

HunterDouglas



Installation • Operation • Care



Sonnette™
Cellular Roller Shades
SoftTouch™ Motorization

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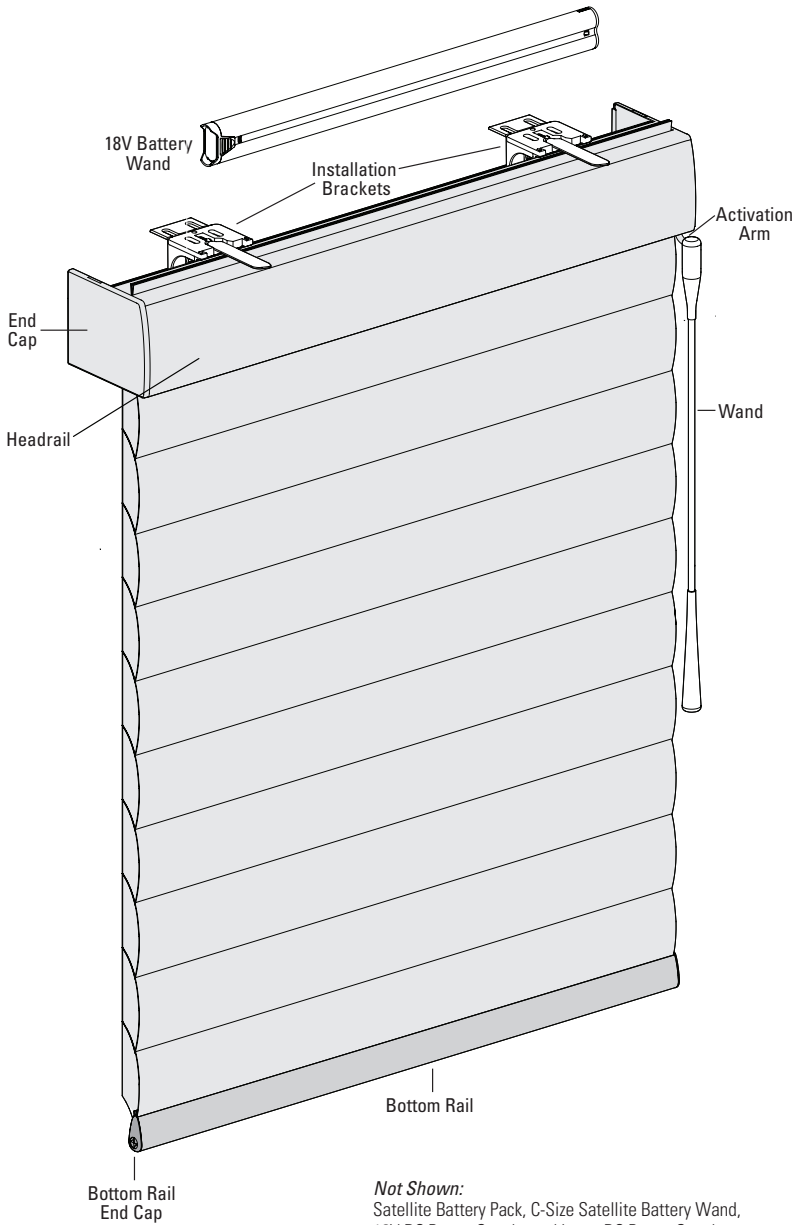
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Questions?

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

Product View



GETTING STARTED

Thank you for purchasing Hunter Douglas Sonnette™ cellular roller shades with SoftTouch™ 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.

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 (or socket wrench with $\frac{1}{4}$ " hex socket)
- Scissors (heavy-duty)

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

- **#6 Hex Head Screws (Provided).** Two $1\frac{1}{2}$ " screws are provided per installation bracket.
- **Longer #6 Hex Head Screws (Not Provided).** If using spacer blocks, use #6 screws long enough for a secure attachment.
- **Speed Nuts and Screws (Provided).** Extension brackets come with screws and speed nuts.
- **Drywall Anchors (Not Provided).** Use drywall anchors when mounting into drywall.



