HunterDouglas

Installation • Operation • Care

Vignette® Modern Roman Shades Traversed™ with Vertiglide™ Moveable Stack Option

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Questions?
Call Hunter Douglas Consumer Support at
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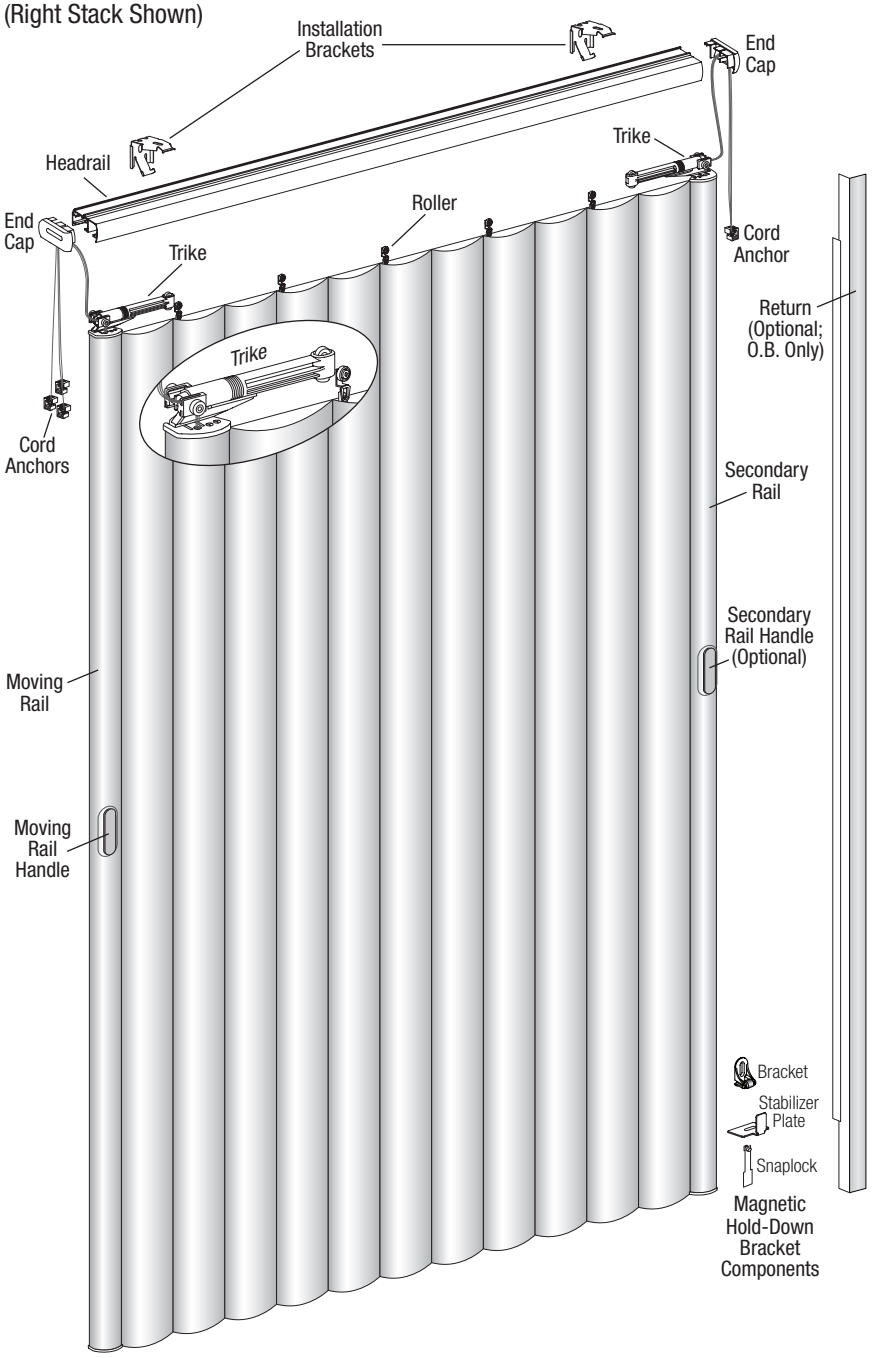
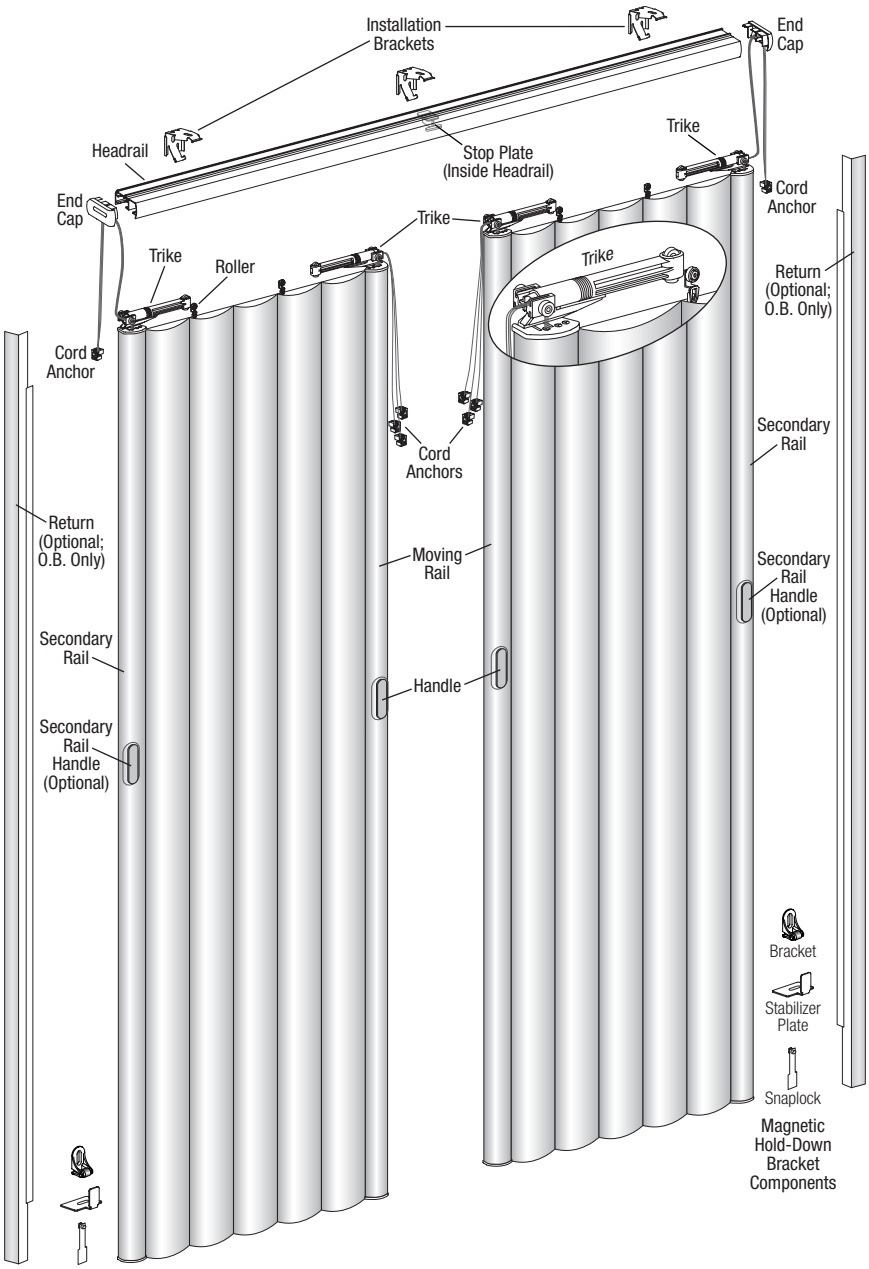
Product View — Moveable Stack Option: Side Stack

