

# HunterDouglas

Installation • Operation • Care



## Vignette® Modern Roman Shades Tiered™ Style

EasyRise, LiteRise, and UltraGlide  
Operating Systems

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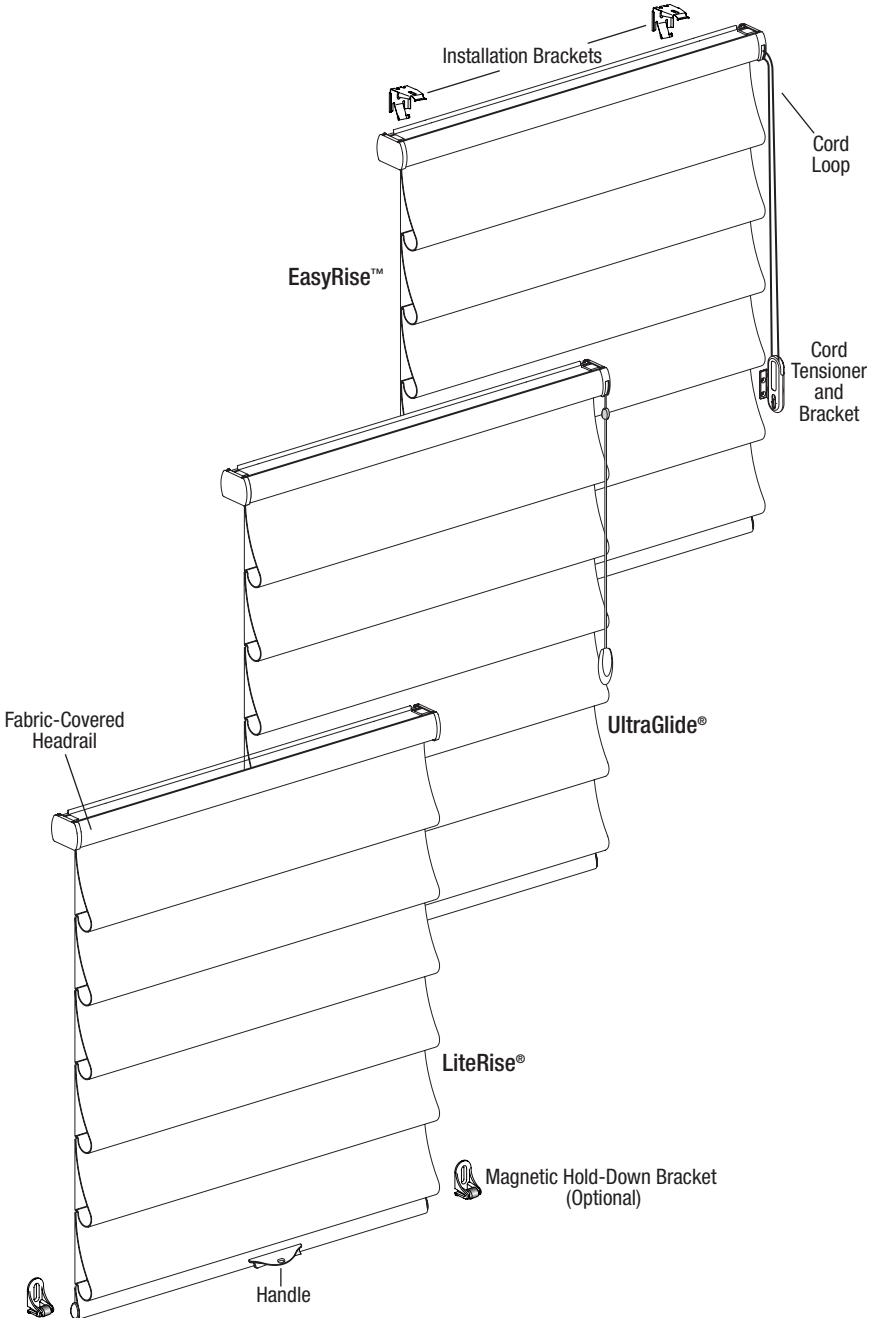
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## Questions?

Call the Hunter Douglas Customer Information Center at

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

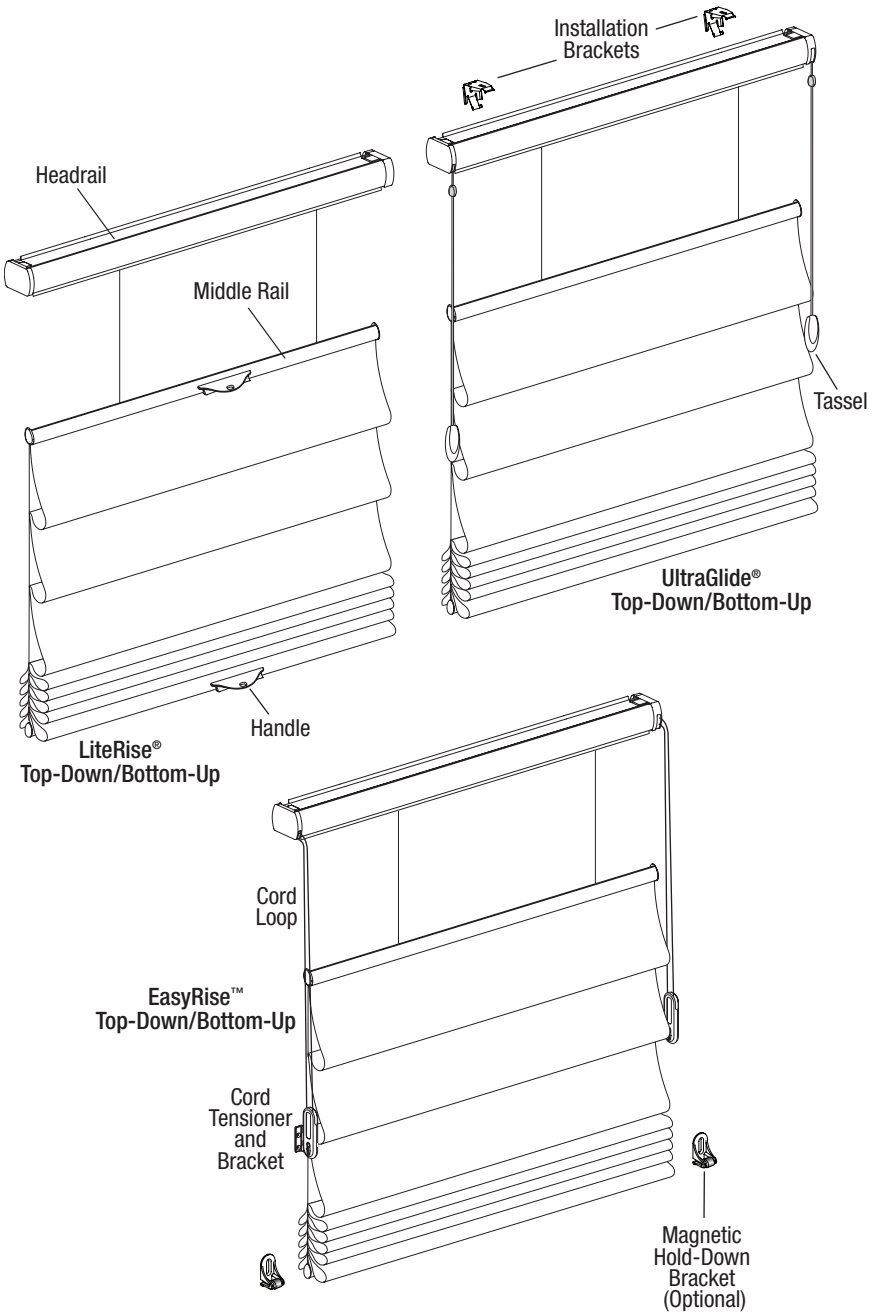
Product View — Tiered™ Style Shades



Not Shown: Two-On-One Headrail Shade

# GETTING STARTED

## Product View — Tiered™ Style Top-Down/Bottom-Up Shades



Thank you for purchasing Hunter Douglas Vignette® Tiered™ Modern Roman 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

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

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

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



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



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

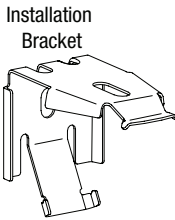


**Speed Nut  
and Screw**  
(Two Provided with  
Each Extension Bracket)

# INSTALLATION

## Installation Overview

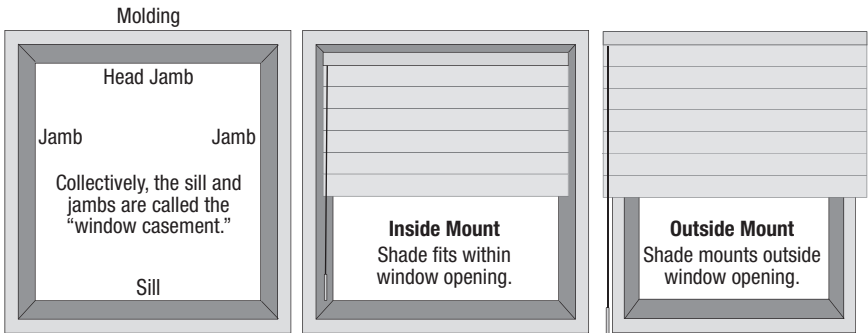
- Your order will include the correct number of installation brackets for your shade width, as shown in the table below.



