

HunterDouglas

Installation • Operation • Care



Duette[®] and Applause[®]
Honeycomb Shades
EasyRise[™] Lifting System

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Questions?

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

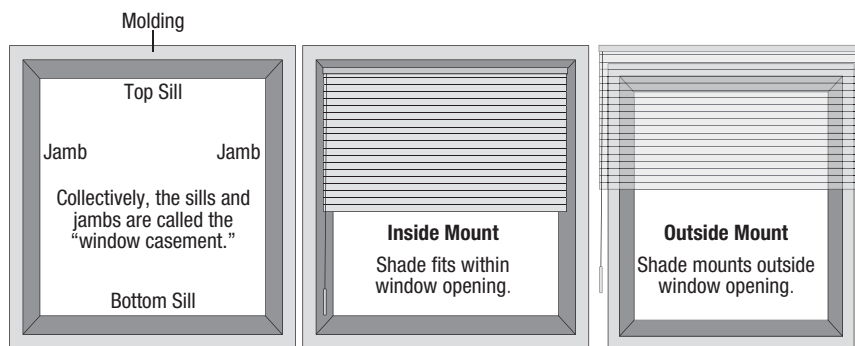


GETTING STARTED

Thank you for purchasing Hunter Douglas Duette® or Applause® with EasyRise™ honeycomb shades. With proper installation, operation, and care, your new shades will provide years of beauty and performance. Please thoroughly review this instruction booklet before beginning the installation.

Mounting Types and Window Terminology

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



Installation Components Needed

Check the packaging to be sure you have all the components needed to install your shade. Keep the packaging until the shades perform to your satisfaction. If your shade has a protective plastic cover on the fabric covered headrail, keep the plastic in place until the shade is installed.

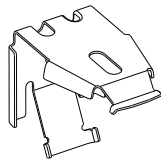
Shade Width	Brackets Required
12" – 36"	2
36 ¹ / ₈ " – 72"	3
72 ¹ / ₈ " – 108"	4
108 ¹ / ₈ " – 144"	5
144 ¹ / ₈ " – 174"	6

Required Components

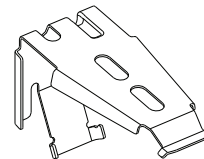
■ Installation Brackets.

The number of installation brackets required varies with shade width, as shown in the table. Your order will include one of the following types of installation brackets.

³/₈" Pleat Size Installation Bracket



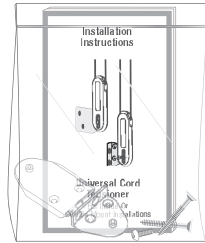
³/₄" And ¹/₄" Pleat Size Installation Bracket



IMPORTANT: For illustration purposes, the ³/₄" and ¹/₄" installation brackets are shown throughout the following instructions. The ³/₈" brackets follow these same installation procedures.

GETTING STARTED

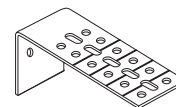
- **Universal Cord Tensioner (UCT) Installation Kit.** The UCT functions as a safety device that makes the cords less accessible to children and pets. ***The cord control will not function properly without the UCT installed correctly.***



UCT Installation Kit

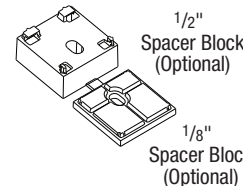
Optional Components

- **Extension Brackets.** Extension brackets can add up to 3 1/2" of clearance for outside and end mounts. If requested, there should be the same number of extension brackets as installation brackets.



Extension Bracket (Optional)

- **Spacer Blocks.** Spacer blocks provide additional clearance to accommodate various molding widths. If ordered, Hunter Douglas provides both 1/2" and 1/8" width spacer blocks designed to work separately, or fit together, if desired. There should be a maximum of 1 1/2" of spacer blocks per installation bracket. Separate spacer blocks prior to use.



1/2" Spacer Block (Optional)

1/8" Spacer Block (Optional)

- **Hold-Down Brackets.** Hold-down brackets provide stability and prevent swaying by securing the bottom rail (i.e. often used in French door applications).



