HunterDouglas

Installation • Operation • Care

Solera® Soft Shades

EasyRise™, UltraGlide®, and LiteRise®
Lifting System

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Questions?
Call the Hunter Douglas Consumer Support at **1-888-501-8364**.

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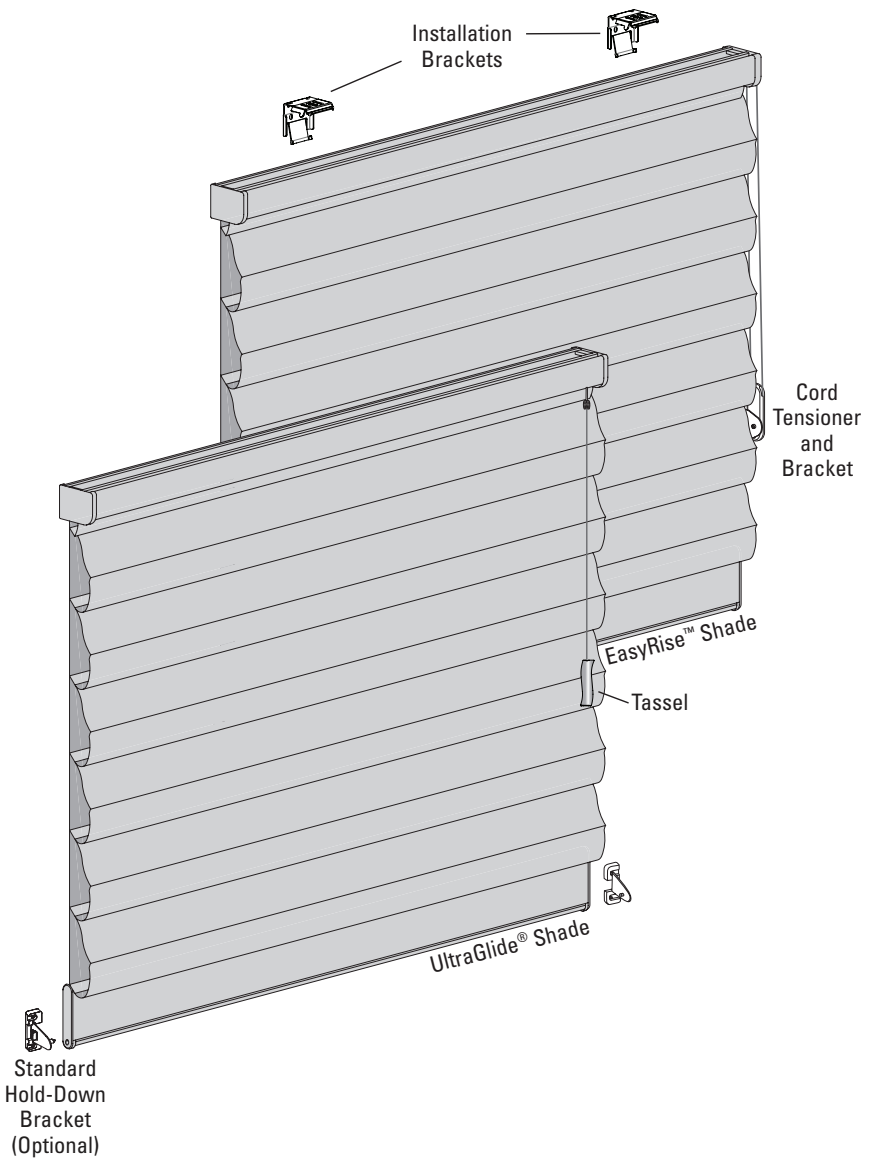
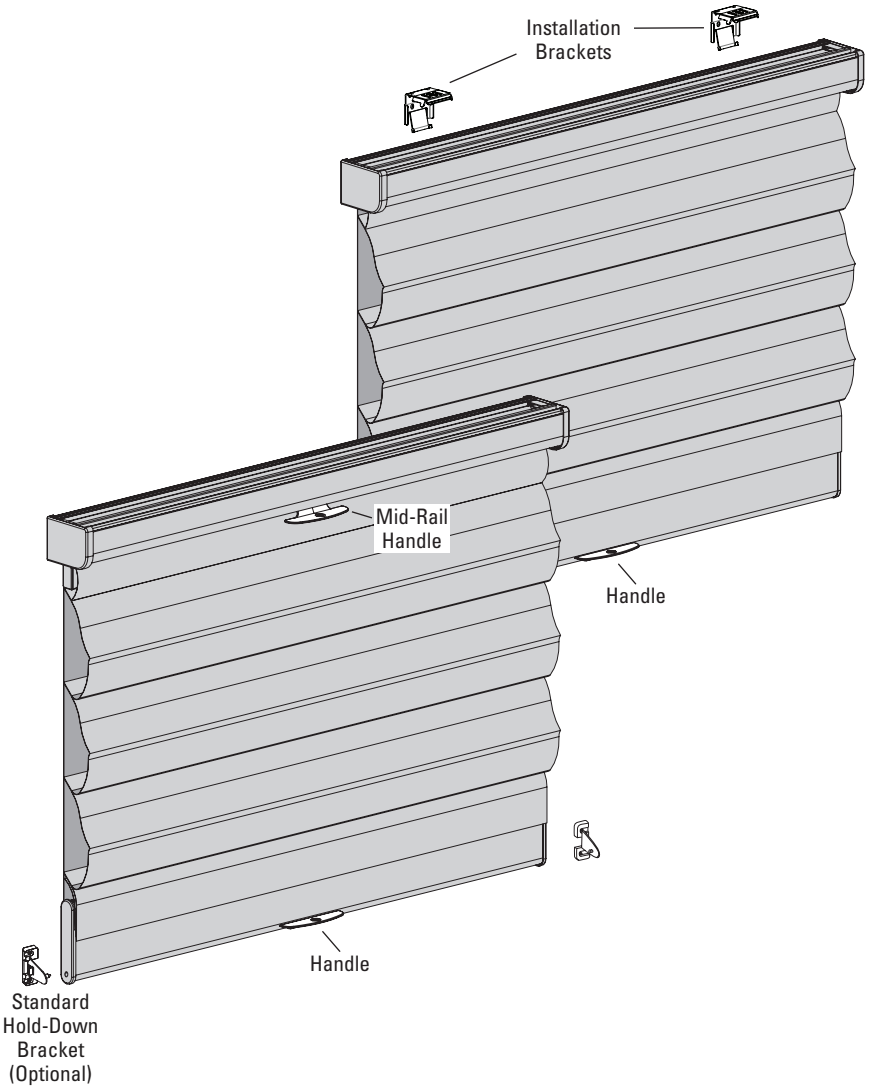
EasyRise™ and UltraGlide® Shades