Shade Width	Brackets Required
12" – 38"	2
38 1/8" – 72"	3
72 1/8" – 96"	4
96 1/8" – 120"	5
120 1/8" – 140"	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.

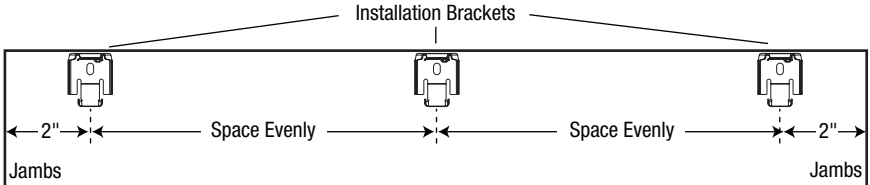


- Refer to the appropriate page below based on your order:

- **Inside Mount — Page 5**
- **Outside Mount — Page 6**
- **End Mount — Page 8**

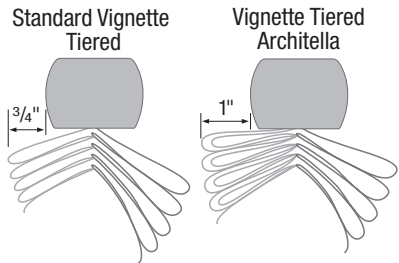
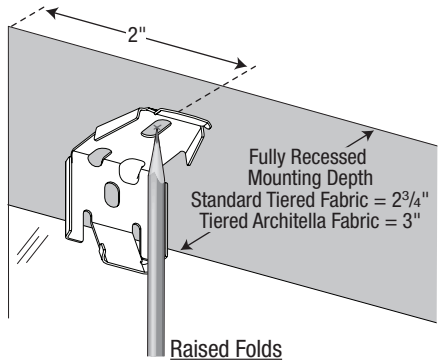
## Mount the Installation Brackets — Inside Mount

- Mark 2" 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. Mount into wood whenever possible.



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

- The minimum casement depth required for installation brackets (including the rear fabric fold clearance) is 1<sup>5</sup>/<sub>8</sub>" for standard Tiered™ or 1<sup>7</sup>/<sub>8</sub>" for Tiered Architella®.
- The minimum casement depth required for a fully recessed mount is 2<sup>3</sup>/<sub>4</sub>" for standard Tiered or 3" for Tiered Architella.
- For rear fabric fold clearance, there must be <sup>3</sup>/<sub>4</sub>" clearance behind the bracket for standard Tiered or 1" clearance behind the bracket for Tiered Architella.

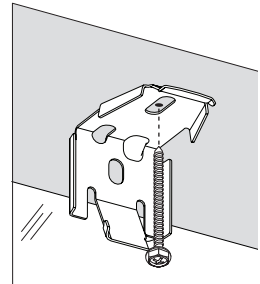


**IMPORTANT:** The front edges of the installation brackets must be aligned to each other.

- Drill the screw holes using a <sup>3</sup>/<sub>32</sub>" drill bit.

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

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



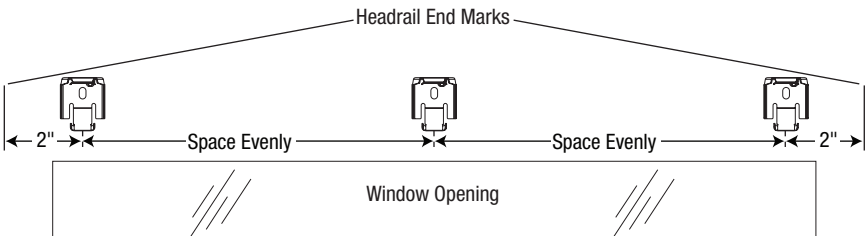
Proceed to "Install the Shade" on page 8.

## INSTALLATION

### Mount the Installation Brackets — Outside Mount

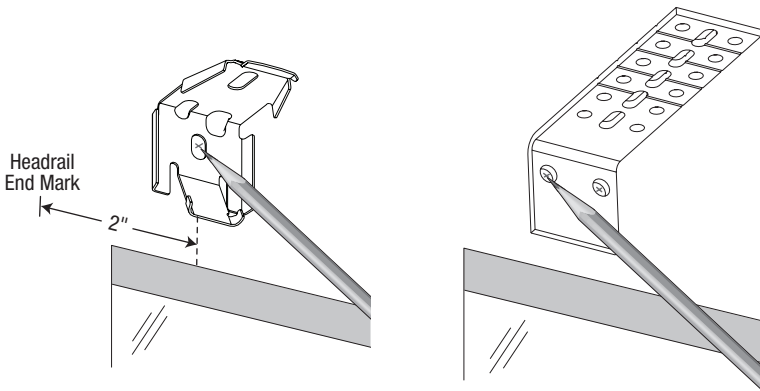
**IMPORTANT:** Spacer blocks are recommended to project the installation brackets away from the mounting surface for rear fabric clearance. Add  $\frac{3}{4}$ " for standard Tiered™ or 1" for Tiered Architella®.

- Center the shade over the window opening at the desired height. Use a pencil to lightly mark each end of the headrail on the mounting surface.
  - Alternatively, measure the width of the headrail and use that width to mark the headrail end points over the window opening.
- Mark 2" from each end of the headrail.
  - If more than two installation brackets came with your order, space them 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.
  - A minimum 1" flat vertical surface is required to mount the brackets.
  - The top of the installation brackets or extension brackets should be at the desired shade height. The brackets should be level and aligned.
  - When using extension brackets, mark two screw holes per bracket.

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

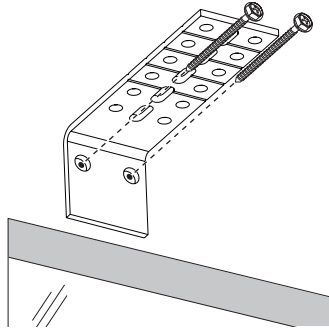
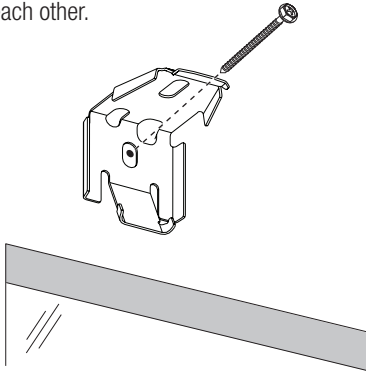


- Drill the screw holes using a  $\frac{3}{32}$ " drill bit.

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

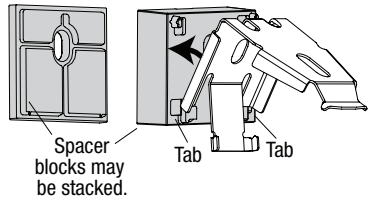
- Attach the installation or extension brackets using the screws provided.

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



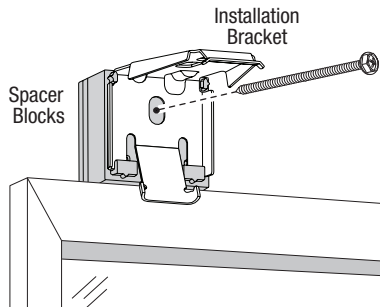
- If using the recommended spacer blocks, first attach the installation bracket to a  $\frac{1}{2}$ " spacer block before stacking additional spacer blocks together.

- Insert the legs of the installation bracket into the tabs on the spacer block.
- Then rotate the installation bracket back.

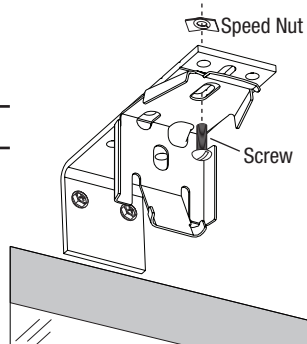


- Attach the spacer blocks/installation bracket to a flat vertical mounting surface with #6 mounting screws long enough for a secure installation.

- A maximum of  $1\frac{1}{2}$ " of spacer blocks per installation bracket is allowed.



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



**Proceed to "Install the Shade" on page 8.**

## INSTALLATION

### Mount the Installation Brackets — End Mount

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

- Mount the extension brackets on a surface at least 1 1/2" wide.
  - The top of the extension brackets should be at the desired shade height. The brackets should be level and aligned.