(Right Stack Shown)



Product View — Moveable Stack Option: Split Stack



Thank you for purchasing Vignette® Modern Roman Shades Traversed™ with Vertiglide™ Shades. 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. If your shade has a protective plastic cover on the fabric-covered headrail, keep the plastic in place until the shade is installed.

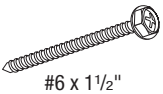
Tools and Fasteners Needed

- Allen wrench (provided)
- Flat blade and Phillips screwdrivers
- Measuring tape and pencil
- Power drill, 3/32" drill bit
- Hex driver 1/4"
- Level (laser level is recommended)
- Needlenose pliers
- Painter's tape

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

- **#6 Hex Head Screws (Provided).** One 2" screw is provided per installation bracket and spacer block. Two 1 1/2" screws are provided per magnetic hold-down bracket kit.
- **Drywall Anchors (Not Provided).** Use drywall anchors when mounting into drywall.

#6 x 2"
Hex Head Screw
(Installation Bracket/Spacer Block)



#6 x 1 1/2"
Hex Head Screw
(Magnetic Hold-Down Bracket)

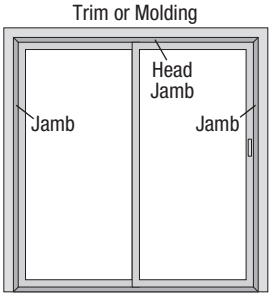
IMPORTANT: Vignette Traversed with Vertiglide shades are recommended for professional installation only. Wider shades may require additional installers.

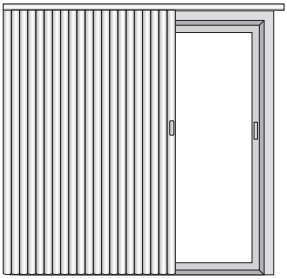
Installation Overview

Installation for Traversed™ with Vertiglide™ Moveable Stack shades varies based on the shade's mounting type and the design to be installed.

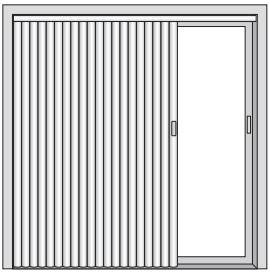
Mounting Types and Window Terminology

- Review the mounting types and basic window terminology illustrated below.
  - ➤ There are different installation procedures for outside mount and inside mount shades.
  - ➤ For ceiling mount applications, refer to the inside mount instructions.





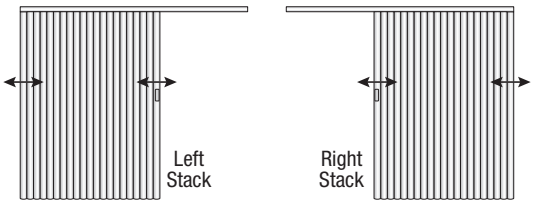
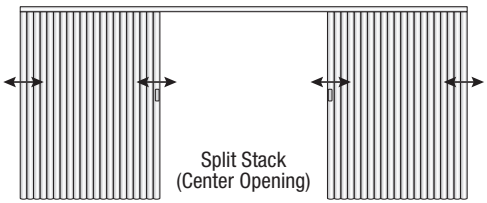
Outside Mount
Shade mounts outside door or window opening.



Inside Mount
Shade fits within door or window opening.

Shade Designs

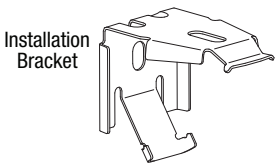
- Determine which Traversed with Vertiglide Moveable Stack design you are installing: left stack, right stack, or split stack (center opening).

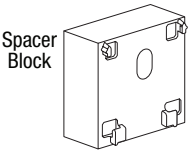
Traversed with Vertiglide Moveable Stack Design	Primary Moving Rails	Secondary Rails
	1	1
	2	2

Installation Brackets Required

- The number of installation brackets required varies with headrail width, as shown in the table. One spacer block is provided with each installation bracket.

Shade Width	Brackets
36" – 60"	3
60 1/8" – 84"	4
84 1/8" – 120"	5
120 1/8" – 192"	6
192 1/8" – 240"	8
240 1/8" – 312"	10
312 1/8" – 384"	12

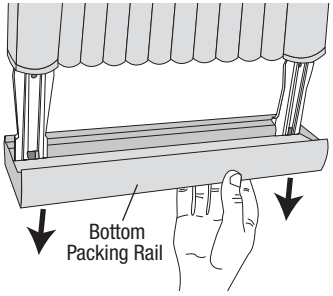


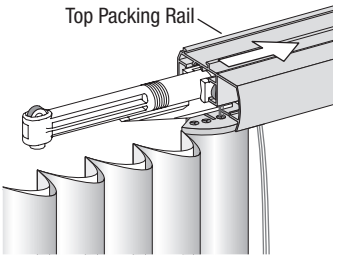


Unpack the Shade

The headrail and shade fabric panel(s) will arrive in separate boxes. To unpack the headrail, simply remove the packaging. Follow the instructions below to unpack the fabric panel(s).

- Carefully remove the shade from the plastic.
- Unpack the bottom of the shade.
  - ➤ Remove the packing rail and hangers from the bottom of the shade. The bottom is the side without cords or colored tape.
- Unpack the top of the shade.
  - ➤ Peel back the plastic tape from the packing rail at the top of the shade.
  - ➤ Peel away the colored tape securing the cords to the packing rail.
  - ➤ Leave the remaining colored tape which secures the cords. This tape will be removed later.
  - ➤ Slide the packing rail from the shade.
  - ➤ Lay the shade face up on a clean surface.