#6 x $1\frac{1}{2}$ "
Hex Head Screw
(Provided)



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



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

Installation Overview

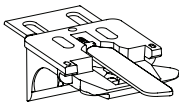
To install your shade, you will need to perform the following three steps:

- STEP 1:** Install the Brackets
- STEP 2:** Install the Shade
- STEP 3:** Connect the Power Source

STEP 1 — Install the Brackets

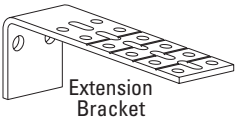
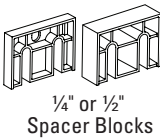
- Your order will include the correct number of installation brackets for your shade width, as shown in the table below.
- Shade orders may also include spacer blocks or extension brackets, if they were specified for added clearance.

Installation Bracket



Shade Width	Brackets
15" – 36"	2
36 1/8" – 79"	3
79 1/8" – 84"	4

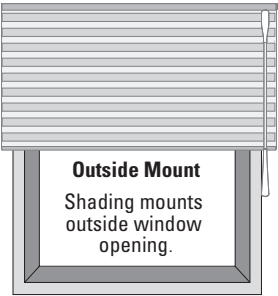
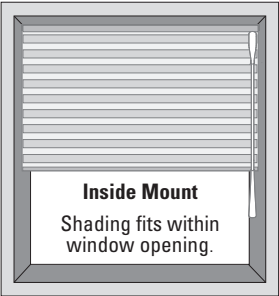
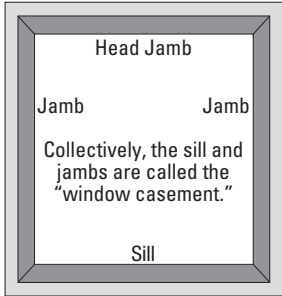
For Added Clearance



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.

Molding



- Refer to the appropriate page below based on your order:
 - **Inside Mount — Page 4**
 - **Outside Mount — Page 6**

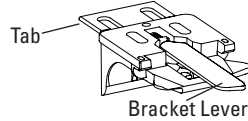
INSTALLATION

Mount the Installation Brackets — Inside Mount

Prepare the Installation Brackets

- Use pliers or heavy duty scissors to remove the top tabs on the installation brackets.

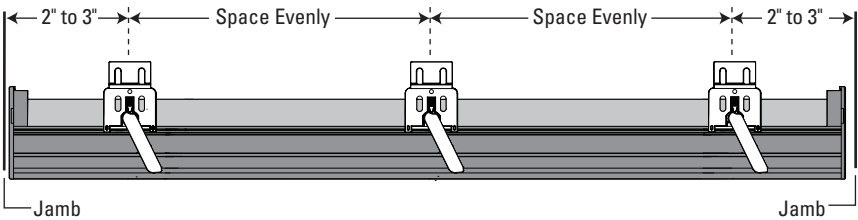
NOTE: Save these tabs once removed. They may be used as shims, if necessary.



Mount the Installation Brackets

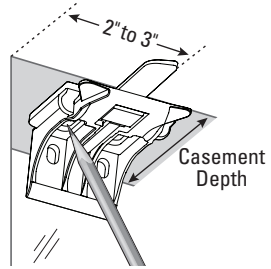
- Mark 2" to 3" from each jamb for bracket location.
 - If more than two installation brackets came with your order, space additional bracket(s) evenly between the two end brackets and mark their location. Mount into wood whenever possible.

NOTE: Before the headrail is installed the bracket levers need to be fully to the left and once the headrail is properly in place, levers click to the right.



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

- The minimum casement depth required for installation brackets is 1".
- The minimum casement depth required for a fully recessed mount is $3\frac{3}{16}$ ".

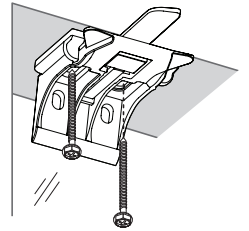


- Use a level to check that the mounting surface is level. Shim the brackets, if necessary (use the top tab that was removed from the brackets).
- Drill the screw holes using a $\frac{3}{32}$ " drill bit.

CAUTION: Use drywall anchors when mounting into drywall.

- Attach the installation brackets using the screws provided.

IMPORTANT: Do not overtighten the screws. Check to ensure the bracket lever can be moved easily side to side. If not, loosen the screws in one-eighth turn increments until the lever can be moved easily.



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

Proceed to "Install the Shade" on page 8.

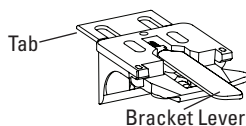
INSTALLATION

Mount the Installation Brackets — Outside Mount

Prepare the Installation Brackets

- Use pliers or heavy duty scissors to remove the top tabs on the installation brackets.