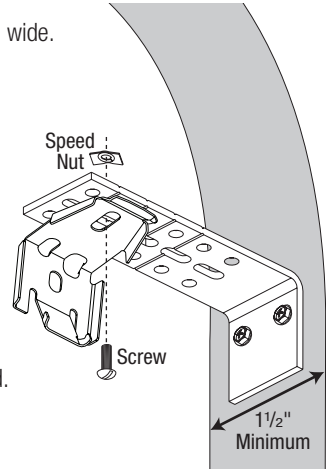
**CAUTION:** The rear of the extension brackets must be flush against a flat mounting surface. Do not mount the extension brackets on the curved surface of the arch opening.

- Mark two screw holes per bracket.
- Attach the extension brackets using the screws provided.

**IMPORTANT:** Use a level to check that the mounting surface is level. Shim the brackets if necessary.

- Attach the installation brackets to the underside of the extension brackets using the provided screws and speed nuts.

**CAUTION:** Both brackets must be installed at the same depth and height.



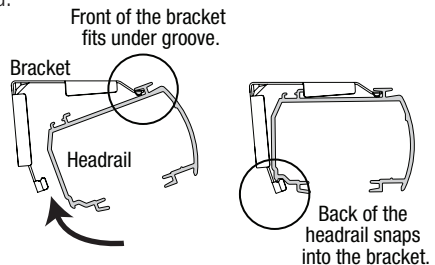
Proceed to "Install the Shade" below.

### Install the Shade

- Peel back the top edge of the protective covering from the top of the headrail.
- Lower the fabric about 6" before installing the shade.

**IMPORTANT:** To avoid damage to the fabric, make sure the fabric is not caught between the headrail and the installation bracket.

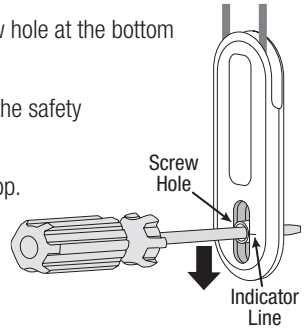
- Position the shade so that the front faces you.
- Slip the headrail into the installation brackets so the front of the bracket slides under the front groove on the top of the headrail.
- Gently roll the back of the headrail up and push back to snap it into the bracket.
- Remove the protective covering from the headrail.



## Attach the Universal Cord Tensioner — EasyRise™ Shades Only

Before you proceed, you must first slide the cord tensioner(s) 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(s) according to the instructions provided with the *Universal Cord Tensioner Installation Kit*.



**WARNING:** It is imperative that the cord tensioner(s) 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.

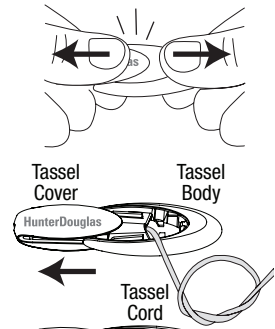
**CAUTION:** The shade will not operate properly unless the cord tensioner(s) is secured. A *Universal Cord Tensioner Installation Kit* has been included with your shade. Follow the instructions in the kit to correctly secure the cord tensioner(s).

## Cord Adjustment — UltraGlide® Shades Only

Adjusting the tassel to eye level will decrease the amount of pulls needed to raise and lower the shade. This will also enhance child and pet safety.

### To Shorten the Tassel Cord

- Grasp both parts of the tassel (the colored cover and the frosted body).
- Squeeze the tassel cover with your thumb and forefinger (at the “s” in the Hunter Douglas logo).
- Separate and slide the tassel cover off from the tassel body.
- Pull out the knotted end of the tassel cord.
- Tie the cord at the desired shorter length using a double knot.
- Trim the tassel cord below the knot.
- Pull the trimmed knot up inside the tassel.
- Squeeze the tassel cover while sliding it back onto the tassel body.

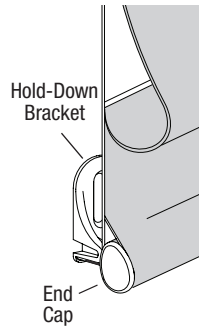


**IMPORTANT:** After reassembling, be sure there are no gaps between the two components. Check that they do not pull apart easily. The tassel cover should be securely seated into the tassel body.

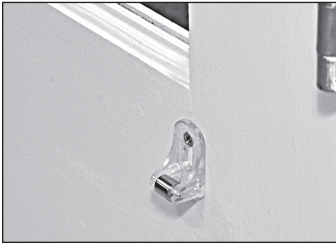
## INSTALLATION

### Attach the Magnetic Hold-Down Brackets (Optional)

- Lower the shade until it is fully lowered.
- Attach the magnetic hold-down bracket onto the bottom rail just inside the end cap, oriented as shown.
- Mark the screw location using one of the mounting options shown below.
  - The screw should be placed in the middle of the channel. This will allow for adjustment.



#### Outside Mount



Preferred



Alternate

#### Inside Mount

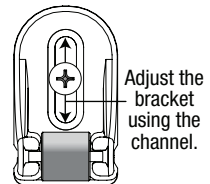


Preferred



Alternate

- Drill the screw holes using a  $\frac{3}{32}$ " drill bit.
  - CAUTION:** Use drywall anchors when mounting into drywall.
- Attach the hold-down brackets to the mounting surface using the screws provided.
- If necessary, adjust the bracket height by loosening the screw and sliding the bracket up or down.



## Operate the Shade

### EasyRise™ Shades

#### To Lower the Shade:

- Pull down on the rear cord of the cord loop to lower the shade.

**IMPORTANT:** If the cord tensioner moves with 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 *Universal Cord Tensioner Installation Instructions* in the kit included with your shade.

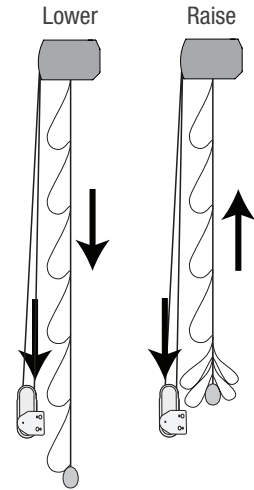
#### To Raise the Shade:

- Pull down on the front cord of the cord loop to raise the shade.

#### Top-Down/Bottom-Up Shades:

- The left cord controls the bottom rail. The right cord controls the middle rail.

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



### LiteRise® Shades

#### To Lower the Shade:

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

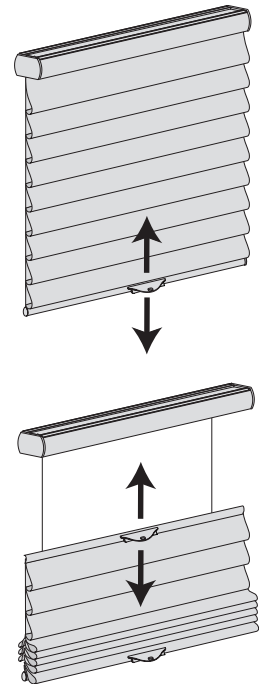
#### To Raise the Shade:

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

#### Top-Down/Bottom-Up Shades:

- Raise or lower the middle rail by slowly and steadily pushing up or pulling down on the middle rail handle.

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



## OPERATION

### UltraGlide® Shades

**CAUTION:** To avoid damage to the shade or personal injury, do not let go of the cord until it is fully retracted.

#### To Lower the Shade:

- Pull the cord toward the center of the shade at a 45° angle. A locking mechanism at the top of the cord releases with a “click”. The shade automatically lowers as you allow the cord to retract, releasing the tension.
- 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 and the internal cords may become misaligned. This may cause the shade to be angled or tilted when fully raised. If this occurs, do the following:
  - 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 shade is tilted when fully raised, do not pull harder on the cord. It does not correct the tilt and may make it worse. See “Troubleshooting” starting on page 13.

**NOTE:** On inside mount shades, the bottom rail and fabric folds may rest on the sill.

#### To Raise the Shade:

- Pull the cord straight down using short even strokes.
  - 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.

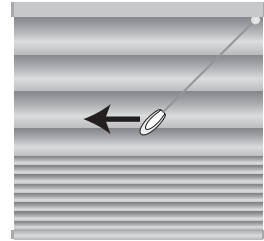
**NOTE:** Tiered™ UltraGlide shades stop below the first fold in the fully raised position to provide clearance for cord operation.

#### Top-Down/Bottom-Up Shades:

- The left cord controls the bottom rail. The right cord controls the middle rail.

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

**To Lower:**  
Pull the cord toward the center, click and release.



To stop the shade while lowering, move the cord back toward the vertical position and give a slight downward pull, engaging the locking mechanism.

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

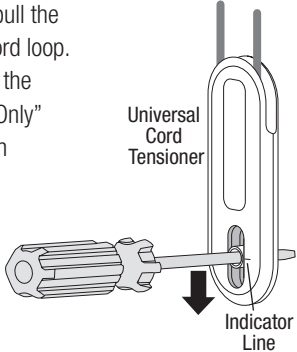


Allow the cord to retract between strokes.