Not Shown: Top-Down/Bottom-Up

PRODUCT VIEW

LiteRise® Shades



Thank you for purchasing Hunter Douglas Solera® Soft 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.

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).

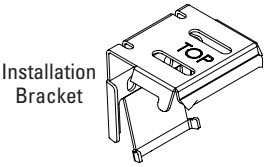
- **#6 Hex Head Screws (Provided).** Two 1½" screws are provided per installation bracket.
- **Speed Nuts and Screws (Provided).** If ordered, extension brackets come with speed nuts and screws.
- **Drywall Anchor (Not Provided).** Use drywall anchors when mounting into drywall.

#6 x 1½"
Hex Head Screw

Speed Nuts
and Screws
(Provided with Each
Extension Bracket)

Installation Overview

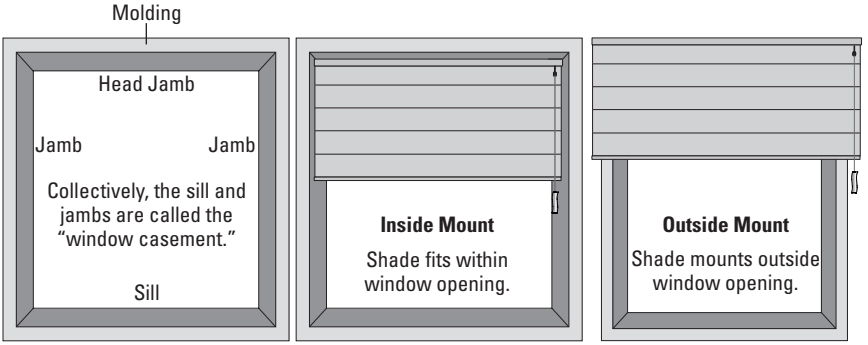
- Your order will include installation brackets specific to your shade. The number of installation brackets required varies with headrail width, as shown in the table below.