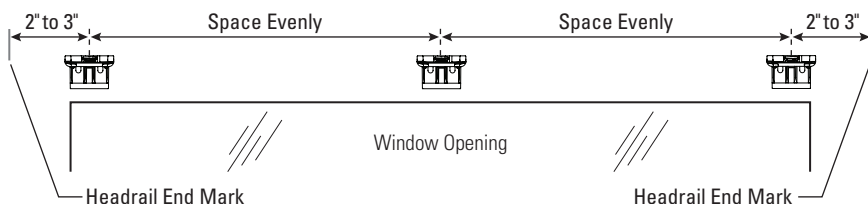
NOTE: Save these tabs once removed. They may be used as shims, if necessary.



Mount the Installation Brackets

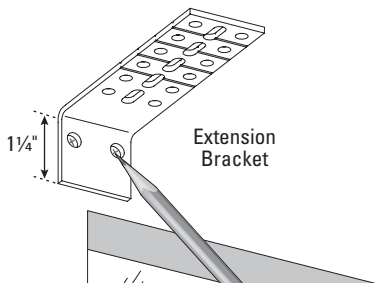
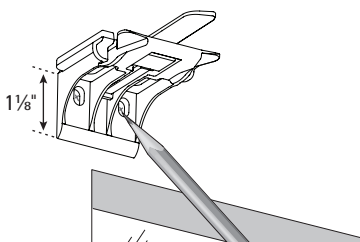
- Center the headrail over the window opening at the desired height. Use a pencil to lightly mark the wall at each end of the headrail.
 - Alternatively, measure the width of the headrail and use that width to mark the headrail end points over the window opening.
- Mark 2" to 3" from each end of the 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.

NOTE: Before the headrail is installed the bracket levers need to be fully to the left and once the headrail is properly in place, levers click to the right.



- Center the installation brackets or extension brackets on your marks and mark where to drill the screw holes.
 - A minimum $1\frac{1}{8}$ " flat vertical surface is required for the installation brackets. Extension brackets require $1\frac{1}{4}$ ".
 - The top of the installation brackets or extension brackets should be at the desired height. The brackets should be level and aligned to each other.

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

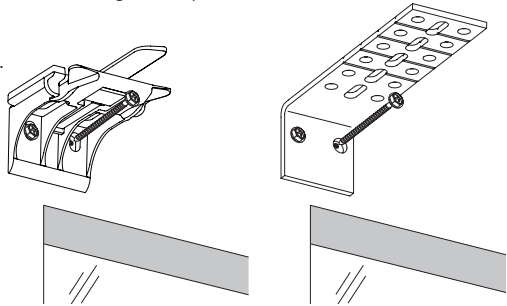


- Drill the screw holes using a $\frac{3}{32}$ " drill bit.

CAUTION: Use drywall anchors when mounting into drywall.

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

IMPORTANT: The top of the installation bracket or extension brackets must be level with their front edges aligned.



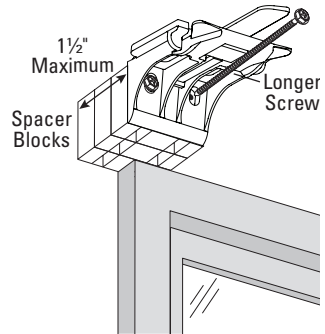
- If using spacer blocks for added clearance, attach the spacer block(s) and installation bracket to a flat vertical mounting surface with #6 screws long enough for a secure installation.

➤ The top of the spacer blocks should be at the desired shade height.

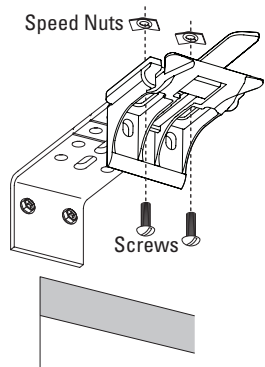
IMPORTANT: Do not add more than $1\frac{1}{2}$ " of clearance using spacer blocks.

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

CAUTION: Use drywall anchors when mounting into drywall.



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

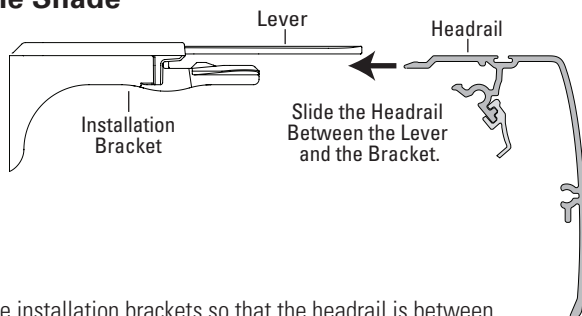


Proceed to "Install the Shade" on page 8.