## Troubleshooting

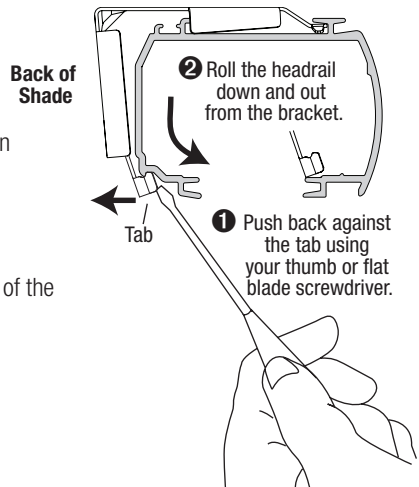
<b>Problem</b>	The shade is hard to raise or lower, or will not raise or lower.
<b>Solution</b>	<p>Check that the headrail and installation brackets are level and aligned in the window. Level the headrail by shimming the installation brackets, if necessary.</p> <p>Make sure the fabric is not caught in the installation brackets.</p> <p><b>EasyRise™ shades:</b> Check that the cord tensioner is mounted correctly. See <i>Universal Cord Tensioner Installation Instructions</i> in the kit included with your shade.</p> <p><b>EasyRise shades:</b> Check that cord loop is not pinched or tangled.</p> <p><b>UltraGlide® shades:</b> As you pull the cord, check that the cord is clearing the fabric folds.</p> <p><b>LiteRise® shades:</b> Pull down on the handle to engage the shade for operation.</p>
<b>Problem</b>	The fabric folds gather unevenly or seem to wrinkle.
<b>Solution</b>	<p>Slowly lower the shade and raise the shade again.</p> <p><b>NOTE:</b> This is inherent on narrow shades when fully stacked.</p>
<b>Problem</b>	The shade will not snap into the installation brackets.
<b>Solution</b>	<p>Check that the installation brackets are aligned and level. Level the headrail by shimming the installation brackets, if necessary.</p> <p>Check that the headrail is properly aligned in the installation brackets, see “Install the Shade” on page 8.</p> <p>Check that the fabric is not caught in the brackets.</p>
<b>Problem</b>	The front fabric appears to cling to the back fabric.
<b>Solution</b>	Lightly apply a static spray for home furnishings. Follow the manufacturer’s directions. If necessary, reapply the static spray each time the shade is professionally cleaned. Allow the shade to dry in the fully lowered position.

## OPERATION

<p><b>Problem</b></p>	<p><b>EasyRise™ shades only:</b> The universal cord tensioner has climbed to the headrail.</p>	
<p><b>Solution</b></p>	<p>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 Shades Only” on page 9 and/ or the instructions included with your <i>Universal Cord Tensioner Installation Kit</i>.</p>	
<p><b>Problem</b></p>	<p><b>EasyRise shades only:</b> The shade raises at different rates when the cord is pulled.</p>	
<p><b>Solution</b></p>	<p>Depending on the size and weight of the shades, the clutch ratios may be different. More cord travel is required with larger shades than with smaller shades. This is completely normal, and not a defect of the product.</p>	
<p><b>Problem</b></p>	<p>The shade raises or lowers unevenly, or the bottom rail is uneven when fully raised.</p>	
<p><b>Solution</b></p>	<p>Check that the headrail is level. Level the headrail by shimming the installation brackets, if necessary.</p>	
<p><b>Problem</b></p>	<p><b>UltraGlide® shades only:</b> Shades do not stack fully to the top.</p>	
<p><b>Solution</b></p>	<p>Check that the headrail is level. Level the headrail by shimming the installation brackets, if necessary.</p>	

## Removing the Shade

- While holding the headrail, lower the shade approximately 4".
- Push back on the bottom tab of the installation bracket using your thumb or a flat blade screwdriver to release the bottom edge of the headrail.
- After releasing the bottom edge, roll the back of the headrail down and out from the bracket.



## Cleaning Procedures

Vignette® Modern Roman Shades are made of an anti-static, dust-resistant fabric which repels dirt and dust. For most fabrics, the options below are available if your shade needs cleaning.

### 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 more stubborn stains. Do not rub the fabric.
- Allow the shade to dry in the completely lowered position.

## CARE

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### **Ultrasonic Cleaning**

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

**CAUTION:** Do not ultrasonically clean the headrail, midrail, or bottom rail fabric; or any room-darkening shades.

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

### **Injection / Extraction Cleaning**

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

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

- Specify the dry cleaning method only.
- Pretreat heavy stains.

### **Steaming**

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

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

### **A Note on Textiles**

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

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



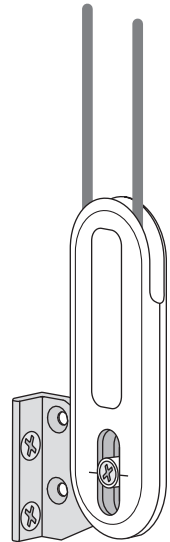
# WARNING

For more safety information call 1-888-501-8364 in the U.S. or 1-800-265-8000 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.
- Do not tie cords together. Make sure cords do not twist together and create a loop.

## 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 9. 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 the cord tensioner installation 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 Customer Information Center at 1-888-501-8364.



**NOTE:** The warning labels on 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](http://hunterdouglas.com). In support of this policy of consumer satisfaction, we offer our Lifetime Limited Warranty as described below.

### COVERED

#### BY A LIFETIME LIMITED WARRANTY

- Hunter Douglas window fashion products are covered for defects in materials, workmanship or failure to operate for as long as the original retail purchaser owns the product (unless shorter periods are provided below).
- All internal mechanisms.
- Components and brackets.
- Fabric delamination.
- Operational cords for a full 7 years from the date of purchase.
- Repairs and/or replacements will be made with like or similar parts or products.
- Hunter Douglas motorization components are covered for 5 years from the date of purchase.

### NOT COVERED

#### BY A LIFETIME LIMITED WARRANTY

- Any conditions caused by normal wear and tear.
- Abuse, accidents, misuse or alterations to the product.
- Exposure to the elements (sun damage, wind, water/moisture) and discoloration or fading over time.
- Failure to follow our instructions with respect to measurement, proper installation, cleaning or maintenance.
- Shipping charges, cost of removal and reinstallation.

Hunter Douglas (or its licensed fabricator/distributor) will repair or replace the window fashion product or components found to be defective.

### TO OBTAIN WARRANTY SERVICE

1. Contact your original dealer (place of purchase) for warranty assistance.
2. Visit [hunterdouglas.com](http://hunterdouglas.com) for additional warranty information, frequently asked questions and access to service locations.
3. Contact Hunter Douglas at (888) 501-8364 for technical support, certain parts free of charge, for assistance in obtaining warranty service or for further explanation of our warranty.

**NOTE:** In no event shall Hunter Douglas or its licensed fabricators/distributors be liable or responsible for incidental or consequential damages or for any other indirect damage, loss, cost or expense. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion or limitation may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Different warranty periods and terms apply for commercial products and applications.

**HunterDouglas**   
[hunterdouglas.com](http://hunterdouglas.com)



# HunterDouglas

Installation • Operation • Care



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

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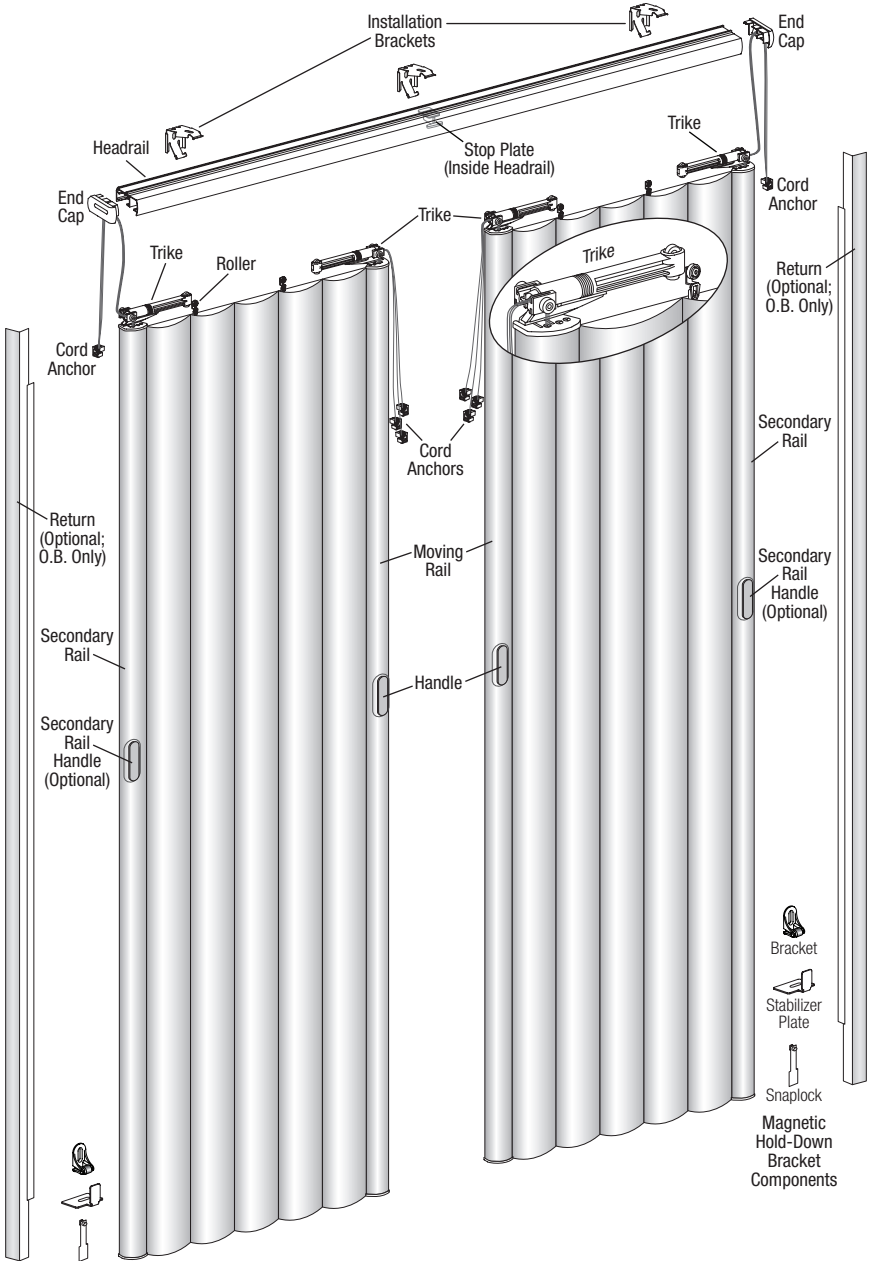
## Questions?