Shade Width	Brackets Required
15" – 36"	2
36 1/8" – 60"	3
60 1/8" – 72"	4
72 1/8" – 96"	5
96 1/8" – 135"	6

Mounting Types and Window Terminology

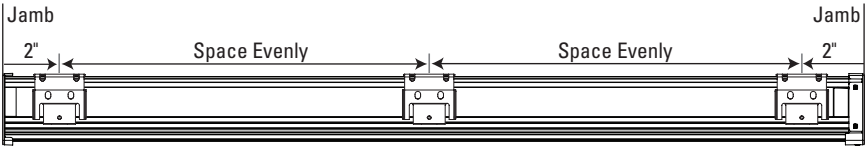
If the installation brackets are mounted correctly, the rest of the installation process follows easily. To prepare for this important first step, review the mounting types and basic window terminology illustrated below.



- Refer to the appropriate page below based on your order:
  - ➤ Inside Mount — page 5
  - ➤ Outside Mount — page 6

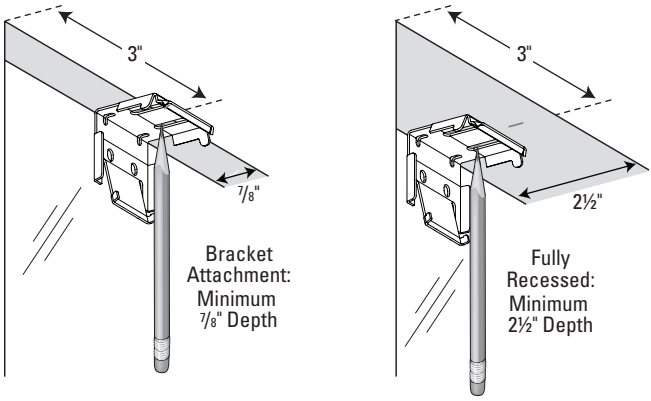
Mount the Installation Brackets — Inside Mount

- Mark 3" in from each jamb.
  - ➤ If more than two installation brackets came with your order, space additional bracket(s)evenly between the two end brackets and mark their location. Mount into wood whenever possible.



- Center the brackets on your marks, then mark each of the screw holes.
  - ➤ For fully recessed mounting, the fabric will be flush with the front of the window casement, when raised. A minimum depth of 2½" is needed to fully recess your shade.
  - ➤ Minimum mounting depth for bracket attachment is ⅞".

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



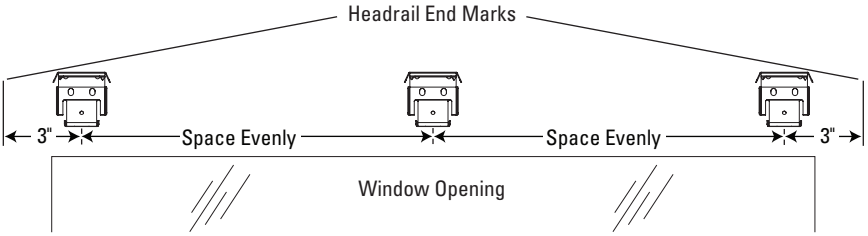
- Drill the screw holes using a 3/32" drill bit.
- Attach the installation brackets using the screws provided.
  - ➤ Check that the mounting surface is level and the brackets are aligned. If mounting to a heavily textured surface, shim the brackets, if needed.

CAUTION: Use drywall anchors when mounting into drywall. Drywall anchors are not provided.

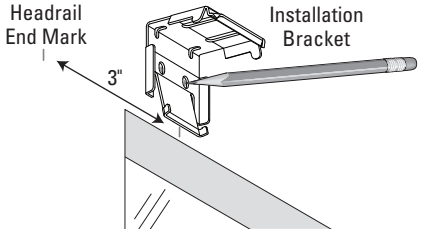
Proceed to "Install the Shade" on page 7.

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.
- Mark 3" in from each end of the headrail.
  - ➤ If more than two installation brackets came with your order, space additional bracket(s) evenly between the two end brackets and mark their location. Mount into wood whenever possible.



- Center the brackets on your marks and mark the screw holes.
  - ➤ A minimum of $1\frac{3}{4}$" flat vertical surface is required to mount the brackets.
  - ➤ The top of the installation brackets should be at the desired shade height.