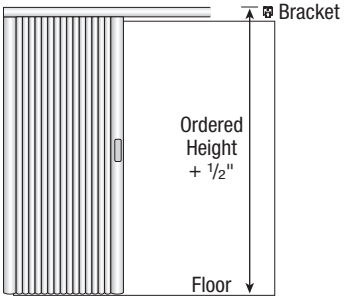


Next Step

- Refer to the page below based on your shade mounting type:
  - ➤ **Outside Mount — Page 6**
  - ➤ **Inside Mount/Ceiling Mount — Page 11**

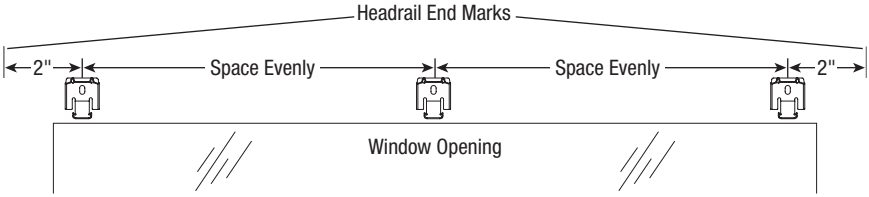
OUTSIDE MOUNT PROCEDURES

Mount the Installation Brackets

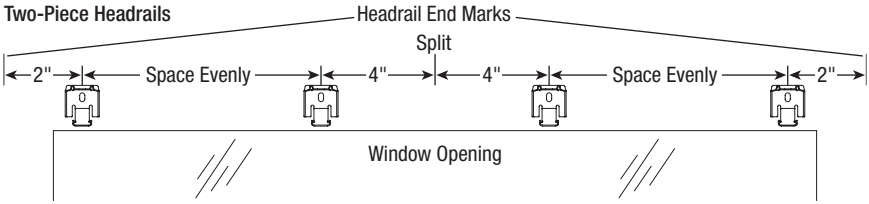


- For the minimum recommended 1/2" floor clearance, add 1/2" to the ordered height (found on the label inside the headrail) and measure that total distance from the floor.
  - ➤ Position the top of the brackets at this height.
  - ➤ Add more to the ordered height if more floor clearance is desired.
- Center the headrail over the window opening at the marked height. Use a pencil to lightly mark each end of the headrail.
  - ➤ Alternatively, measure the width of the headrail. Use this width to mark the headrail end points over the window opening.
  - ➤ If a side stack shade was measured to accommodate for the stackback, position the headrail so that the window remains completely uncovered when the shade is in the fully opened position.

    NOTE: Be sure that when the shade is drawn fully closed, the window is completely covered.
- Mark 2" from each end of the headrail.
  - ➤ If more than two installation brackets came with your order, space additional bracket(s) evenly (or at least every 36") and mark their locations.

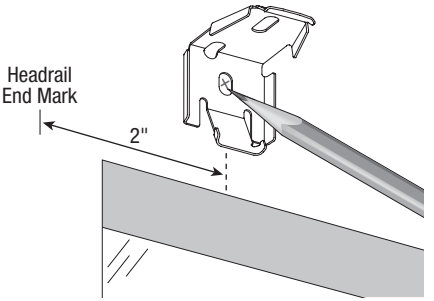


  - ➤ **Two-piece headrails:** Place a bracket 4" from the center on both sides. Space additional bracket(s) evenly (or at least every 36") and mark their locations.



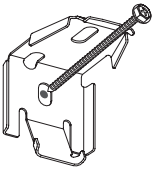
- Center the brackets on your marks and mark the screw holes.
  - A minimum of 1¼" flat vertical surface is required to mount the brackets.

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



- Drill the screw holes using a 3/32" drill bit.

  CAUTION: Use drywall anchors when mounting into drywall.



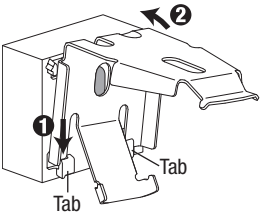
- Attach the installation brackets to the mounting surface using the 2" screws provided.

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

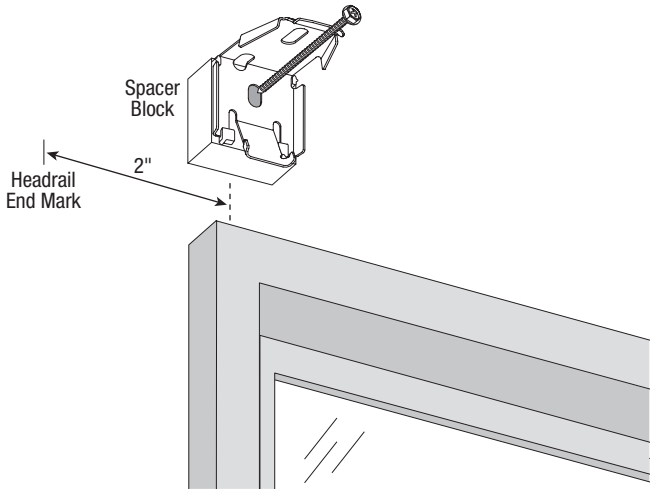
- If using spacer blocks, attach them to the installation brackets (if not already attached).

  IMPORTANT: A maximum of one ½" spacer block can be used per installation bracket.

  - Break off and discard the ⅛" shim, if attached to the spacer block.
  - Insert the legs of the installation bracket into the tabs on the spacer block.
  - Then rotate the installation bracket back to snap it in place.

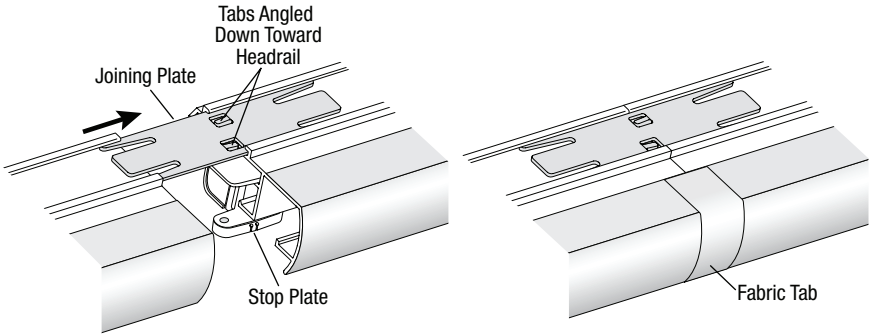


- Attach the installation brackets and spacer blocks using the 2" mounting screws provided.

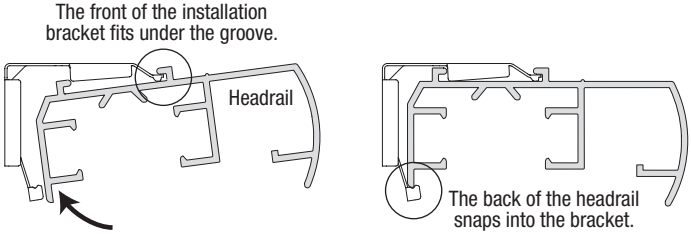


Install the Headrail

- **Split stack only:** Headrails may arrive in two separate pieces depending on ordered width. If so, connect the two pieces with a joining plate and center the stop plate over the seam.
  - ➤ Insert the joining plate into the top back channel of one of the headrail pieces. The tabs on the joining plate are slightly angled. Place the joining plate so that the tabs angle down toward the headrail in order to secure each rail piece.
  - ➤ Slide the second rail piece onto the joining plate and stop plate.
  - ➤ Position the split stack stop plate so it is centered on the joint between the headrails. Tighten the stop plate screws using the provided Allen wrench.
  - ➤ Peel back the protective plastic covering from the front of the headrail about an inch on either side of the joint.
  - ➤ Attach the fabric tab. Remove the adhesive backing from the tab and press it in place over the split on the front of the headrail.