INSTALLATION

STEP 2 — Install the Shade

- Ensure that each lever is pushed to the left side of the bracket before installing the shade.
- Position the shade so that the front faces you.
- Slide the headrail into the installation brackets so that the headrail is between the lever and the bracket, as shown.
- Firmly push the headrail into each bracket until it clicks and the lever snaps to the right side of the bracket.

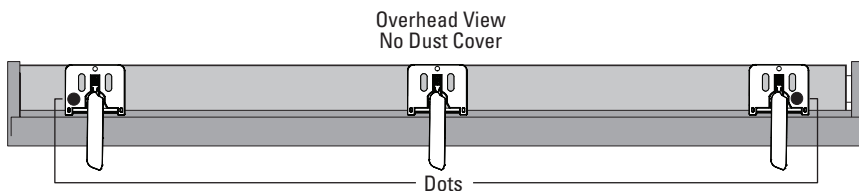
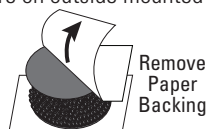


IMPORTANT: Carefully pull on the headrail at each bracket to ensure it is installed securely.

Attach the Dust Cover (Optional for Outside Mounts)

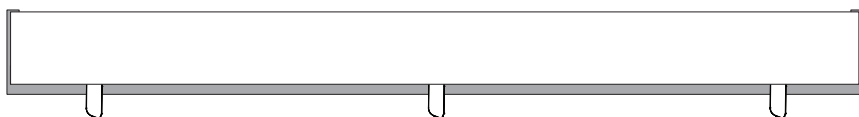
The dust cover is used to protect the top of the headrail from exposure on outside mounted shades.

- Cut the dust cover to desired width.
- Remove the paper backing on one side of the hook and loop fastener dots.
- Apply the dots to the installation brackets on each end of the shades.



- Remove the remaining paper backing from the dots.
- Center the dust cover over the top of the shade, above the dots.
- Press the dust cover down onto the dots.

Dust Cover Installed



STEP 3 — Connect the Power Source

NOTE: When power is connected to the motor, a green LED in the bottom of the control side end cap will flash TWICE to indicate the shade is ready for operation.

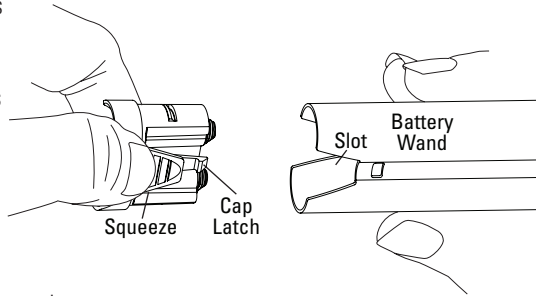
- Refer to the appropriate page based on your order.
 - For a battery wand, see below.
 - For an optional satellite battery pack, see page 11.
 - For an optional 18V DC power supply, see page 12.
 - For an optional 18V DC power supply with daisy-chain connections, see page 13.
 - For an optional C-size 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

NOTE: Hunter Douglas recommends AA alkaline batteries for use with our battery-powered shades. These will provide approximately two years of operation, depending on usage. Lithium and rechargeable batteries are not recommended.

- 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.
- Replace the cap.
 - Align the tab with the slot on the end of the wand.
 - Press the cap on until it latches.



INSTALLATION

Install the Battery Wand

NOTE: Battery wand is stored in the front of the headrail. Reference the label on the front of the headrail for location.

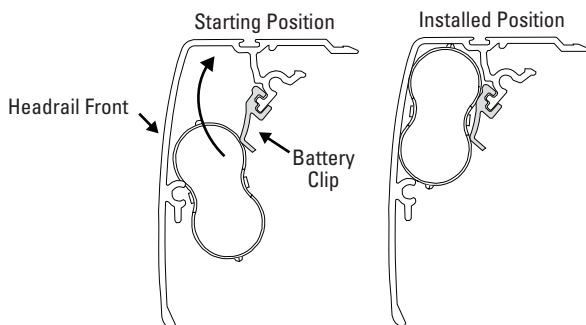
- Plug the power cable into the battery wand.
- Lower the shade at least 12" in order to create space to install the battery wand.