Call the Hunter Douglas Customer Information Center at  
**1-888-501-8364.**



# GETTING STARTED

## Product View — Moveable Stack Option: Split Stack



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

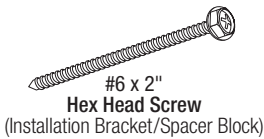
Please thoroughly review this instruction booklet and the enclosed packing list before beginning the installation. If your shade has a protective plastic cover on the fabric covered headrail, keep the plastic in place until the shade is installed.

### Tools and Fasteners Needed

- Allen wrench (provided)
- Flat blade and Phillips screwdrivers
- Measuring tape and pencil
- Power drill,  $\frac{3}{32}$ " drill bit
- Hex driver  $\frac{1}{4}$ "
- 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  $1\frac{1}{2}$ " screws are provided per magnetic hold-down bracket kit.
- **Drywall Anchors (Not Provided).** Use drywall anchors when mounting into drywall.



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

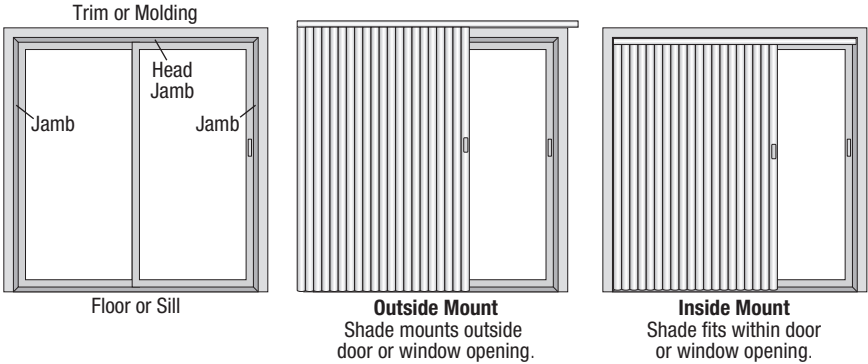
# INSTALLATION

## 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.



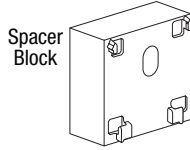
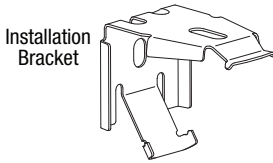
### Shade Designs

- 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
<p>Left Stack</p> <p>Right Stack</p>	1	1
<p>Split Stack (Center Opening)</p>	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.

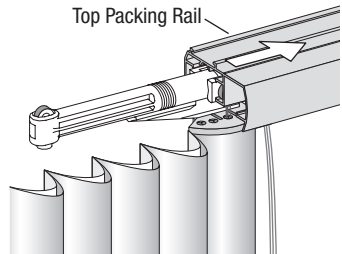
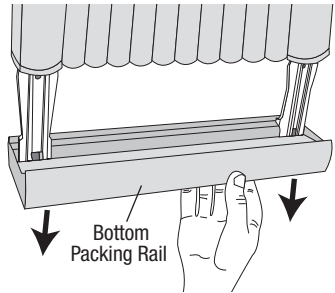


Shade Width	Side Stack	Split Stack
36" – 60"	2	3
60 $\frac{1}{8}$ " – 84"	3	4
84 $\frac{1}{8}$ " – 120"	4	5
120 $\frac{1}{8}$ " – 192"	6	6
192 $\frac{1}{8}$ " – 240"	8	8
240 $\frac{1}{8}$ " – 312"	—	10
312 $\frac{1}{8}$ " – 384"	—	12

## 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

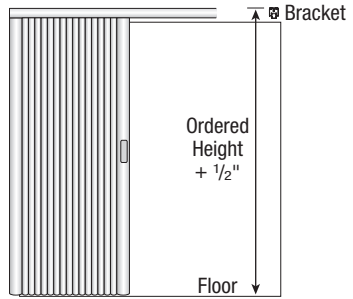
- Refer to the page below based on your shade mounting type:
  - **Outside Mount — Page 6**
  - **Inside Mount/Ceiling Mount — Page 11**

**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.



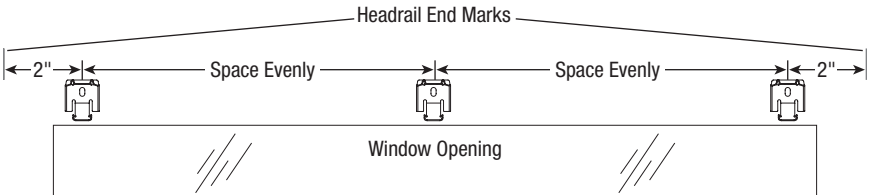
- Center the headrail over the window opening at the marked height. Use a pencil to lightly mark each end of the headrail.

- 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.

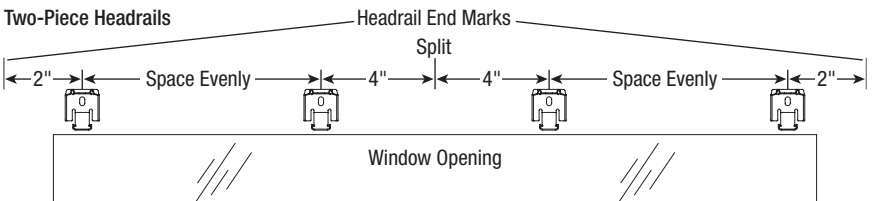
**NOTE:** Be sure that when the shade is drawn fully closed, the window is completely covered.

- 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.



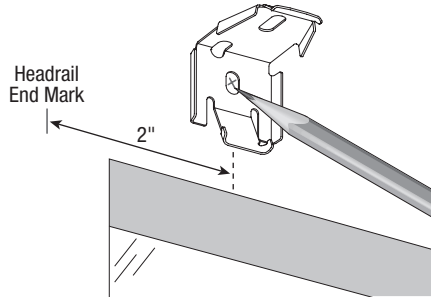
- **Two-piece headrails:** Place a bracket 4" from the center on both sides. Space additional bracket(s) evenly (or at least every 36") and mark their locations.



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

- A minimum of 1 1/4" flat vertical surface is required to mount the brackets.

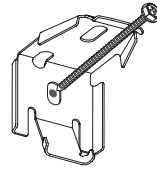
**CAUTION:** The rear of the brackets must be flush against a flat mounting surface. Do not mount brackets on curved molding.



- 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.

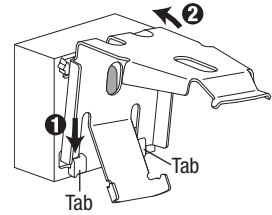


**IMPORTANT:** The tops of the brackets must be level with their front edges aligned.

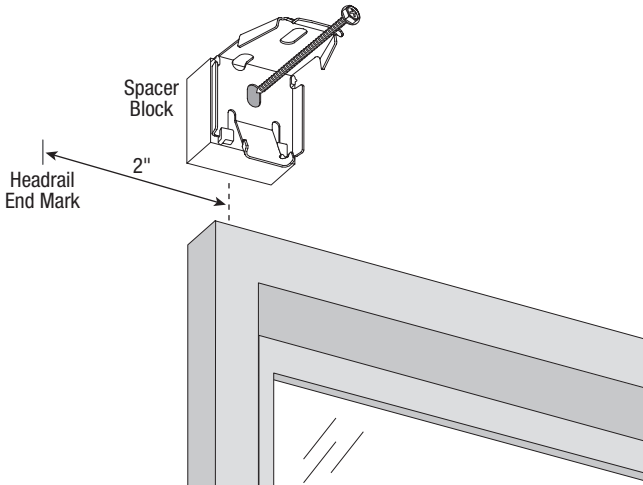
- If using spacer blocks, attach them to the installation brackets (if not already attached).