Hold-Down Bracket (Optional)

Tools and Fasteners Needed

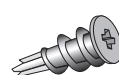
- Flat blade and Phillips screwdriver
- Measuring tape and pencil
- Power drill, 3/32" drill bit, and a 1/4" hex driver
- Level
- Needle-nose pliers
- In addition, you will need fasteners designed to work with your specific mounting surface(s).
- **#6 Hex Head Screws (Provided).** Two 1 1/2" screws are provided per installation bracket.
- **Longer #6 Hex Head Screws (Not Provided).** If using spacer blocks, use a #6 mounting screw long enough for a secure attachment.
- **Wall Anchors (Not Provided).** If mounting into drywall, you will need wall anchors to ensure a secure installation.
- **Speed Nuts and Screws (Provided).** Extension brackets come with screws and speed nuts.



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



Longer #6 Hex Head Screw For Use With Spacer Blocks (Not Provided)



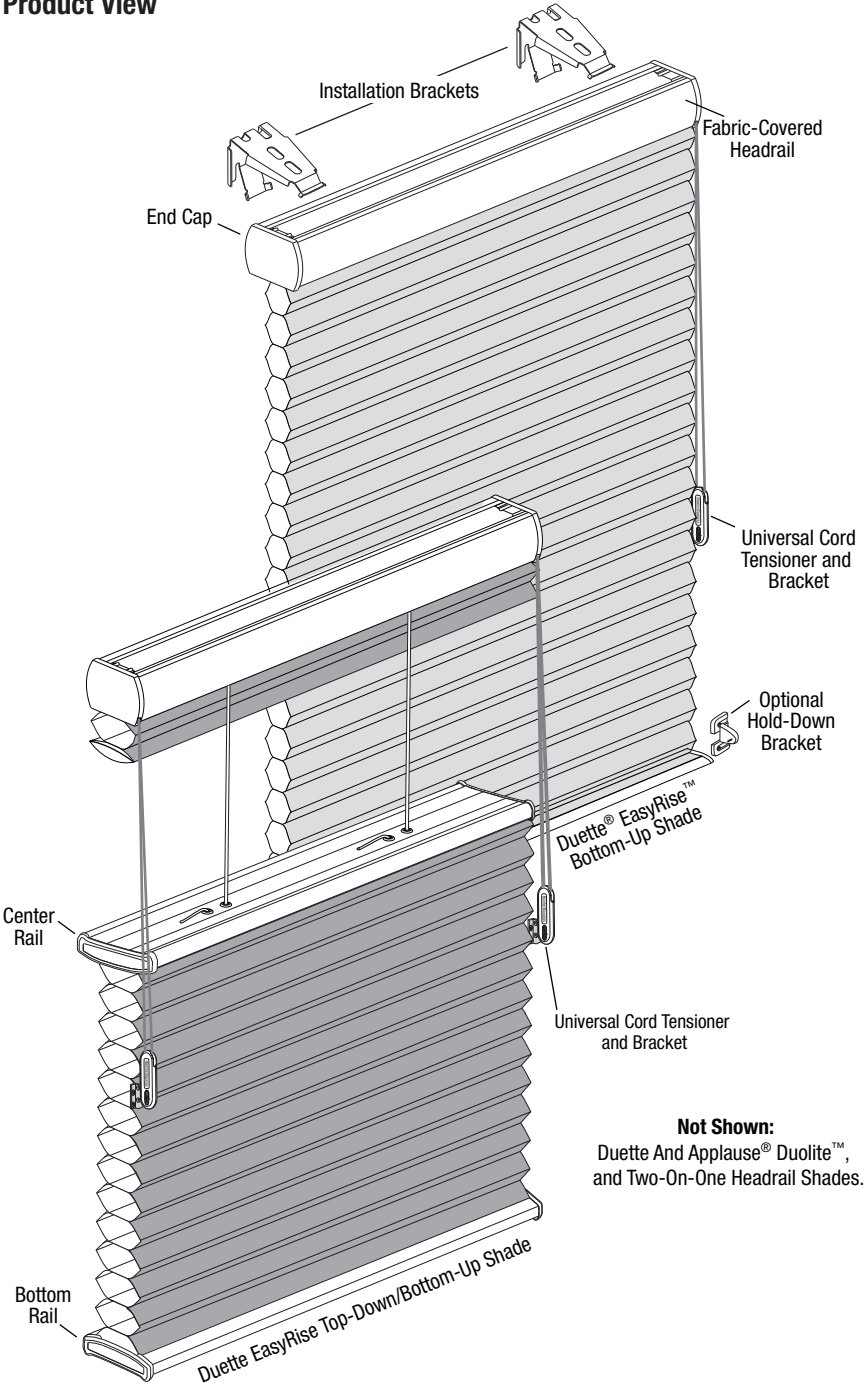
Wall Anchor Or Expansion Bolt (Not Provided)