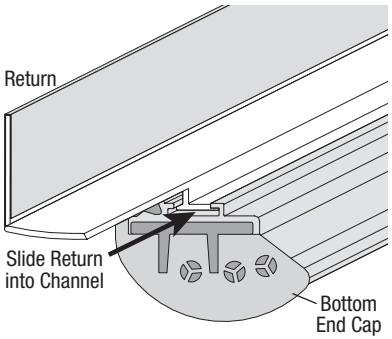


- Slip the headrail onto the installation brackets, until the front of each bracket fits under the groove of the headrail.
- Rotate the back of the headrail up and push back to snap it into the bracket.

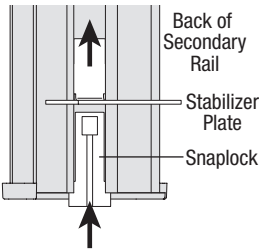


Install the Shade into the Headrail

Prepare the Optional Return(s)



- If you ordered optional return(s), insert the return(s) into the bottom of the secondary rail(s).
  - ➤ Slide the return into the channel on the secondary rail until it is flush with the bottom end cap.
  - ➤ The entire return is illustrated in the "Product View" on pages 1 and 2.

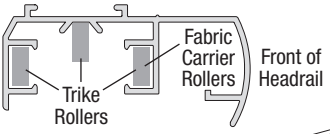


- Insert the stabilizer plate and snaplock into the bottom of the secondary rail(s).
  - ➤ Slide the stabilizer plate into the channel on the secondary rail as shown.
  - ➤ Install the snaplock into the channel under the stabilizer plate to hold the stabilizer plate in place.

Insert the Primary Moving Rail Trike into the Headrail

NOTE: With split stack designs, fully complete the installation of one shade panel before starting the second panel.

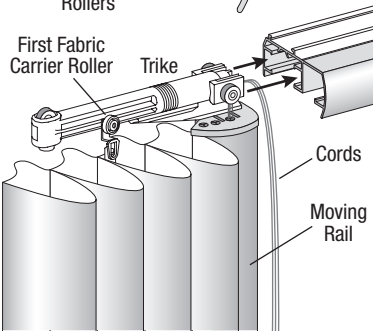
- Review the illustration showing the channels where the trike rollers and fabric carrier rollers fit into the headrail.



- With the front of the fabric facing you, locate the primary moving rail trike.
  - ➤ Insert the trike's side rollers into the headrail, as illustrated.

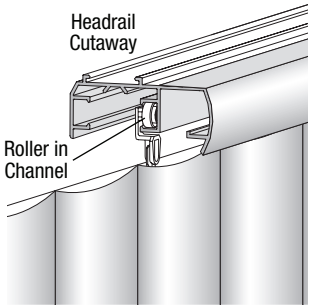
    IMPORTANT: Be sure the cords are routed to the outside of the trike before sliding the trike side rollers into the headrail. Be careful not to pinch the cords.

    NOTE: One cord anchor is attached to each of the three cords. With side stack designs, the cords are routed through the headrail end cap.



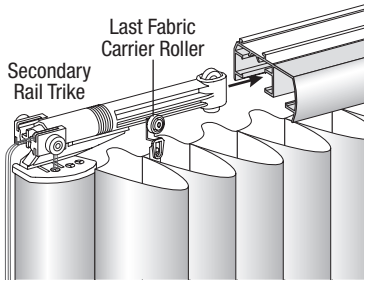
  - ➤ Install the first fabric carrier roller <u>after</u> the trike side rollers, <u>before</u> sliding on the top roller on the end of the trike.
  - ➤ After installing the first fabric carrier roller, continue sliding the trike into the headrail until the top roller on the end of the trike fits under the center channel.

Install the Fabric Carrier Rollers into the Headrail



- Hook each of the remaining rollers (except the last one) into the correct channel of the headrail.
  - ➤ Carefully push back the fabric in order to see each roller.
  - ➤ Hook the bottom of the roller into the lower part of the channel and then rock the top of the roller into the top part of the channel.

Insert the Secondary Rail Trike into the Headrail



- Insert the trike's top roller.
- Then insert the last fabric carrier roller.
- Finally, insert the trike's side rollers.

IMPORTANT: Be careful not to pinch the cords. Avoid twisting the cords.

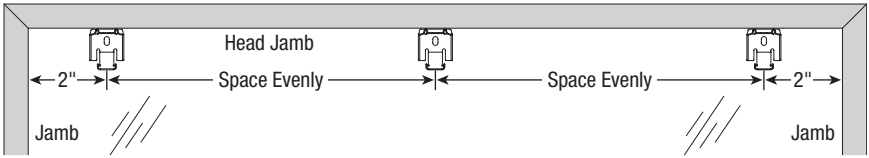
NOTE: The cords from the secondary rail are routed through the headrail end cap.

Proceed to "Attach the Handle(s)" on page 15.

INSIDE MOUNT PROCEDURES

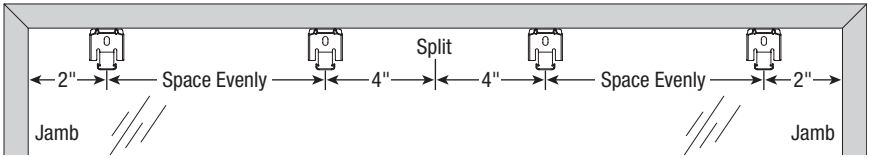
Mount the Installation Brackets

- Mark the head jamb 2" from each side jamb.
  - ➤ If more than two installation brackets came with your order, space additional bracket(s) evenly (or at least every 36") and mark their locations.



  - ➤ **Two-piece headrails:** Place a bracket 4" from the center on both sides. Space additional bracket(s) evenly (or at least every 36") and mark their locations.

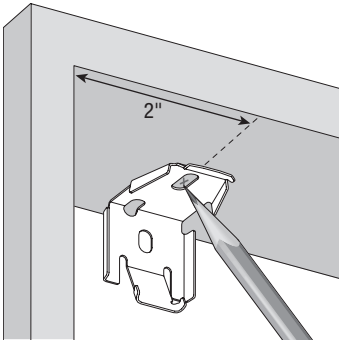
Two-Piece Headrails

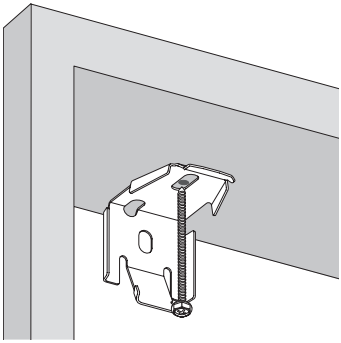


- Center the brackets on your marks and mark the screw holes.
  - ➤ A minimum depth of 1½" is required to mount the brackets.
  - ➤ A depth of 4½" is required for fully recessed mounting with the shade drawn closed, or 5½" with the shade stacked open.
- Drill the screw holes using a 3/32" drill bit.