NOTE: Pull the wand down to lower the shade.

- Locate the clips inside the headrail in front of the fabric roll, as shown.
- To install, place the wand against the inside of the front of the headrail then push up until the battery wand locks into place and clicks.

NOTE: Listen for a "click" when installing the battery wand to make sure it is inserted all the way into the clips.

NOTE: To remove the battery wand, reach your finger inside the front of the headrail where the battery wand is located. Find the lip on the end of the wand and pull down.



Proceed to "Unpack the Wand and Attach to Activation Arm" on page 13.

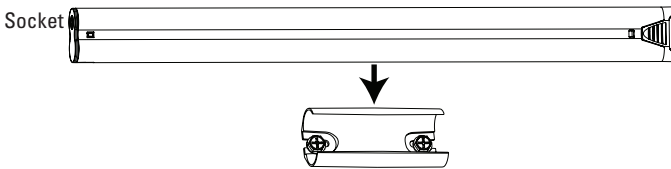
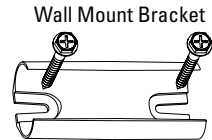
If You Have a Satellite Battery Pack...

Install Batteries into the Battery Wand

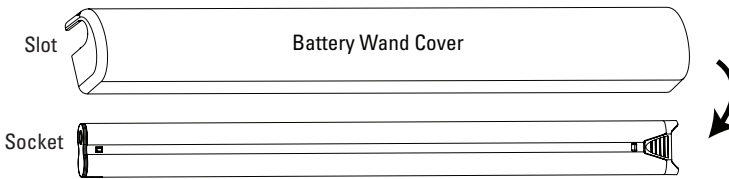
- See the instructions on page 9.

Mount the Satellite Battery Pack

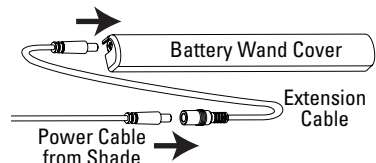
- Decide where you want to mount the satellite battery pack. A satellite battery pack may be mounted in any orientation.
- Mark the screw holes for the wall mount bracket.
- Drill the screw holes using a $\frac{3}{32}$ " drill bit.
- Remove the backing from the double-sided tape. Press the bracket into 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 wall mount bracket.



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



- 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.
- Secure the power supply using wire retainers (not supplied).



Proceed to "Unpack the Wand and Attach to Activation Arm" on page 13.

INSTALLATION

If You Have an 18V DC Power Supply...

Connect the Power Supply

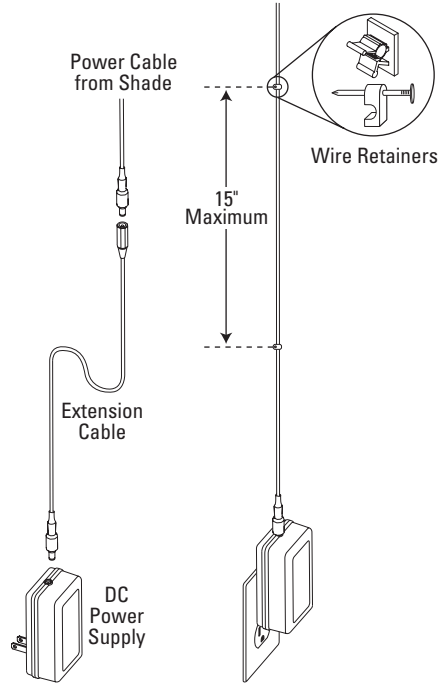
- Plug the power cable from the shade into the extension cable.
- Plug the other end of the extension cable into the 18V DC power supply.
- Plug the 18V DC power supply into a standard outlet.
- Secure the extension cable using wire retainers (not supplied). If hiding the cable behind the shade, make sure it does not impede the operation of the shade.
- Space the wire retainers approximately 15" apart along the power supply cable, as shown.



