly apply a static spray for home furnishings. Follow the manufacturer's directions. Allow the shade to dry in the fully lowered position.</p> <p>If necessary, reapply the static spray each time the shade is professionally cleaned.</p>
Problem	The bottom rail does not raise completely, or lower completely, or its location when fully lowered has migrated over time.
Solution	<p>The batteries may be low in the battery wand, satellite battery pack, or C-size satellite battery wand. Replace the batteries.</p> <p>Check that the battery wand, satellite battery pack, C-size satellite battery wand, or DC power supply is securely connected to the power cable and the cables are not pinched or caught in the headrail or installation brackets.</p> <p>Check that there is clearance between the ends of the shade and the window casement on inside mounts.</p> <p>Check if the fabric rolls up evenly into the headrail. If not, see "Adjusting the Bottom Rail Weight" on page 18.</p> <p>The shade may need to be reset. Refer to "Resetting the Shade" on page 15.</p>
Problem	Adjacent shades do not roll up evenly.
Solution	<p>It is considered normal if the roll-up on both shades is within $\frac{5}{16}$" of each other. If one shade rolls up tighter than another, repeatedly lower and raise both shades.</p> <p>Check that the shade fabric is not catching on any brackets or components.</p> <p>Check that the fabric winds evenly and does not rub against the headrail. If uneven, see "Adjusting the Bottom Rail Weight" on page 18.</p>

Problem	The shade raises or lowers unevenly, the bottom rail is not level when fully raised, or the fabric winds unevenly or starts to rub against one end of the headrail.
Solution	<p>Check that the installation brackets are level. Shim to level, if necessary.</p> <p>Check if the window is out-of-square by measuring the diagonals. Shim the installation brackets to level, if necessary.</p> <p>If the headrail is level and the window is square, adjust the bottom rail weight.</p> <p><u>Adjusting the Bottom Rail Weight</u></p> <p>To adjust, access the bottom rail weight from the back of the shade.</p> <p>Push up on the weight clips to release.</p> <p>Slide the weight in 1" increments, toward the side where the fabric is gathering.</p> <div data-bbox="336 618 836 784"></div> <p>Lower the shade all the way and check that the bottom rail is level. Adjust the weight until the fabric winds evenly and does not gather on either side.</p> <p>After final adjustments, slide the weight clips back into place.</p>

Removing the Shade

- Fully raise the shade.
- While holding the headrail, place the blade of a small screwdriver on the installation bracket's locking tab.
 - Insert the screwdriver between the arrows on the bottom tabs.
- Push up to release the shade.

IMPORTANT: On longer shades, you might need to lower the shade slightly to access the locking tab.



Cleaning Procedures

Hunter Douglas Vignette® Modern Roman Shades are made with anti-static, dust-resistant fabrics that repel dirt and dust. For most fabrics, the following cleaning options are available.

Dusting

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

Vacuuming

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

Compressed Air/Hair Dryer (Cool Setting)

- Blow dirt and debris from within the fabric folds using clean, compressed air.

Spot-Cleaning

- Prepare a solution of warm water and mild detergent.
- Dampen a clean cloth in the solution and wring it out.
- Place a clean, dry cloth behind the spot between the face fabric and the back fabric.
- Dab the spot with the dampened cloth until it is removed. Rubbing alcohol or non-oil-based baby wipes may be used on more stubborn stains. Do not rub the fabric.
- Allow the shade to dry in the completely lowered position.

Ultrasonic Cleaning

Vignette® Modern Roman Shades can be ultrasonically cleaned by a professional.

CAUTION: Do not ultrasonically clean the headrail or bottom rail fabric, or any room-darkening fabrics.

- Specify that a mild detergent solution be used.
- Never immerse the fabric-covered headrail into the solution.
- Allow the shade to dry in the completely lowered position.

Injection/Extraction Cleaning

Vignette Modern Roman Shades can be cleaned by a professional using the injection/extraction method of deep cleaning.

CAUTION: Do not use the injection/extraction method of deep cleaning on the headrail or bottom rail fabric.

- Specify the dry cleaning method only.
- Pretreat heavy stains.
- Allow the shade to dry in the completely lowered position.

Steaming

CAUTION: Do not steam the headrail or bottom rail fabric.

- Steam the face fabric from the bottom to the top, making sure to get steam under each fabric fold. Be careful not to saturate the fabric with steam.
- Allow the shade to dry completely before raising it.

A Note on Textiles

As with all textiles, Vignette fabrics are subject to some inherent variations in the fabric weave. Subtle dye-lot variations, puckering, or wrinkling fall within textile industry standards and should be considered as normal, acceptable quality. Additionally, there will be slight differences in pattern alignment from the fabric on the rails to the fabric of the shade, which do not detract from the product's appeal.

Variations in color and/or pattern irregularities are unique characteristics that contribute to the classic beauty of the shade.

U.S. Radio Frequency FCC Compliance

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

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

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

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

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

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

Industry Canada

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

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

Class B Digital Device Notice

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

European Conformity

We, the undersigned,

Hunter Douglas Window Fashions

One Duette Way, Broomfield, CO 80020, USA

Hunter Douglas Europe B.V.

Piekstraat 2, 3071 EL Rotterdam, The Netherlands

certify and declare under our sole responsibility that assembly PV4 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.



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.

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 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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