  CAUTION: Use drywall anchors when mounting into drywall.
- Attach the installation brackets to the mounting surface using the screws provided.

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



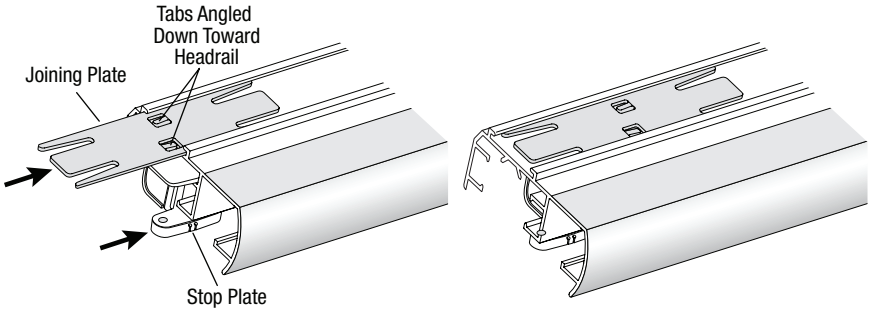


Assemble the Shade

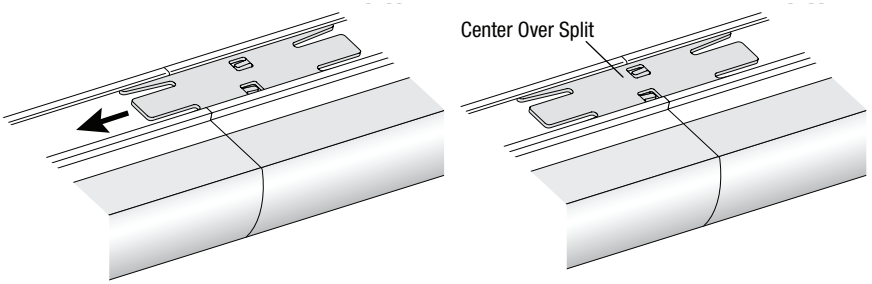
With inside-mounted applications, the shade is pre-assembled before the headrail is installed. Lay out all the components for assembly on a clean, cloth-covered surface. Position the headrail near the top of the vertical rails.

Assemble the Headrail (Two-Piece Headrails Only)

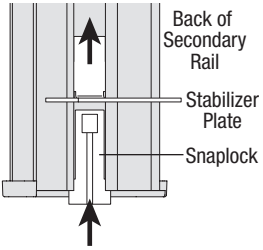
- **Split stack only:** Headrails may arrive in two separate pieces depending on ordered width. The two pieces are connected with a joining plate.
  - ➤ Insert the joining plate into the top back channel of one of the headrail pieces. The tabs on the joining plate are slightly angled. Place the joining plate so that the tabs angle down toward the headrail.
  - ➤ Slide the joining plate completely onto the headrail so that no part of it protrudes.
  - ➤ If the stop plate is protruding from one of the headrail pieces, slide it all the way into the headrail so that it does not protrude. Loosen the screws with the provided Allen wrench, if necessary.



  - ➤ Position the two headrail sections so that they abut in the center.
  - ➤ Using a flat blade screwdriver, center the joining plate between the two headrail sections. Be careful not to damage the fabric-covered headrail.
  - ➤ Position the stop plate so it is centered on the joint between the headrails. Tighten the stop plate screws using the provided Allen wrench.



Prepare the Secondary Rail(s)



- Insert the stabilizer plate and snaplock into the bottom of the secondary rail(s).
  - ➤ Slide the stabilizer plate into the channel on the secondary rail as shown.
  - ➤ Install the snaplock into the channel under the stabilizer plate to hold the stabilizer plate in place.

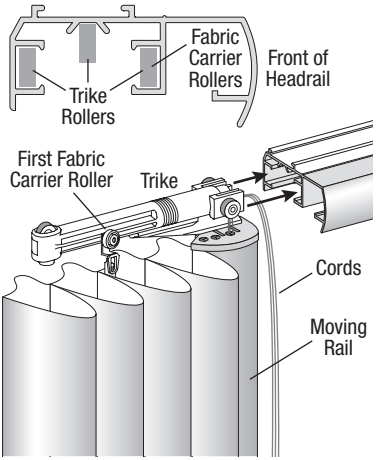
Insert the Primary Moving Rail Trike into the Headrail

NOTE: With split stack designs, fully complete the installation of one shade panel before starting the second panel.

- Review the illustration showing the channels where the trike rollers and fabric carrier rollers fit into the headrail.
- With the front of the fabric facing you, locate the primary moving rail trike.
  - ➤ Insert the trike's side rollers into the headrail, as illustrated.

    IMPORTANT: Be sure the cords are routed to the outside of the trike before sliding the trike side rollers into the headrail. Be careful not to pinch the cords.

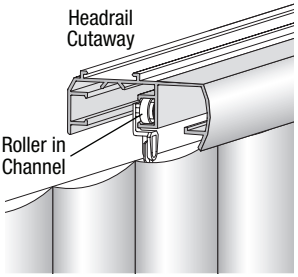
    NOTE: One cord anchor is attached to each of the three cords. With side stack designs, the cords are routed through the headrail end cap.



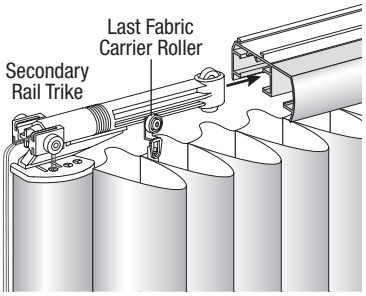
  - ➤ Install the first fabric carrier roller <u>after</u> the trike side rollers, <u>before</u> sliding on the top roller on the end of the trike.
  - ➤ After installing the first fabric carrier roller, continue sliding the trike into the headrail until the top roller on the end of the trike fits under the center channel.

Install the Fabric Carrier Rollers into the Headrail

- Hook each of the remaining rollers (except the last one) into the correct channel of the headrail.
  - ➤ Carefully push back the fabric in order to see each roller.
  - ➤ Hook the bottom of the roller into the lower part of the channel and then rock the top of the roller into the top part of the channel.



Insert the Secondary Rail Trike into the Headrail



- Insert the trike's top roller.
- Then insert the last fabric carrier roller.
- Finally, insert the trike's side rollers.

IMPORTANT: Be careful not to pinch the cords. Avoid twisting the cords.

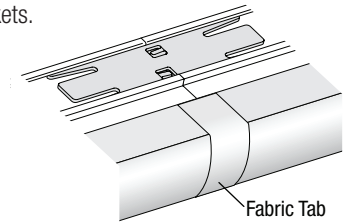
NOTE: The cords from the secondary rail are routed through the headrail end cap.