Speed Nut And Screw (Provided With Each Extension Bracket)

GETTING STARTED

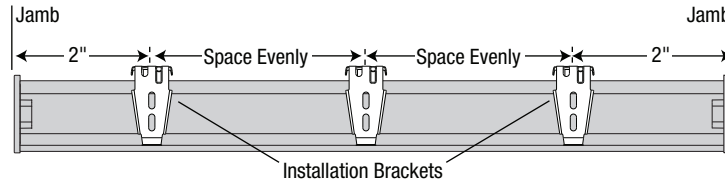
Product View



INSTALLATION

Mount the Installation Brackets — Inside Mount

- Measure and mark 2" in 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.

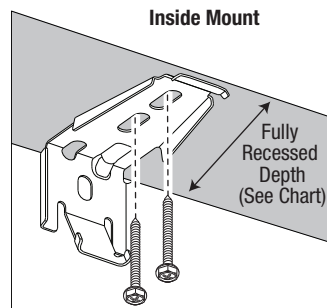


- Center each installation bracket on the marks and mark the location for the screw holes.
- The depth required for minimum mounting or fully recessed mounting will vary depending on the pleat size of the fabric. Refer to the chart for depth requirements.
- Check that the mounting surface is level and the brackets are aligned. Shim the brackets if necessary.
- Drill the screw hole using a $\frac{3}{32}$ " drill bit.

Fabric Pleat Size	Minimum	Fully Recessed
$\frac{3}{8}$ "	$\frac{1}{2}$ "	2 $\frac{1}{4}$ "
$\frac{3}{4}$ "	$\frac{1}{2}$ "	2 $\frac{7}{8}$ "
1 $\frac{1}{4}$ "	$\frac{1}{2}$ "	3 $\frac{5}{8}$ "

IMPORTANT: If you are fastening the installation brackets into drywall only, be sure to use wall anchors and follow the instructions provided with the anchors. (Anchors not provided.)

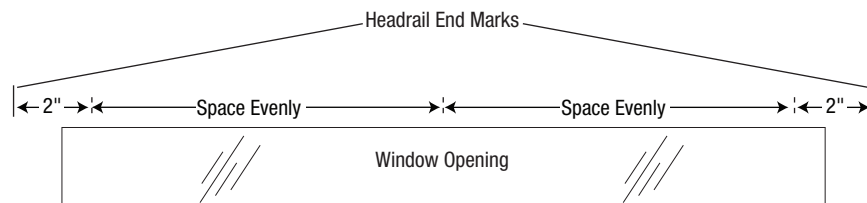
- If mounting to a heavily textured surface, use the $\frac{1}{8}$ " spacer block as a shim between the installation bracket and the mounting surface.
- Fasten the installation brackets to the mounting surface using the hex head screw provided.



INSTALLATION

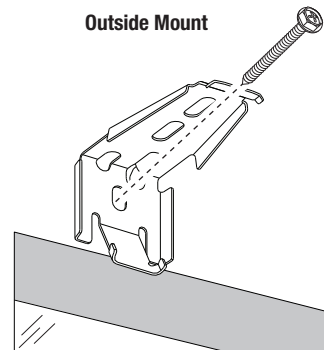
Mount the Installation Brackets — Outside Mount

- Center the headrail over the window opening at the desired height. Use a pencil to lightly mark each end of the headrail.
- Measure and mark 2" in from each end of the headrail.
 - If more than two installation brackets came with your order, space additional bracket(s) evenly on studs, between the two end brackets and mark their location.