**IMPORTANT:** A maximum of one 1/2" spacer block can be used per installation bracket.

- Break off and discard the 1/8" 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.

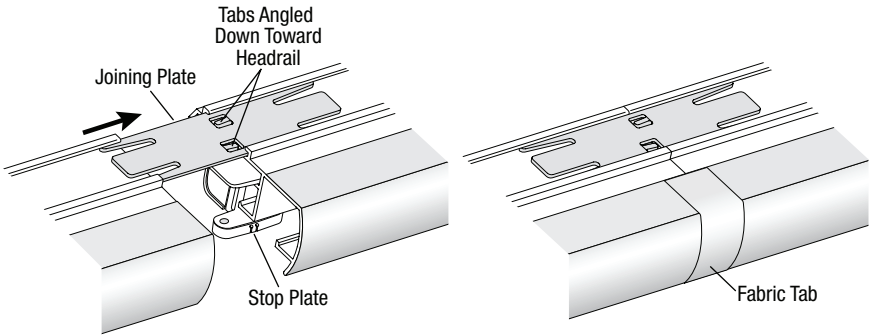


- Attach the installation brackets and spacer blocks using the 2" mounting screws provided.

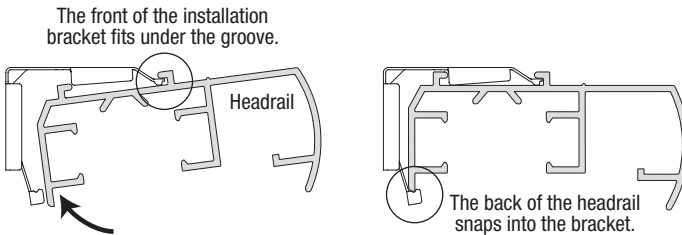


## Install the Headrail

- **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.



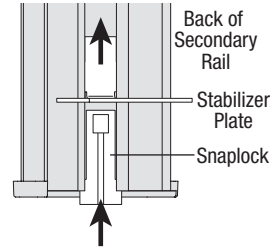
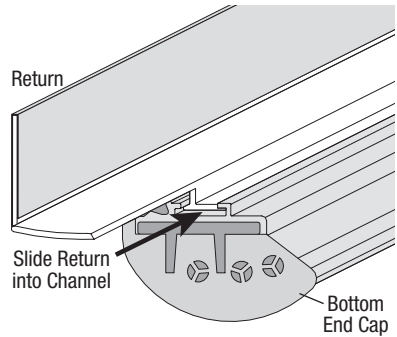
- Slip the headrail onto the installation brackets, until the front of each bracket fits under the groove of the headrail.
- Rotate the back of the headrail up and push back to snap it into the bracket.



## 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 Views” 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.

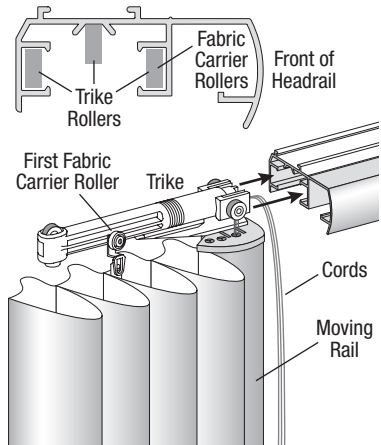
- Review the illustration showing the channels where the trike rollers and fabric carrier rollers fit into the headrail.
- With the front of the fabric facing you, locate the primary moving rail trike.

- 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.

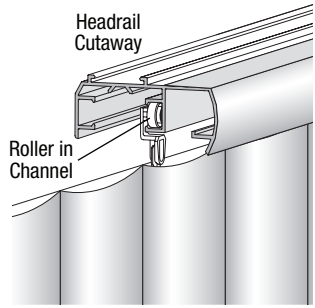
- Install the first fabric carrier roller after the trike side rollers, before sliding on the top roller on the end of the trike.
- After installing the first fabric carrier roller, continue sliding the trike into the headrail until the top roller on the end of the trike fits under the center channel.



## INSTALLATION — Outside Mount

### 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.

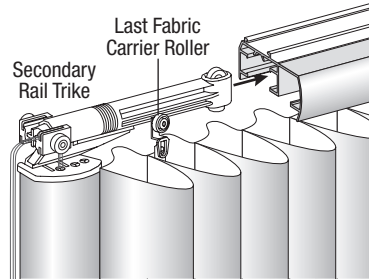


### Insert the Secondary Rail Trike into the Headrail

- 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.



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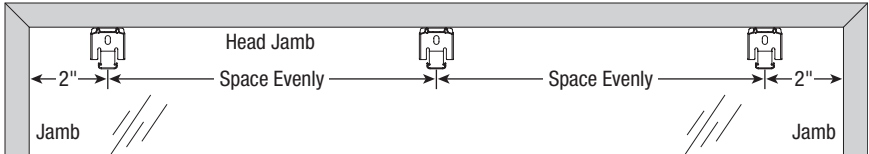
Proceed to "Attach the Handle(s)" on page 15.

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INSIDE MOUNT PROCEDURES

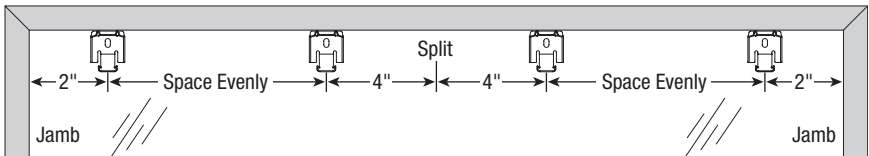
Mount the Installation Brackets

- 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



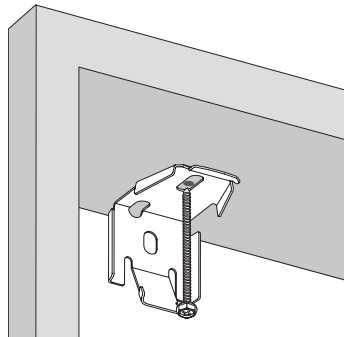
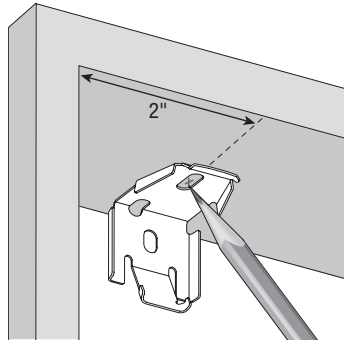
- Center the brackets on your marks and mark the screw holes.
- A minimum depth of 1 1/2" is required to mount the brackets.
- A depth of 4 1/2" is required for fully recessed mounting with the shade drawn closed, or 5 1/2" with the shade stacked open.

- 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.

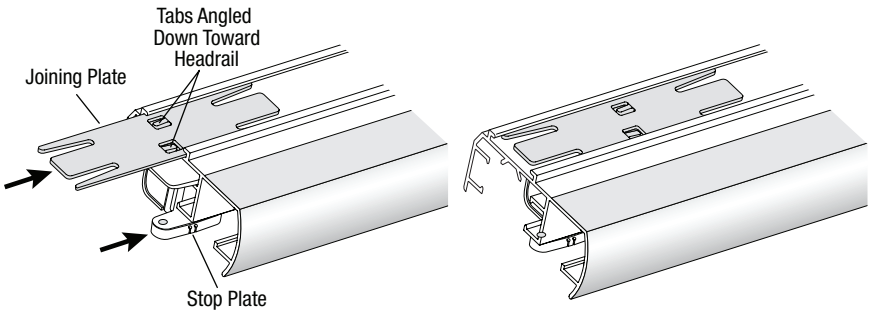


### Assemble the Shade

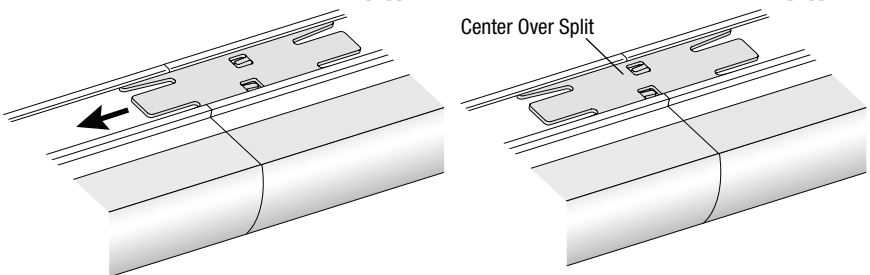
With inside-mounted applications, the shade is pre-assembled before the headrail is installed. Lay out all the components for assembly on a clean, cloth-covered surface. Position the headrail near the top of the vertical rails.