Attach the end caps

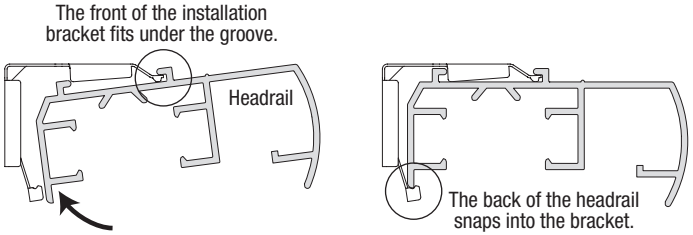
- Loosen the screw on each end cap until it is flush with the top.
- Push the end caps into place on the headrail. Hold the cords below the end caps when installing them. Be careful not to pinch the cords.
- If necessary, tap the end caps in place with a rubber mallet.
- Tighten the end cap screws.

Install the Headrail

IMPORTANT: Because the fabric is pre-installed into the headrail, more than one installer may be needed to mount the headrail into the installation brackets.



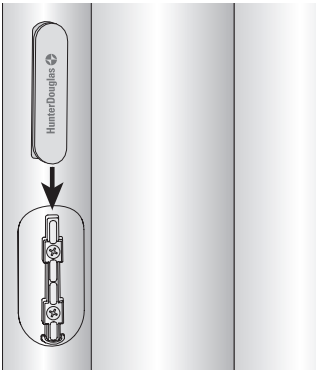
- Remove the protective plastic covering from the front of the headrail.
- **Two-piece headrails only:** Attach the fabric tab. Remove the adhesive backing from the tab and press it in place over the split on the front of the headrail.
- Gather the vertical rails and fabric panel(s) to the center of the headrail.
- Carefully lift and move the headrail, vertical rails, and fabric to the window or door opening.
- Slip the headrail onto the installation brackets, until the front of each bracket fits under the groove of the headrail.
- Rotate the back of the headrail up and push back to snap it into the bracket.



Proceed to "Attach the Handle(s)" on page 15.

Attach the Handle(s)

Handles are standard for primary moving rails (one for side stack and two for split stack). Handles are optional for the secondary rails. If a handle is ordered for the secondary rail(s), a clear base plate will be installed on each secondary rail, as well as on the primary moving rail(s).

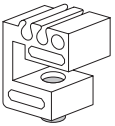


- Slide the handle down onto the clear base plate until it snaps into place.

Secure the Cords with the Color-Coded Cord Anchors

- Remove the colored tape securing the cords.

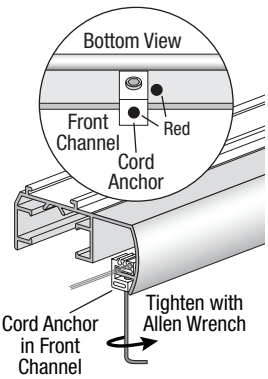
  IMPORTANT: The cords must hang freely with no twists. If the cords are twisted, straighten them out before proceeding.



Side Stack

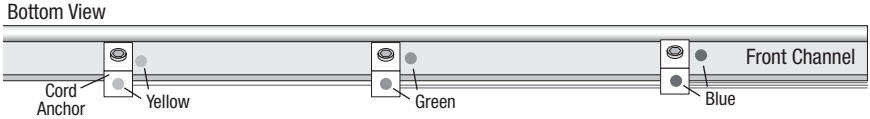
- Close the shade within 6" of each end. Adjust the position of the rails as needed when installing the cord anchors.
- Attach the end caps on outside mount shades. (End caps on inside mount shades should already have been installed.)
  - ➤ Loosen the screw on each end cap until it is flush with the top.
  - ➤ Push the end caps into place on the headrail. Hold the cords below the end cap on the moving rail side when installing it. Be careful not to pinch or twist the cords.
  - ➤ If necessary, tap the end caps in place with a rubber mallet.
  - ➤ Tighten the screw on both end caps.
- Locate the red cord anchor connected to the three cords coming from the top of the secondary rail.
  - ➤ Hook the red cord anchor at the red dot on the front channel.
  - ➤ Use the provided Allen wrench to tighten the cord anchor until snug to secure it to the channel.

  IMPORTANT: The three cords attached to the red cord anchor may need minor tension adjustment. Final cord adjustment is explained on page 18.



- Install the other cord anchors that are attached to the individual cords routed through the end cap. Before beginning, make sure that the cords are not twisted.
  - ➤ Start with the blue cord anchor with the shortest cord, hook the anchor at the blue dot in the front channel of the headrail and secure it using the Allen wrench.
  - ➤ Then, hook the green cord anchor with the next shortest cord in a similar manner at the green dot.
  - ➤ Finally, hook the yellow cord anchor with the longest cord at the yellow dot.

  IMPORTANT: Make sure that the cords do not twist together.



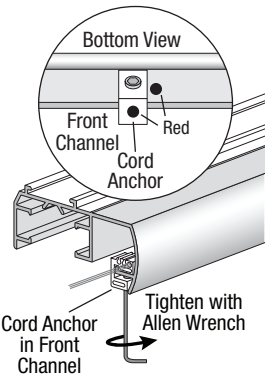
Proceed to "Complete the Installation" on page 18.

Split Stack

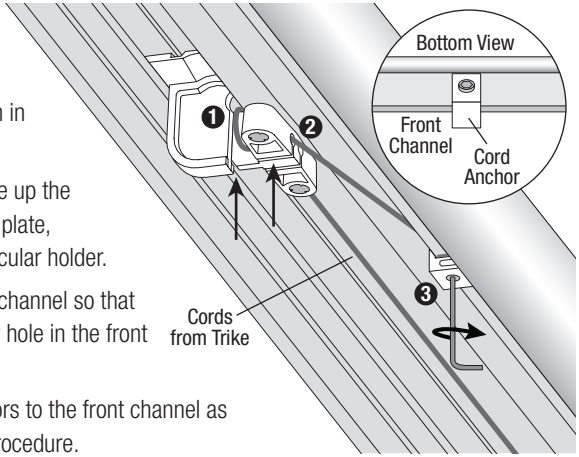
NOTE: Each fabric panel has its own set of color-coded cord anchors. Install all four cord anchors for one panel before installing the cord anchors for the other panel.

- Move the vertical rails of each panel within 6" of each end and 6" of the stop plate in the center of the rail. Adjust the position of the rails as needed when installing the cord anchors.
- Attach the end caps on outside mount shades. (End caps on inside mount shades should already have been installed.)
  - ➤ Loosen the screw on each end cap until it is flush with the top.
  - ➤ Push the end caps into place on the headrail. Hold the cords below the end cap on the moving rail side when installing it. Be careful not to pinch or twist the cords.
  - ➤ If necessary, tap the end caps in place with a rubber mallet.
  - ➤ Tighten the screw on both end caps.
- Locate the red cord anchor connected to the three cords coming from the top of the secondary rail.
  - ➤ Hook the red cord anchor at the red dot on the front channel.
  - ➤ Use the provided Allen wrench to tighten the cord anchor until snug to secure it to the channel.