- Center each installation bracket on the marks and mark the location for the screw holes.
 - A minimum flat vertical height of 1¹/₄" is required.
 - The top of the installation brackets should be at the desired height. The brackets should be level and aligned.

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



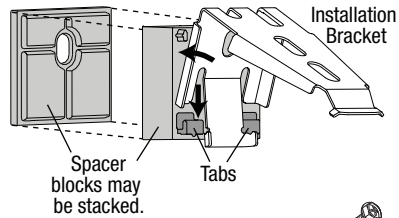
- Drill the screw holes using a 3/32" drill bit.

IMPORTANT: If you are fastening the installation brackets to drywall, be sure to use wall anchors and follow the instructions provided with the anchors. (Anchors not provided.)

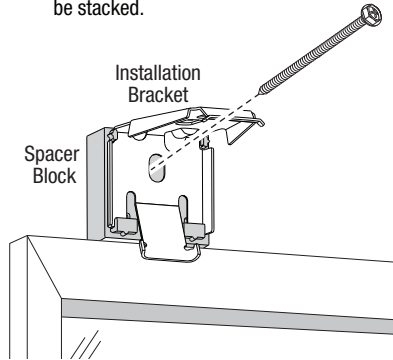
- Fasten installation brackets to the mounting surface using the hex head screws provided.

INSTALLATION

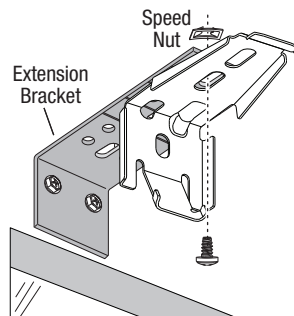
- If using spacer blocks, first attach the installation bracket to the spacer block before stacking additional spacer blocks together.
 - Insert the legs of the installation bracket into the tabs on the spacer block.
 - Then rotate the bracket back.



- Attach the spacer block/installation bracket to a flat vertical mounting surface with a #6 mounting screw long enough for a secure installation. (Screws not provided.)



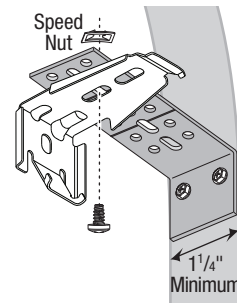
- When using extension brackets, attach an installation bracket to the underside of each extension bracket using the provided screws and speed nuts.



Mount the Installation Brackets — End Mount

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

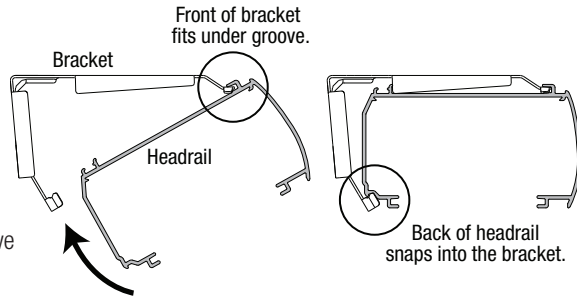
- Mount the extension brackets on a surface at least 1 1/4" wide.
- Attach the installation brackets to the extension brackets using the provided screws and speed nuts.



INSTALLATION

Install the Shade

- Position the shade so that the cords face 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.

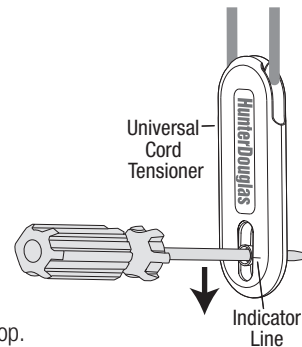


- Gently roll the back of the headrail up and push back to snap into place.

Attach the Universal Cord Tensioner

Before doing anything, you **must** first slide the cord tensioner to the bottom of the cord loop.