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



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

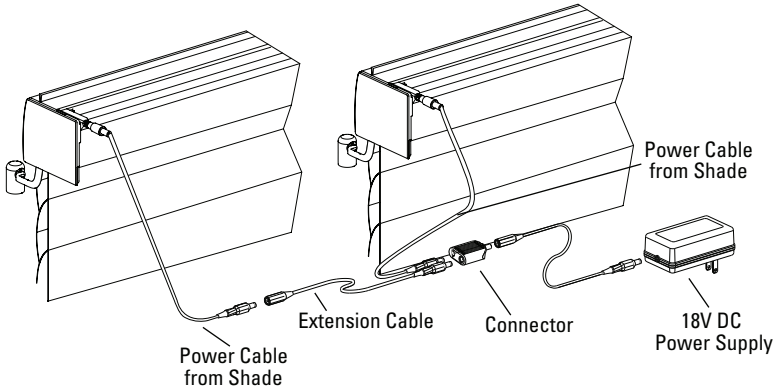


Proceed to "Unpack the Wand and Attach to Activation Arm" on page 13.

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

The daisy-chain feature allows up to three SoftTouch™ Motorization shades to be powered by a single 18V DC power supply. However, each shade can operate independently. The daisy-chain feature is only available with the 18V DC power supply option.

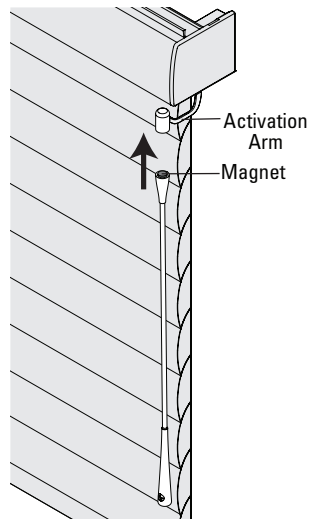
- Route the power cables from each shade to the connector using an extension cable, if necessary.
- Plug an extension cable into the connector and plug the cable into the 18V DC power supply. Two extension cables and two connectors are used for three shades.



- Plug the 18V DC power supply into a standard outlet.

Unpack the Wand and Attach to Activation Arm

- Remove the wand from the bag.
- Attach the top of the wand (magnet side) to the activation arm.



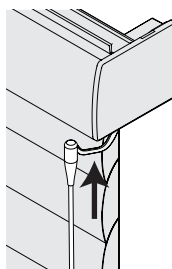
Proceed to "Basic Operation" on page 14.

OPERATION

Basic Operation

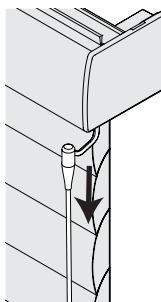
To Open the Shade

- Briefly push the wand up to move the shade in the up/open direction.
- The shade will move to the fully open position.



To Close the Shade

- Briefly pull the wand down to move the shade in the down/closed direction.
- The shade will move to the fully closed position.



To Stop the Shade

- While the shade is moving in the up/open direction, briefly push the wand up. (A brief pull down on the wand will also stop the shade.)
- While the shade is moving in the down/closed direction, briefly pull the wand down. (A brief push up on the wand will also stop the shade.)

Set and Go to a Favorite Position

Set a Favorite

- Move the shade to the desired Favorite position.
- When the shade reaches the desired Favorite position and is still in motion, push the wand up and hold for 4 seconds. (Pulling the wand down and holding for 4 seconds will also work.) The shade will beep and move slightly to indicate a Favorite has been set.

Go to Favorite

- With the shade stationary, in a single motion, quickly push the wand up, then pull the wand down, and release. (Quickly pulling the wand down, then pushing the wand up will also work.)
- The shade will pause momentarily and then go to the Favorite position.

Troubleshooting

If your shade is not operating correctly:

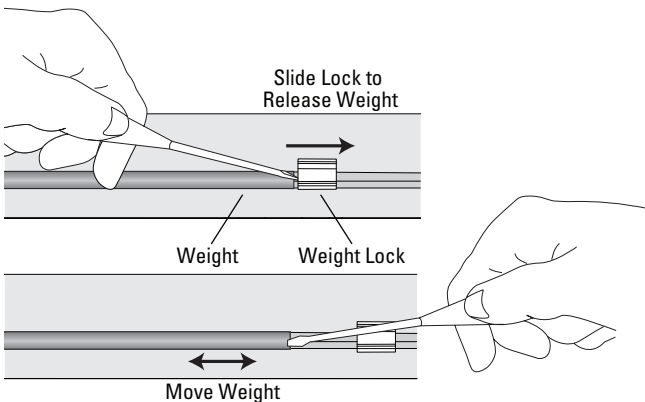
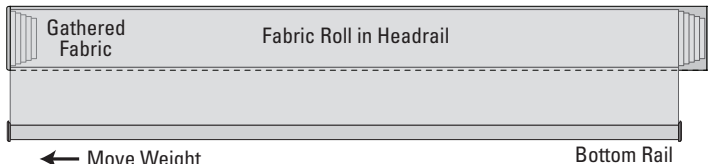
■ Refer to the following troubleshooting procedures for specific solutions for your shade.