### 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.

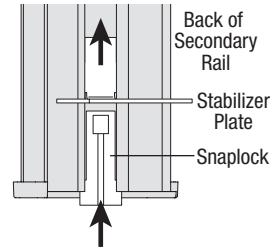


- Position the two headrail sections so that they abut in the center.
- Using a flat blade screwdriver, center the joining plate between the two headrail sections. Be careful not to damage the fabric-covered headrail.
- Position the stop plate so it is centered on the joint between the headrails. Tighten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

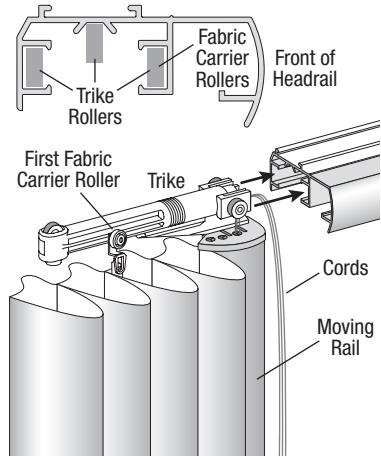
**NOTE:** With split stack designs, fully complete the installation of one shade panel before starting the second panel.

- 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.

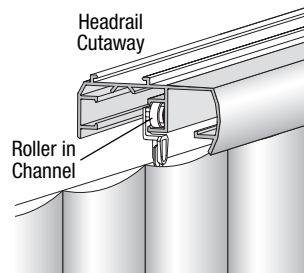
**NOTE:** One cord anchor is attached to each of the three cords. With side stack designs, the cords are routed through the headrail end cap.

- Install the first fabric carrier roller after the trike side rollers, before 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.



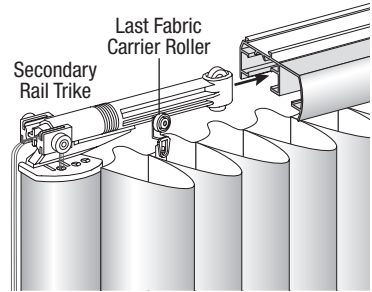
## INSTALLATION — Inside Mount

### 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.



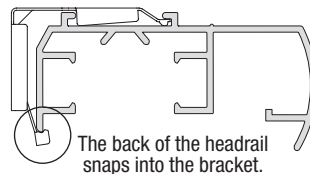
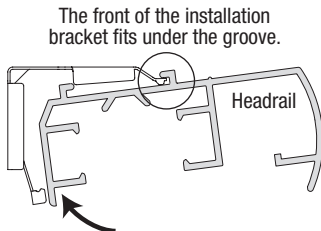
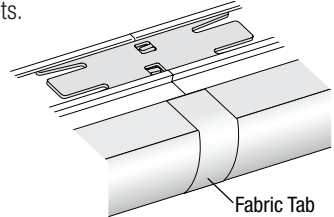
### Attach the end caps

- 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.

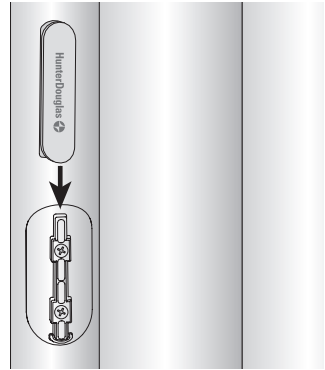


Proceed to "Attach the Handle(s)" on page 15.

## 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 Cord Anchors

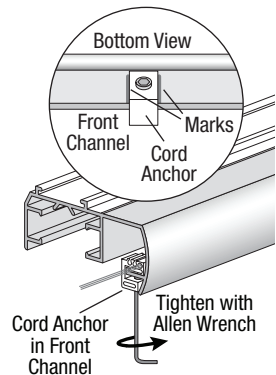
- Remove the colored tape securing the cords.



**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 cord anchor connected to the three cords coming from the top of the secondary rail.
  - To secure the cord anchor, first locate the two marks on the front channel of the headrail near the stacking end.
  - Hook the cord anchor between the two marks on the front channel.
  - Use the provided Allen wrench to tighten the cord anchor just until snug to secure it to the channel.



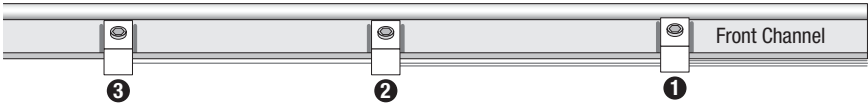
**IMPORTANT:** The three cords attached to the cord anchor may need minor tension adjustment. Final cord adjustment will be explained later in these instructions.

## INSTALLATION

- Secure the three cord anchors attached to the individual cords routed through the non-stacking side end cap. Be sure that the cords are not twisted before beginning.
  - Start with the cord anchor that has the shortest cord. Hook the anchor between the first set of marks in the front channel of the headrail and secure it using the Allen wrench.
  - Install the cord anchor with the next shortest cord in a similar manner between the second set of marks.
  - Finally, install the cord anchor with the longest cord between the third set of marks.

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

Bottom View



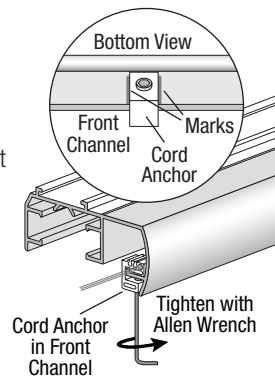
Proceed to “Complete the Installation” on page 18.

### Split Stack

**NOTE:** Each fabric panel has its own set of cord tensioners. Install all four cord tensioners for one panel before installing the cord tensioners for the other panel.

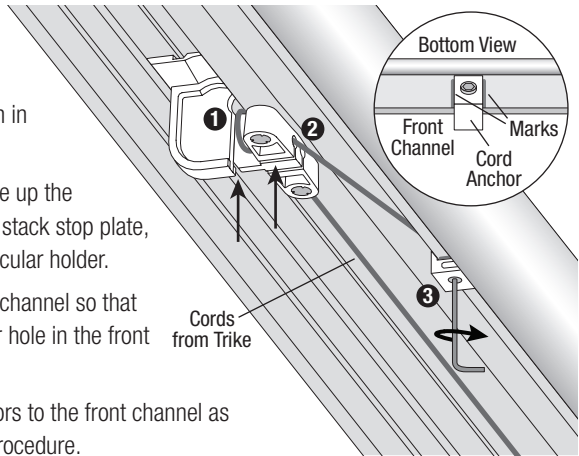
- Move the vertical rails of each panel within 6" of each end and 6" of the stop plate in the center of the rail. Adjust the position of the rails as needed when installing the cord anchors.
- Attach the end caps on outside mount shades. (End caps on inside mount shades should already have been installed.)
  - 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 single cord anchor connected to the three cords coming from the top of the secondary rail.
  - To secure the cord anchor, first locate the two marks on the front channel of the headrail near the stacking end.
  - Hook the cord anchor between the two marks on the front channel.
  - Use the provided Allen wrench to tighten the cord anchor just until snug to secure it to the channel.

**IMPORTANT:** The three cords attached to the cord anchor may need minor tension adjustment. Final cord adjustment will be explained later in these instructions.



■ 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 split stack 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.

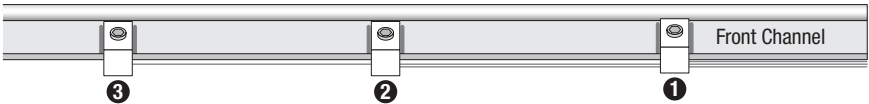


■ Secure the three cord anchors attached to the individual cords routed through the stop plate. Be sure that the cords are not twisted before beginning.

- Start with the cord anchor that has the shortest cord. Hook the anchor between the first set of marks closest to the stop plate and secure it using the Allen wrench.
- Install the cord anchor with the next shortest cord in a similar manner between the second set of marks.
- Finally, install the cord anchor with the longest cord between the third set of marks.

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

Bottom View



Proceed to "Complete the Installation" on page 18.

# INSTALLATION

## 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.

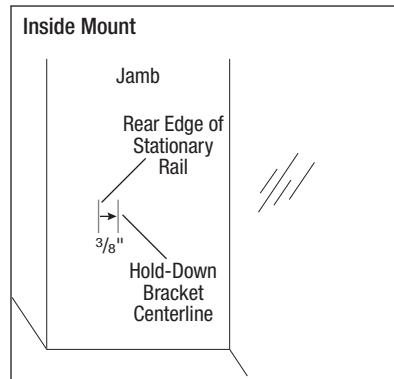
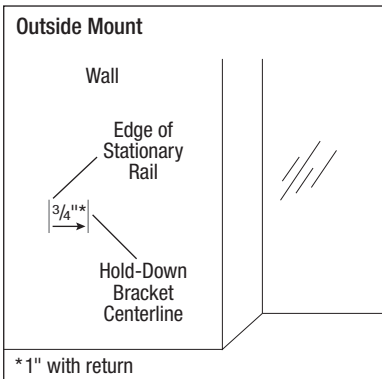
### Perform the Final Cord Adjustment

- 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.
  - 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)

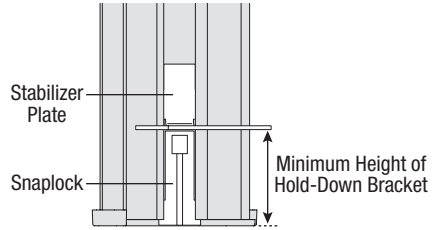
Magnetic hold-down brackets hold the secondary rail(s) flush with the end of the headrail.