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



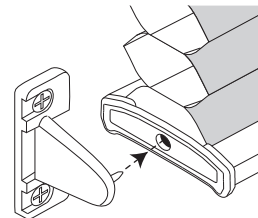
WARNING: It is imperative that the cord tensioner be properly secured to the wall or window frame to reduce children's access to the cord loop. Young children can strangle in cord loops. They can also wrap cords around their necks and strangle.

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

Attach the Hold-Down Brackets (Optional)

Hold-down brackets are only used on outside mounted shades.

- Lower the shade and place the pins from the hold-down brackets into the bottom rail end caps.
- On the mounting surface, mark the bracket hole locations.
- Check that the brackets are level and aligned, and attach them to the mounting surface using two screws.



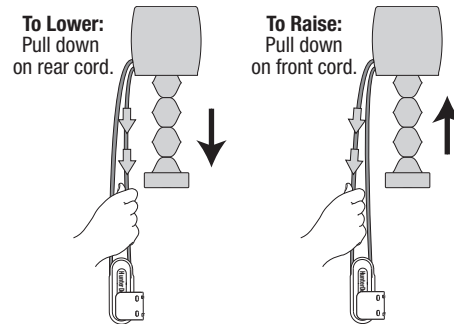
IMPORTANT: Disconnect the bottom rail from the hold-down brackets to raise the shade.

OPERATION

Operate the Shade

IMPORTANT: Duolite™, Top-Down/Bottom-Up, and Two-On-One Headrail shades have two operating cords. Standard Bottom-Up shades have one operating cord.

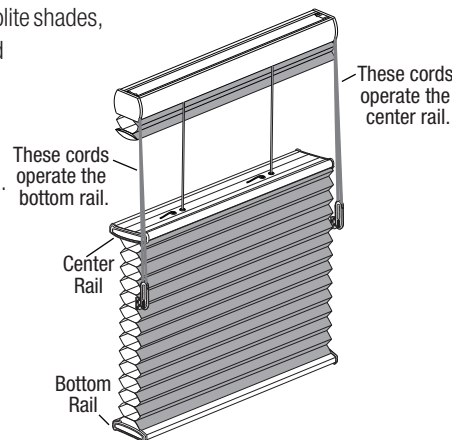
- Pull down slowly on the rear cord of the cord loop to lower the shade.
- Pull down slowly on the front cord of the cord loop to raise the shade.



IMPORTANT: If the cord tensioner moves up the cord, you have not secured it to the wall or window frame. You must do so for the shade to operate properly. See *Attach The Universal Cord Tensioner (UCT)* on page 7 and/or the instructions included with your *Universal Cord Tensioner Installation Kit*.

- To operate Top-Down/Bottom-Up and Duolite shades, the right cord operates the center rail and the left cord operates the bottom rail.

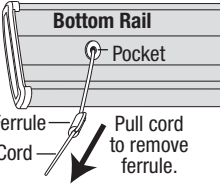
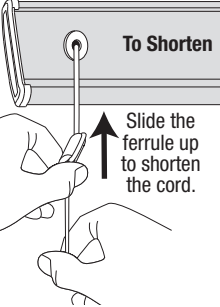
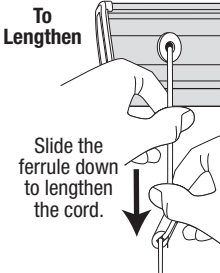
IMPORTANT: You must first lower the bottom rail before lowering the center rail. Likewise, you must first raise the center rail before raising the bottom rail.