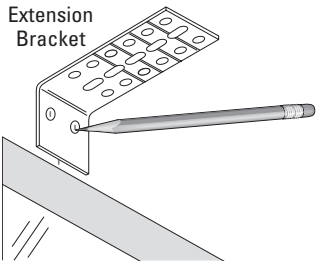


IMPORTANT: The brackets should be level and aligned.

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

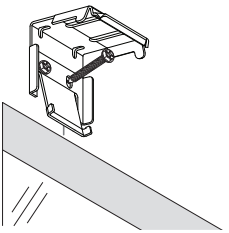
- Extension brackets provide up to 1½" of clearance. If used, center the brackets on your marks and mark the screw holes.
- Drill the screw holes using a $\frac{3}{32}$" drill bit.

CAUTION: Use drywall anchors when mounting into drywall. Drywall anchors are not provided.

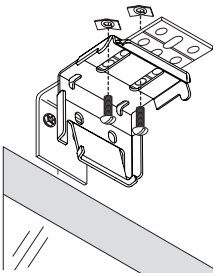


- Attach the installation/extension brackets using the screws provided.

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

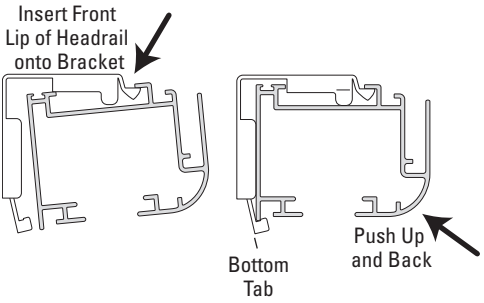


- When using extension brackets, attach the installation brackets using the screws and speed nuts provided.



Install the Shade

- With the headrail slightly tilted, insert the front lip of the headrail onto the front lip of the installation bracket.
- Push the headrail back and up until its bottom lip snaps into bottom tab on the installation bracket.

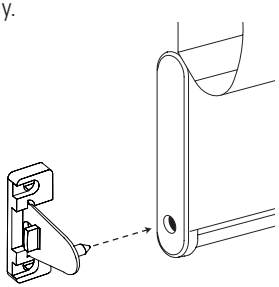


Attach the Hold-Down Brackets (Optional)

Hold-down brackets may be used with outside mount shades only.

- With the shade fully lowered, insert the pin on the hold-down bracket into the hole on the bottom rail end cap.
- Mark the hole locations on the mounting surface.
- Position the hold-down brackets over the mounting hole locations and check their alignment. Attach using two screws.

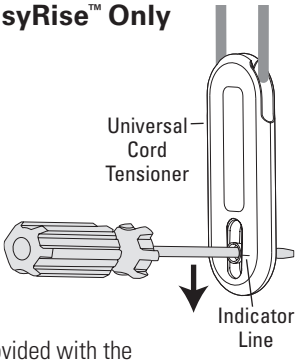
  IMPORTANT: Disconnect the bottom rail from the hold-down brackets to raise the shade.



Attach the Universal Cord Tensioner — EasyRise™ Only

Before you proceed, you must first slide the cord tensioner to the bottom of the cord loop.

- Insert a small screwdriver, punch, or awl through the screw hole at the bottom of the cord tensioner.
- Move the screw hole down to the indicator line to release the safety mechanism.
- Slide the cord tensioner down to the bottom of the cord loop.
- Attach the cord tensioner according to the instructions provided with the *Universal Cord Tensioner Installation Kit*.



WARNING: It is imperative that the cord tensioner be properly secured to the wall or window frame to reduce children's access to the cord loop. Young children can strangle in cord loops. They can also wrap cords around their necks and strangle.

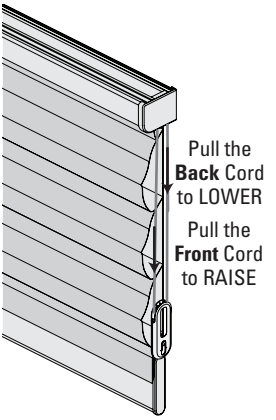
CAUTION: EasyRise™ shades will not operate properly unless the cord tensioner is secured. A Universal Cord Tensioner Installation Kit has been included with your shade. Follow the instructions in the kit to correctly secure the cord tensioner.

Operate the Shade

Top-down/bottom-up shades have two cords (except LiteRise® shades). The right cord operates the middle rail and left cord operates the bottom rail.