  IMPORTANT: The three cords attached to the red cord anchor may need minor tension adjustment. Final cord adjustment is explained on page 18.



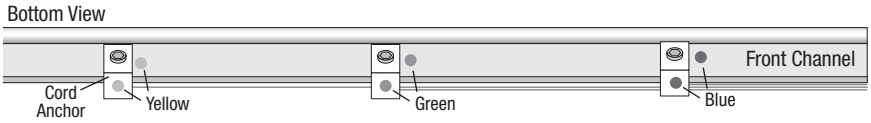
- Route the three cords with individual cord anchors attached through the stop plate. A single cord is shown in the illustration for clarity.



1) Slide the cords from the trike up the angled back slot of the stop plate, positioning them into the circular holder.
2) Slide the cords up the front channel so that they exit the smaller circular hole in the front of the stop plate.
3) Secure the three cord anchors to the front channel as described in the following procedure.

- Install the three cord anchors that are attached to the individual cords routed through the stop plate. Before beginning, make sure that the cords are not twisted.
  - ➤ Start with the blue cord anchor with the shortest cord, hook the anchor at the blue dot in the front channel of the headrail and secure it using the Allen wrench.
  - ➤ Then, hook the green cord anchor with the next shortest cord in a similar manner at the green dot.
  - ➤ Finally, hook the yellow cord anchor with the longest cord at the yellow dot.

IMPORTANT: Make sure that the cords do not twist together.



Proceed to "Complete the Installation" on page 18.

Complete the Installation

Remove the Covering from the Headrail

- Gently peel the clear covering from the fabric-covered headrail.

Inspect the Folds

- If the first fabric fold does not hang as well as others, see “Troubleshooting” on page 22.

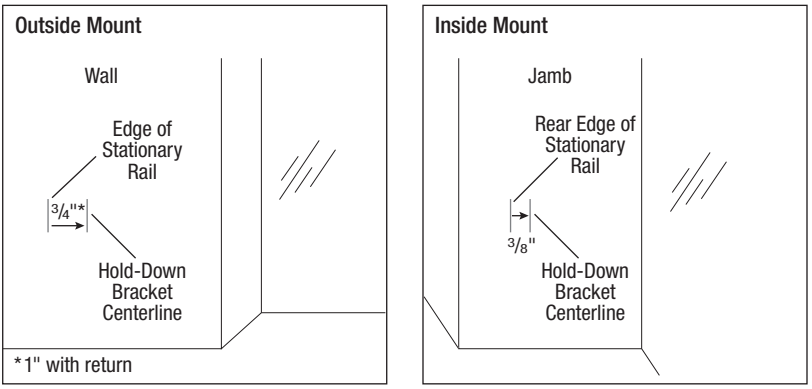
Perform the Final Cord Adjustment

- Open and close the fabric panel(s) several times.
- To make final cord adjustments, loosen and re-tighten the cord anchors one at a time.
  - ➤ The blue cord anchor adjusts the bottom, the green cord anchor adjusts the middle, the yellow cord anchor adjusts the top portion of the panel.
  - ➤ Gently pull the cords until you feel a slight resistance. Do not over-tension.
- Again, open and close the fabric panel(s) several times. The rails should slide easily, yet hold their position anywhere along the headrail.
- Re-adjust the cords as needed. Increase tension in the cords if the rails do not hold their position. Reduce tension in the cords if the rails are difficult to move.

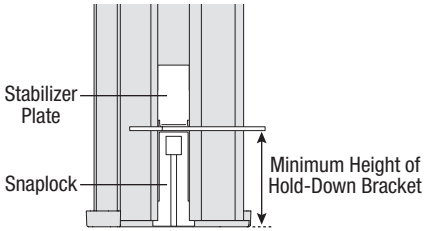
Attach Magnetic Hold-Down Brackets (Optional)

Magnetic hold-down brackets hold the secondary rail(s) flush with the end of the headrail.

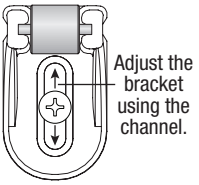
- Determine where to attach the hold-down brackets.
  - ➤ Outside mount: Slide the secondary rail to the end of the headrail. Mark the edge of the rail on the mounting surface. Slide the rail away from the end of the headrail and measure 3/4" in from your mark (toward the shade). Mark this location. (If the shade has a return on the stationary rail, measure 1" in from your mark.)
  - ➤ Inside mount: Slide the secondary rail to the end of the headrail. Mark the rear edge of the rail on the jamb. Slide the rail away from the jamb and measure 3/8" back from your mark (toward the glass). Mark this location.



- Determine the height to mount the hold-down brackets.
  - ➤ Slide the snaplock to the bottom of the secondary rail(s).
  - ➤ Check that the stabilizer plate is resting on the snaplock. The bottom of the stabilizer plate is the minimum height at which the magnet top of the hold-down brackets can be installed.



  - ➤ The hold-down brackets may be mounted higher if desired. The stabilizer plate can be raised to the higher height by sliding the snaplock higher up the secondary rail.
- Position the hold-down bracket at the proper height, centered on your mark with the magnet on top. Mark the screw location. The screw should be placed in the middle of the bracket channel to allow for adjustment.
- Drill the screw hole using a 3/32" drill bit.
- Attach the hold-down bracket to the mounting surface using the screw provided.
- Check that the magnetic hold-down bracket is positioned correctly to hold the secondary rail. If necessary, adjust the bracket height using the slotted channel.



Magnetic hold-down bracket installed (outside mount shown)

Operate the Shade

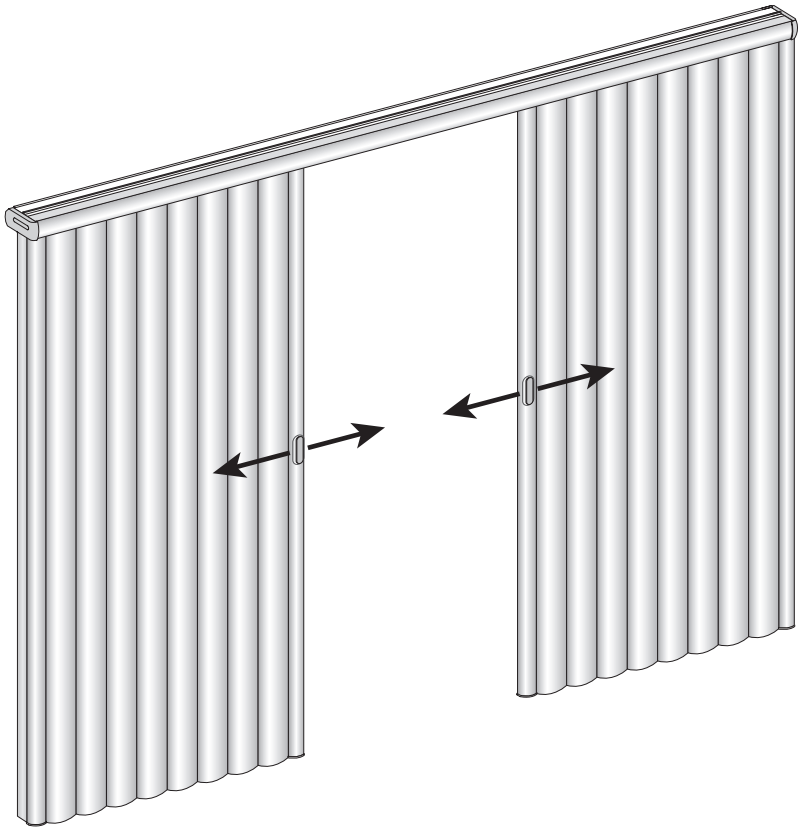
For better support and smoother operation, as well as to avoid soiling the fabric, use the handle(s) when opening and closing the shade. If handles were ordered for the secondary rail(s), both the primary moving rail(s) and the secondary rail(s) can be used to position the fabric panel anywhere along its travel with any degree of closure.