If questions remain, please contact Hunter Douglas Consumer Support at **1-888-501-8364**.


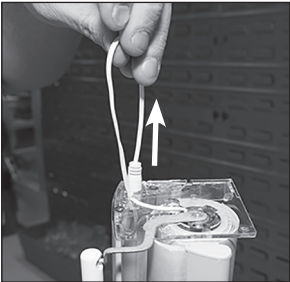
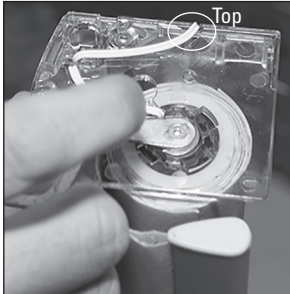

Problem	The shade is hard to raise or lower, or will not raise or lower.
Solution	<p>Shades cannot be forced into tight inside mount window openings. If an inside mount, make sure there is clearance between the ends of the shade and the window casement.</p> <p>Check that the installation brackets are level. Shim to level, if necessary.</p>
Problem	Cells do not align on side-by-side shades.
Solution	<p>Cell alignment is guaranteed within 1/8" when shades are ordered at the same time, at the same height, with the same color and fabric, and when specified on the order form.</p> <p>Check that the windows are square and the same height.</p>
Problem	The shade will not fit into the installation brackets.
Solution	<p>Check that the installation brackets are level and aligned. Adjust and/or shim to level, if necessary.</p> <p>Check that the headrail is completely inserted into the installation brackets. The lever should snap to the right side of the bracket to ensure proper installation. See "STEP 2 — Install the Shade" on page 8.</p>
Problem	The shade does not operate when pushing up or pulling down the wand.
Solution	<p>Unplug the power cable from the motor and lift the wand to discharge any residual power, then plug the power cable back in. A green LED should flash to indicate the motor has power. If the LED flashes red, the batteries are drained and will need to be replaced.</p> <p>NOTE: The LED shines through the end cap and can be best viewed from below.</p> <p>Check that the batteries in the battery wand, satellite battery pack, or C-size satellite battery wand are correctly inserted and fresh.</p> <p>Check that the battery wand, satellite battery pack, C-size satellite battery wand, or 18V 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>

OPERATION

Problem	The bottom rail does not raise or lower completely, or its location when fully lowered has changed 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 18V 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 "Adjust the Bottom Rail Weight" on page 17.</p> <p>Reset the travel limits. See "Adjust the Limits" on page 18.</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, lower and raise both shades several times.</p> <p>Reset the shade. See "Adjust the Limits" on page 18.</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 "Adjust the Bottom Rail Weight" on page 17.</p>
Problem	The wand detached from the activation arm when operating the shade.
Solution	The wand is attached to the activation arm using a magnet and is easily reattached by touching the top of the wand to the activation arm.

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>Keep the bottom rail level while raising the shade. Side-to-side movement while raising the shade may cause fabric to skew.</p> <p>Check that the window is square by measuring the diagonals.</p> <p>Check that the installation brackets are level. Shim to level, if necessary.</p> <p>If the headrail is level and the window is square, adjust the bottom rail weight.</p> <p>Adjust the Bottom Rail Weight</p> <p>IMPORTANT: Only adjust the bottom rail weight if the fabric does not roll up straight into the headrail.</p> <p>First, release both weight locks. On the back of the bottom rail, insert a flat-blade screwdriver into the slot in each weight lock and slide them away from the weight.</p> <p>Slide the weight, in 1" increments, in the direction the fabric is gathering.</p>  <p>Secure the weight by sliding each lock back in position next to the weight.</p>  <p>Test and adjust again, if necessary.</p>