IMPORTANT: You must first lower the bottom rail before lowering the middle rail. Likewise, you must raise the middle rail before raising the bottom rail.

EasyRise™ Shades



To Lower the Shade

- Pull down on the back of the continuous cord loop.

To Raise the Shade

- Pull down on the front of the continuous cord loop.

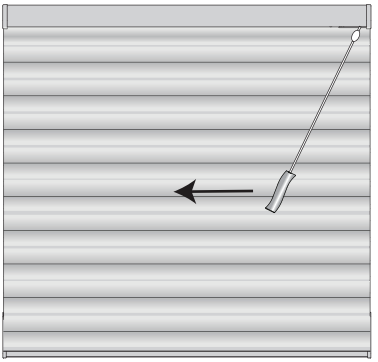
  IMPORTANT: If the cord tensioner moves up the cord, you have not secured it to the wall or window frame. You must do so for the shade to operate properly. See the instructions included with your *Universal Cord Tensioner Installation Kit*.

UltraGlide® Shades

For smooth operation, keep the cord close to the fabric when lowering and raising the shade.

To Lower the Shade

- Pull the cord toward the center of the shade at about a 45° angle. A locking mechanism at the top of the cord releases with a "click." The shade lowers as you allow the cord to return to the vertical position.
- To stop the shade while lowering, move the cord back toward the vertical position and give a slight downward pull, until the locking mechanism engages.
- If the shade hits an obstruction as it is lowered, it will stop, but the cords in each cord rout may become misaligned. This may cause the shade to be angled or tilted when fully raised. If this occurs, do the following:



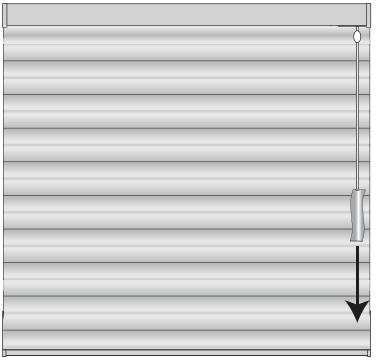
To Lower: Pull the cord toward the center of the shade and release.

  - ➤ Raise the shade slightly.
  - ➤ Lower the shade completely to the sill. In some cases, pull gently on the bottom rail to get it to drop completely.

  IMPORTANT: If the bottom of the shade is tilted when fully raised, do not pull harder on the cord. It does not correct the tilt and may make it worse.

To Raise the Shade

- Pull the cord straight down.
  - ➤ With each stroke the shade partially raises.
  - ➤ Allow the cord to retract after each downward stroke.
  - ➤ Use multiple strokes until the shade reaches the desired position.



To Raise: Pull the cord straight down with short strokes.

LiteRise® Shades

For better support and smoother operation, use the handle when raising and lowering the shade.

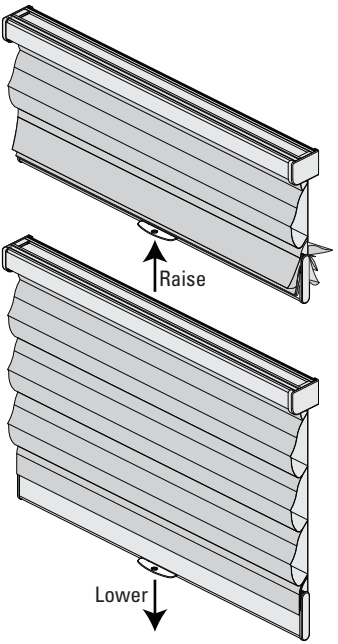
IMPORTANT: You must first lower the bottom rail before lowering the middle rail. Likewise, you must raise the middle rail before raising the bottom rail. Otherwise, the rails may drift.

To Raise the Shade

- Slowly and steadily push up on the bottom rail handle. Allow the shade to stack evenly.

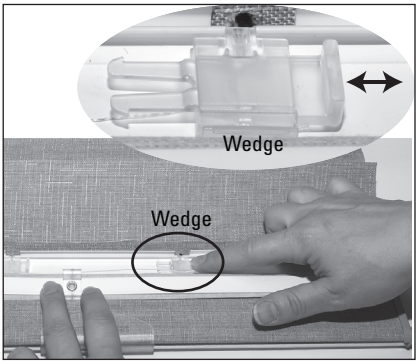
To Lower the Shade

- Slowly and steadily pull down on the bottom rail handle.