NOTE: With a split stack shade, each panel operates independently.

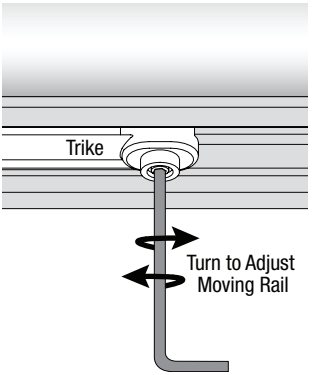
- To operate the shade, simply use the handle(s) to slide the vertical rail(s). Allow the shade to stack evenly.

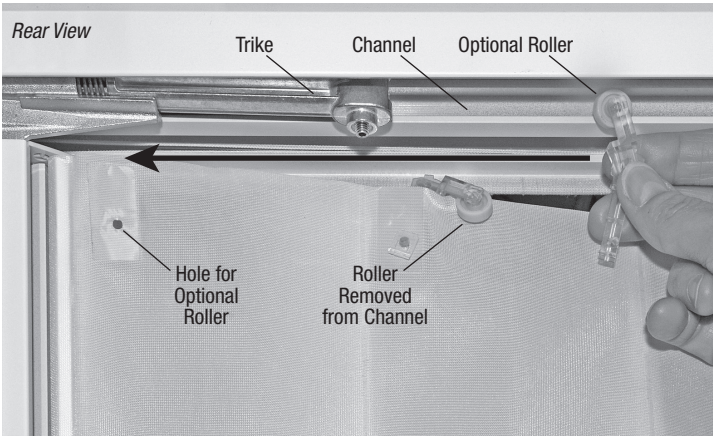
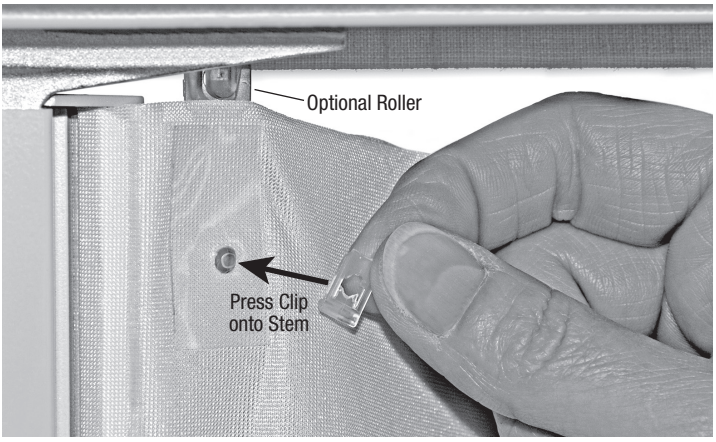
Test Operation

- Open and close the shade several times.
- If the shade does not operate smoothly or if the vertical rail(s) do not hold their position, see "Perform the Final Cord Adjustment" on page 18.



Troubleshooting

Problem	The shade will not fit into the installation brackets.
Solution	Check that the installation brackets are level and aligned, and be sure the heads of the screws are flush against the installation bracket. Check that the headrail is completely inserted into the installation brackets. See “Install the Headrail” on page 8 (outside mount) or page 14 (inside mount).
Problem	The shade binds or moves with difficulty.
Solution	Check that the cords are not pinched or twisted. Check that all rollers are positioned in the headrail channel. Adjust the cord anchors. See “Perform the Final Cord Adjustment” on page 18.
Problem	The cords are loose or sagging.
Solution	See “Perform the Final Cord Adjustment” on page 18.
Problem	The top of the secondary rail does not stay in position.
Solution	Attach magnetic hold-down brackets (see page 18).
Problem	A primary moving rail or secondary rail is not vertical.
Solution	Adjust the vertical alignment by turning the set screw located under the trike’s center roller. Use the provided Allen wrench. If the cords have become too loose or too tight after the above adjustment, see “Perform the Final Cord Adjustment” on page 18. 

Problem	The first fabric fold does not hang as well as the others.
Solution	Install the optional roller onto the first fold (closest to the moving rail). The optional roller is found in your parts bag. ■ Remove the current first roller from the channel and allow it to hang. ■ Place the optional roller into the channel above the removed roller (clear of the trike). Slide the optional roller to position it above its hole.  ■ Push the stem of the optional roller through the hole and press the clip onto the stem to secure the roller in place.  ■ Place the second roller back into the channel.

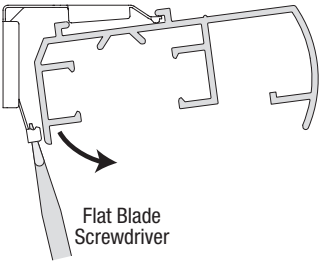
Remove the Shade (If Necessary)

Remove the Fabric Panel(s) (Outside Mount Only)

- Unscrew and remove the end caps.
- Loosen and remove all cord anchors from the front channel of the headrail.
- Slide the panel(s) out of the headrail.

Remove the Headrail

- Open the shade if the fabric is still installed.
- While holding the headrail, push back on the bottom tab of each installation bracket using a small flat blade screwdriver. This releases the bottom edge of the headrail.
- Rotate the back of the headrail down and out from the brackets.



Cleaning Procedures

Hunter Douglas Vignette® Modern Roman Shades are made of an anti-static, dust-resistant fabric that repels 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 dry, clean cloth behind the spot between the face fabric and the back fabric.
- Dab the spot with the dampened cloth until it is removed. Non-oil based baby wipes may be used on stubborn stains. Do not rub the fabric.
- Allow the shade to dry in the completely closed position.

CARE

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 vertical rail fabric.

- Specify the dry cleaning method only.
- Pre-treat heavy stains.

Steaming

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

- Close the shade.
- Steam the face fabric from the bottom to the top, making sure to get steam between each fabric fold. Be careful not to saturate the fabric with steam.
- Allow the shade to dry completely before opening 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. Pattern alignment is not guaranteed with split stack applications. These characteristics do not detract from the product's appeal.

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

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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