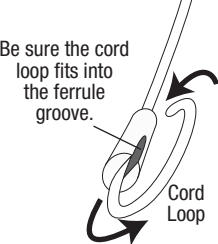
Troubleshooting

Problem	Solution
<p>The shade is hard to raise or lower, or will not raise or lower.</p>	<ul style="list-style-type: none"> ■ Check that the cord tensioner is mounted correctly. See <i>Attach The Universal Cord Tensioner (UCT)</i> on page 7 and/or the instructions included with your <i>Universal Cord Tensioner Installation Kit</i>. ■ Make sure that the shade fabric is not caught between the installation bracket and the headrail. ■ Check that the headrail and installation brackets are level and aligned in the window. The window may be out of square. To check if the window is square, measure the diagonals. Level the headrail by shimming the installation brackets, if necessary. ■ Check that cord loops are not pinched or tangled. ■ If hold-down brackets are used, make sure they have been released before operating the shade.
<p>The universal cord tensioner has climbed to the headrail.</p>	<ul style="list-style-type: none"> ■ 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 <i>Attach The Universal Cord Tensioner (UCT)</i> on page 7 and/or the instructions included with your <i>Universal Cord Tensioner Installation Kit</i>.
<p>The universal cord tensioner grabs onto the cord upon operation.</p>	<ul style="list-style-type: none"> ■ Check that the universal cord tensioner is mounted properly. Reinstall, if necessary. See <i>Attach The Universal Cord Tensioner (UCT)</i> on page 7 and/or the instructions included with your <i>Universal Cord Tensioner Installation Kit</i>.
<p>The shade will not fit into the installation brackets.</p>	<ul style="list-style-type: none"> ■ Check that the installation brackets are level and aligned. Adjust and/or shim to level, if necessary. ■ Be sure the heads of the mounting screws are flush against the installation bracket. ■ Make sure that the shade fabric is not caught between the installation bracket and the headrail. ■ Check that the headrail is completely inserted into the installation brackets. See <i>Install The Shade</i> on page 7.

OPERATION

Problem	Solution
<p>The shade raises or lowers unevenly or the bottom rail is uneven when fully raised.</p>	<ul style="list-style-type: none"> ■ Lower the shade completely, to allow it to “self-correct” skewing. Pull the cord loop slowly to prevent the shade from skewing. ■ For Top-Down/Bottom-Up shades both the center rail and the bottom rail may skew if the cord loop is pulled too quickly. Lower each rail completely, to allow them to “self-correct”. ■ Check that the headrail and installation brackets are level and aligned in the window. The window may be out of square. To check if the window is square, measure the diagonals. Level the headrail by shimming the installation brackets, if necessary. ■ Make sure that the shade fabric is not caught between the installation bracket and the headrail.
<p>The bottom rail is not level, or the shade height is incorrect.</p>	<p>Shade Height Adjustment</p> <p>Shade height and adjustments to level the bottom rail can be made by adjusting the cord on the underside of the bottom rail.</p> <ul style="list-style-type: none"> ■ Locate the ferrule, seated in a pocket in the bottom rail. ■ Remove the ferrule by pulling on the excess cord. If the cord has been trimmed, you will need to use needlenose pliers to access it. ■ To shorten the cord, hold the cord tight under the ferrule. Then slide the ferrule up toward the pocket. ■ To lengthen the cord, hold the cord tight between the pocket and the ferrule. Then slide the ferrule down. ■ After adjusting, place the ferrule fully back into the pocket. ■ Once you are certain of the final adjustments, tape the extra cord length to the bottom rail, or into the groove on the bottom rail (for future adjustments). <div style="display: flex; align-items: center;">  <div style="margin-left: 20px;"> <p>To Shorten</p>  <p>To Lengthen</p>  </div> </div>

OPERATION

Problem	Solution
<p>The ferrule has come off the cord. How do I rethread the ferrule?</p>	<p>■ Thread the end of the cord into the tapered end of the ferrule. Loop the end around the ferrule and back through the tapered end. Make sure the loop fits into the groove on the side of the ferrule.</p>  <p>Be sure the cord loop fits into the ferrule groove.</p> <p>Cord Loop</p>

CARE

Cleaning Procedures

Hunter Douglas honeycomb shades are made of an anti-static, dust-resistant fabric which repels dirt and dust. For most honeycomb fabrics, the following options are available if your shade needs cleaning.

Dusting

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

Vacuuming

- For deeper cleaning, vacuum gently with a brush attachment.

CAUTION: Do not vacuum Architella® Elan™ or Architella Elan Eclipse™ fabrics.

Compressed Air/Hair Dryer (Cool Setting)

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

Spot-Cleaning

- 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 gone. Do not rub the fabric.
- Allow the shade to dry in the completely lowered position.

CAUTION: Do not spot-clean Batiste, Opalescence™, Puressence™, or Royale fabrics.