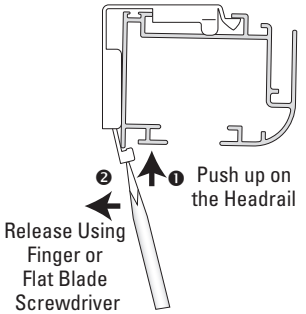
Troubleshooting

Problem	The shade will not fit into the installation brackets.
Solution	Check that the installation brackets are level and aligned. Shim the installation brackets to level the headrail, if necessary. Shims are provided. 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 Shade" on page 7.
Problem	The shade is hard to raise or lower, or will not raise or lower.
Solution	Make sure that the shade fabric is not caught between the installation bracket and the headrail. Check that the headrail and installation brackets are level and aligned. Shim the installation brackets to level the headrail, if necessary. Shims are provided. If hold-down brackets are used, make sure they have been released before operating the shade.
Problem	The shade raises or lowers unevenly or the bottom rail is uneven when fully raised.
Solution	Check that the headrail and installation brackets are level and aligned. Shim the installation brackets to level the headrail, if necessary. Shims are provided. Check to see if there is an obstruction in the shade's path. If a shade hits an obstruction as it is lowered, it may become misaligned. This may cause the shade to be angled or tilted when fully raised. Try lowering the shade completely, then raising it to allow it to self-correct.

Problem	The shade drop is too low or too high or the middle rail on a Top-Down/ Bottom-Up is too low or uneven.
Solution	■ Unsnap the fabric flap on the bottom rail. ■ Each cord can be adjusted. Begin by sliding the cord wedge(s) to release the cord. ■ Place the bottom rail to the desired height. ■ Push cord wedge(s) back into place to secure the cord position. ■ Snap the fabric flap back into place. 
Problem	EasyRise™ Shades Only: The universal cord tensioner has climbed to the headrail.
Solution	Pull down on the spring to relieve tension and pull the universal cord tensioner to the bottom of the cord loop. Properly mount the cord tensioner. See "Attach the Universal Cord Tensioner — EasyRise™ Only" on page 8 and/or the instructions included with your *Universal Cord Tensioner Installation Kit*.
Problem	EasyRise Shades Only: The universal cord tensioner grabs onto the cord upon operation.
Solution	Check that the universal cord tensioner is mounted properly. Reinstall, if necessary. See "Attach the Universal Cord Tensioner — EasyRise Only" on page 8 and/or the instructions included with your *Universal Cord Tensioner Installation Kit*.

Removing the Shade (If Necessary)

- Raise the shade completely.
- Support the headrail so that it does not fall. Push up on the headrail and use your finger or a flat blade screwdriver to release the bottom tab on the installation brackets.
- Pull the headrail straight out from the installation brackets.



Cleaning Procedures

Hunter Douglas Solera® Soft Shades are made of anti-static, dust-resistant fabric which 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

- For deeper cleaning, you may vacuum all fabrics except for Prism. Vacuum gently with a brush attachment.

Compressed Air/Hair Dryer (Cool Setting)

- Use compressed air or a hair-dryer on a cool setting to blow dust and dirt off shades.

WARNING

For more safety information call 1-888-501-8364 in the U.S. or 1-866-662-0666 in Canada.

Young children can STRANGLE in cord loops. They can also wrap cords around their necks and STRANGLE.

- Always keep cords out of the reach of children.
- Move cribs, playpens and other furniture away from cords. **Children can climb furniture to get to cords.**

Cord Loop Shades

- Attach the cord tensioner on the cord loop to the wall or window casement. **See "Attach The Universal Cord Tensioner (UCT)" on page 8. This can prevent children from pulling cord loops around their necks.**
- Hunter Douglas provides a cord tensioner installation kit with instructions for attaching the cord tensioner. **For the shade to operate properly, the cord tensioner must be correctly mounted and secured.**
- Fasteners provided in this kit may not be appropriate for all mounting surfaces. **Use appropriate anchors for the mounting surface conditions.**
- Only Hunter Douglas supplied cord tensioners and hardware should be used. **Replacement parts may be obtained by contacting the Hunter Douglas Consumer Support Center at 1-800-265-8000.**

NOTE: The warning labels on the bottom rails of corded window coverings contain important safety information. These warning labels are designed to be permanent, in accordance with the industry's safety standards, and must not be removed.

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.

HunterDouglas

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