Problem	The shade limits need to be adjusted.
Solution	<p><u>Adjust the Limits</u></p> <p>Adjust the Upper Limit</p> <ul style="list-style-type: none">■ Move the shade to the open position. See “Basic Operation” on page 14.■ With the shade stationary, push up on the wand, release, then within 0.5 seconds push and hold the wand up. After approximately 6 seconds the shade will beep and a GREEN LED will blink to indicate the upper limit is ready to be adjusted.■ Move the shade to the desired upper limit location.■ Push up and hold the wand for (approximately 6 seconds) until the shade beeps and moves slightly. The beep and slight movement indicates the new upper limit is set.■ Release the wand. <p>Adjust the Lower Limit</p> <ul style="list-style-type: none">■ Move the shade to the closed position. See “Basic Operation” on page 14.■ With the shade stationary, pull down on the wand, release, then within 0.5 seconds pull and hold the wand down. After approximately 6 seconds, the shade will beep and a GREEN LED will blink to indicate the lower limit is ready to be adjusted.■ Move the shade to the desired lower limit location.■ Pull down and hold the wand for (approximately 6 seconds) until the shade beeps and moves slightly. The beep and slight movement indicates the new lower limit is set.■ Release the wand.

Problem	The power cord is positioned for a battery wand instead of a satellite battery pack or 18V DC power supply.
Solution	<p data-bbox="228 235 542 267">Reroute the Power Cord</p> <p data-bbox="228 279 627 430">NOTE: The power cord is located in the front of the shade for an 18V battery wand. The Satellite Battery Pack and the 18V DC Power Supply require the power cord to be rerouted to the back of the shade.</p> <ul data-bbox="228 441 627 1282" style="list-style-type: none"><li data-bbox="228 441 627 560">■ If the shade is installed, remove the shade from the installation brackets. See "Removing the Shade" on page 20.<li data-bbox="228 576 627 657">■ Remove the end cap cover on the control side (the side where the wand is located).<li data-bbox="228 673 627 738">■ Lift the power cord up through the hole in the end cap, as shown.<li data-bbox="228 885 627 974">■ Pull the cord toward the top of the end cap and place it in the notch at the top of the end cap, as shown.<li data-bbox="228 1226 627 1282">■ Replace the end cap cover and reinstall the shade.    

CARE

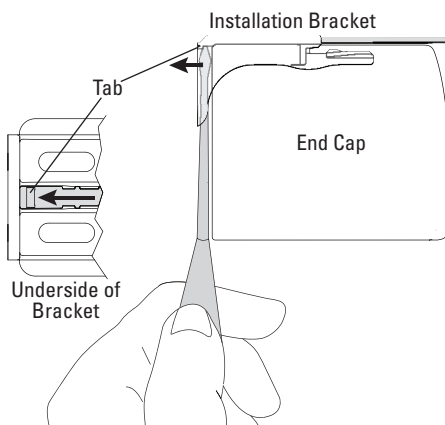
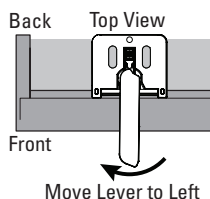
Removing the Shade

- Fully raise the shade.
- Disconnect the power source from the power cable at the back of the shade.
- Move each lever of the installation brackets to the left to release the shade.
 - A flat blade screwdriver can be used to move the lever.

CAUTION: Be very careful not to tear or damage the fabric.

- If the lever is inaccessible or inoperable, lower the shade until you can see the underside of the bracket. Carefully reach a small flat blade screwdriver behind the shade to the tab on bottom of the bracket between the screw holes.
- Push the tab away from the shade and pull the headrail forward to release it from the bracket.

- Carefully pull the shade away from the brackets to remove it.



Cleaning Procedures

Sonnette™ Cellular Roller Shades are made from anti-static, dust-resistant materials which repel dirt and dust. The following options are available if your shade needs cleaning.

CAUTION: Do not steam the shades.

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

- Use compressed air to blow dust and dirt off shades.

Spot-Cleaning

CAUTION: Do not use spot clean treatment on Highline™, Textura™, and Elan® Metallic fabrics.

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

Bathtub Cleaning/Water Immersion

CAUTION: Do not immerse the hardware, Elan Metallic, or room-darkening fabrics.

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

IMPORTANT: Never immerse the headrail into the solution.

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

Injection/Extraction Cleaning

CAUTION: Do not use injection/extraction cleaning on Elan Metallic fabric.

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

A Note About Sonnette™ Fabrics

As with all textiles, Sonnette™ fabric is subject to some variation. Slight wrinkling, puckering, or bowing is inherent to this textile product and should be considered normal, acceptable quality. These characteristics are not usually visible from the front or rear but may be visible from a side angle.

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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