Bathtub Cleaning/Water Immersion

- Immerse the shade in a basin or bathtub filled with a mild detergent. 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.
- Reinstall the damp shade, lower it, and let it dry completely.

CAUTION: Do not immerse Commercial, Puressence, Royale, all opaque fabrics, and any fabric-covered valances.

Ultrasonic Cleaning

- Some honeycomb fabrics can be ultrasonically cleaned by a professional.
- Specify that a mild detergent solution be used.
- Never immerse the headrail into the solution.
- Dry the shade completely in the lowered position.

CAUTION: Do not ultrasonically clean Casuelle® , Commercial, Opalessence™ , Purescence™ , all opaque fabrics, or any fabric-covered valances.

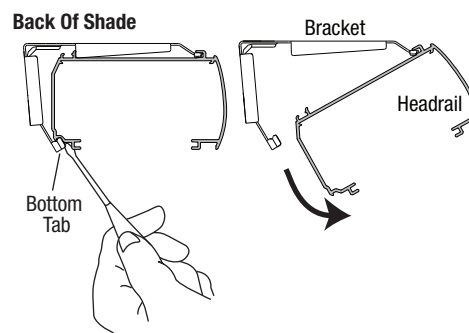
On Site Injection/Extraction Cleaning

- This type of professional cleaning injects a cleaning solution into the fabric and extracts the dirty solution in the same motion.
- A dry method of injection/extraction is required for Architella®, Casuelle, Commercial, Opalessence, Panache™ , Sunterra™ , and any opaque fabrics.
- If using injection/extraction for Batiste fabrics, specify that no chemicals are used (water only).
- Never immerse the headrail into the solution.

CAUTION: Do not use injection/extraction cleaning on Purescence fabrics, and any fabric-covered valances.

Remove the Shade

- While holding the headrail, lower the shade approximately 4".
- Push back on the bottom tab of the installation bracket to release the bottom edge of the headrail.
- After releasing the bottom edge, roll the back of the headrail downward and out from the bracket.



IMPORTANT: If the bracket is stiff, the headrail may be difficult to remove. Use a small flat blade screwdriver and push the blade against the bottom tab of the mounting bracket.

CHILD SAFETY



WARNING

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

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

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

Cord Loop Shades

- Attach the cord tensioner on the cord loop to the wall or window casement. See *Attach The Universal Cord Tensioner (UCT)* on page 7. 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.
- 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.



LIFETIME GUARANTEE

The Hunter Douglas Lifetime Guarantee is designed to ensure a thoroughly satisfying experience when selecting, purchasing and living with your window fashion products. If you are not thoroughly satisfied, simply contact Hunter Douglas Inc. at **1-888-501-8364** or visit **hunterdouglas.com**.

COVERED

BY A LIFETIME LIMITED WARRANTY

- Hunter Douglas window fashion products are covered for defects in materials, workmanship or failure to operate
- Operational cords for a full 7 years from the date of purchase (applies to products sold after January 1, 2008)
- All internal mechanisms
- Components and brackets
- Fabric delamination
- Hunter Douglas PowerRise®, PowerTilt™ and PowerGlide® 2.0, all with Platinum Technology™, and all other Hunter Douglas motorization components are covered for 5 years from date of purchase
- Repairs and/or replacements will be made with like or similar parts or products

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) or discoloration over time (with the exception of EverWood® Collection alternative wood blinds which carry a "Satisfaction Guarantee" covering fading, yellowing, warping and bowing for the life of the product)
- Failure to follow our instructions with respect to measurement, proper installation, cleaning or maintenance
- Shipping charges, cost of removal and reinstallation

For further details, see the warranty card included with your order.

TO OBTAIN WARRANTY SERVICE

1. Contact your original dealer (place of purchase) for warranty assistance.
2. Visit **hunterdouglas.com/customersupport** for additional warranty information and frequently asked questions.
3. Contact Hunter Douglas Inc. at **1-888-501-8364** (9:00 AM - 8:00 PM EST) for technical support, certain parts free of charge, for assistance in obtaining warranty service or for further explanation of our warranty.

HunterDouglas

hunterdouglas.com

5109538000



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