- 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  $\frac{3}{4}$ " 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  $\frac{3}{8}$ " 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.



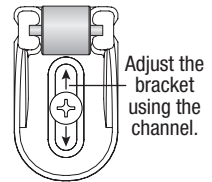
- The hold-down brackets may be mounted higher if desired. The stabilizer plate can be raised to the higher height by sliding the snaplock higher up the secondary rail.

- 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  $\frac{3}{32}$ " 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)*

## OPERATION

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### Operate the Shade

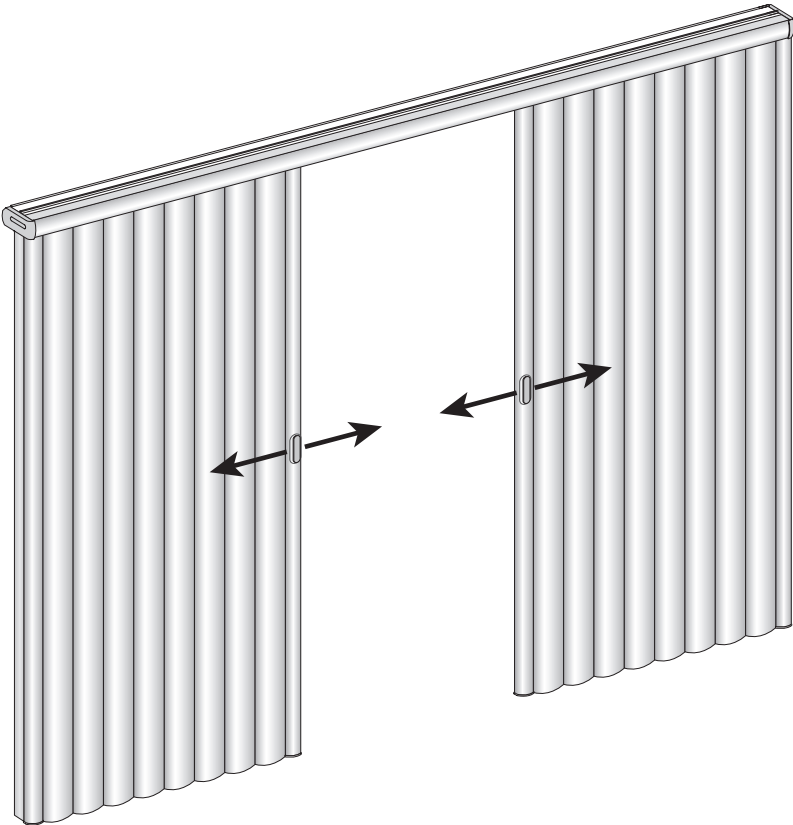
For better support and smoother operation, as well as to avoid soiling the fabric, use the handle(s) when opening and closing the shade. If handles were ordered for the secondary rail(s), both the primary moving rail(s) and the secondary rail(s) can be used to position the fabric panel anywhere along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

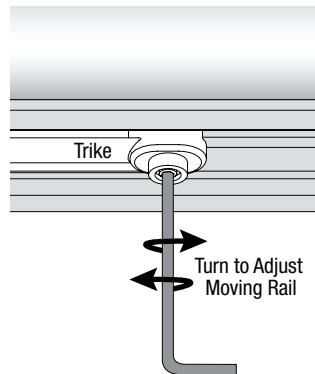
### Test Operation

- 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.

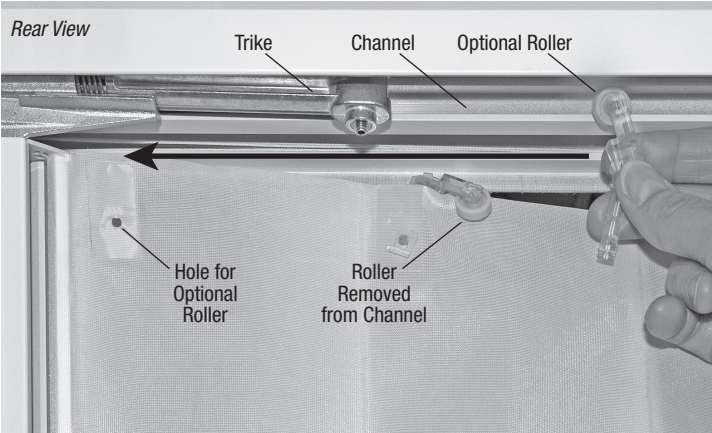
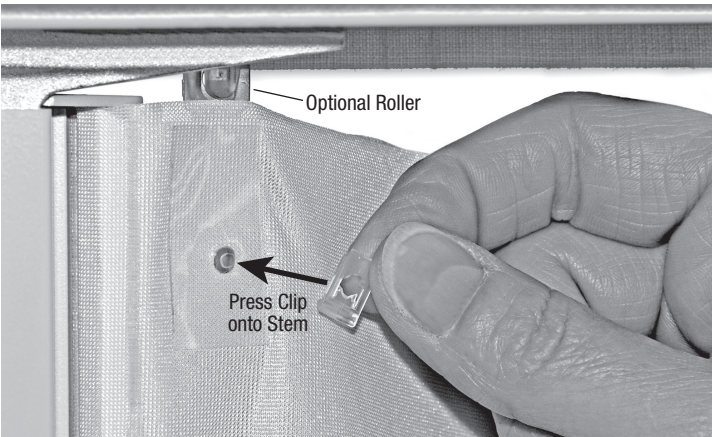


## Troubleshooting

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



## OPERATION

<b>Problem</b>	The first fabric fold does not hang as well as the others.
<b>Solution</b>	<p>Install the optional roller onto the first fold (closest to the moving rail). The optional roller is found in your parts bag.</p> <ul style="list-style-type: none"><li>■ Remove the current first roller from the channel and allow it to hang.</li><li>■ 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.</li></ul>  <p><i>Rear View</i></p> <p>Labels in image: Trike, Channel, Optional Roller, Hole for Optional Roller, Roller Removed from Channel.</p> <ul style="list-style-type: none"><li>■ Push the stem of the optional roller through the hole and press the clip onto the stem to secure the roller in place.</li></ul>  <p>Labels in image: Optional Roller, Press Clip onto Stem.</p> <ul style="list-style-type: none"><li>■ Place the second roller back into the channel.</li></ul>

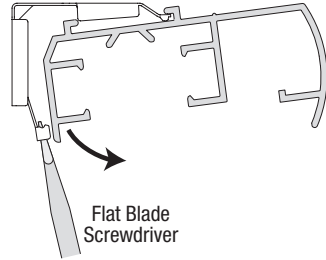
## Removing the Shade (If Necessary)

### 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

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### 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](http://hunterdouglas.com). In support of this policy of consumer satisfaction, we offer our Lifetime Limited Warranty as described below.

### COVERED

#### BY A LIFETIME LIMITED WARRANTY

- Hunter Douglas window fashion products are covered for defects in materials, workmanship or failure to operate for as long as the original retail purchaser owns the product (unless shorter periods are provided below).
- All internal mechanisms.
- Components and brackets.
- Fabric delamination.
- Operational cords for a full 7 years from the date of purchase.
- Repairs and/or replacements will be made with like or similar parts or products.
- Hunter Douglas motorization components are covered for 5 years from the date of purchase.

### NOT COVERED

#### BY A LIFETIME LIMITED WARRANTY

- Any conditions caused by normal wear and tear.
- Abuse, accidents, misuse or alterations to the product.
- Exposure to the elements (sun damage, wind, water/moisture) and discoloration or fading over time.
- Failure to follow our instructions with respect to measurement, proper installation, cleaning or maintenance.
- Shipping charges, cost of removal and reinstallation.

Hunter Douglas (or its licensed fabricator/distributor) will repair or replace the window fashion product or components found to be defective.

### TO OBTAIN WARRANTY SERVICE

1. Contact your original dealer (place of purchase) for warranty assistance.
2. Visit [hunterdouglas.com](http://hunterdouglas.com) for additional warranty information, frequently asked questions and access to service locations.
3. Contact Hunter Douglas at (888) 501-8364 for technical support, certain parts free of charge, for assistance in obtaining warranty service or for further explanation of our warranty.

**NOTE:** In no event shall Hunter Douglas or its licensed fabricators/distributors be liable or responsible for incidental or consequential damages or for any other indirect damage, loss, cost or expense. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion or limitation may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Different warranty periods and terms apply for commercial products and applications.

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