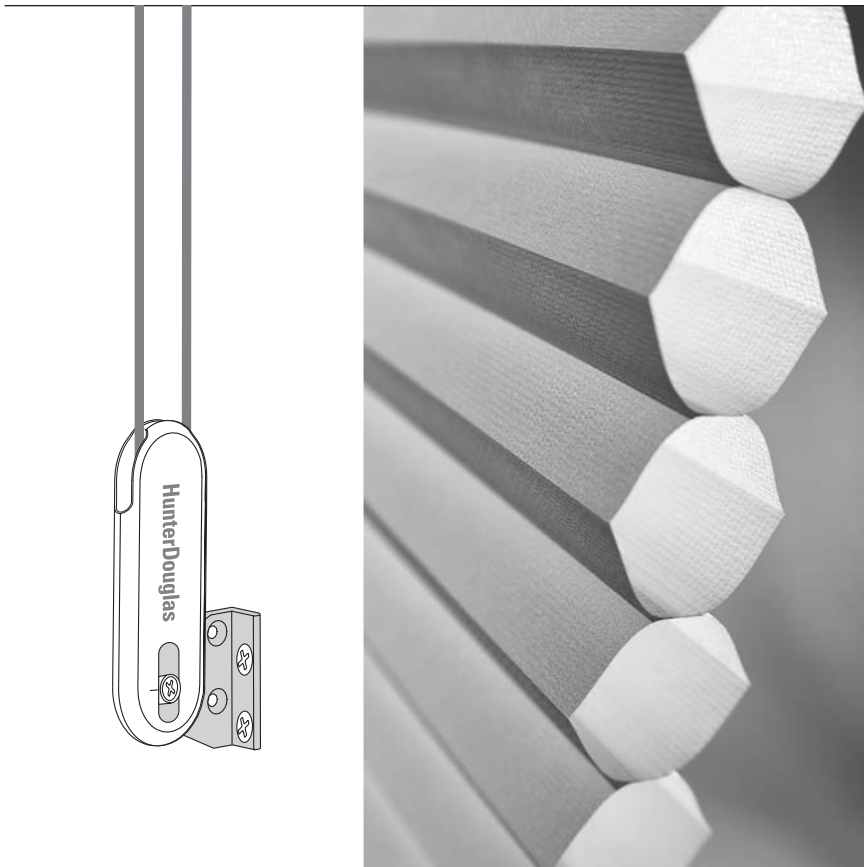


HunterDouglas

Hospitality

Installation • Operation • Care



Duette® Honeycomb Shades

EasyRise™ Lifting System

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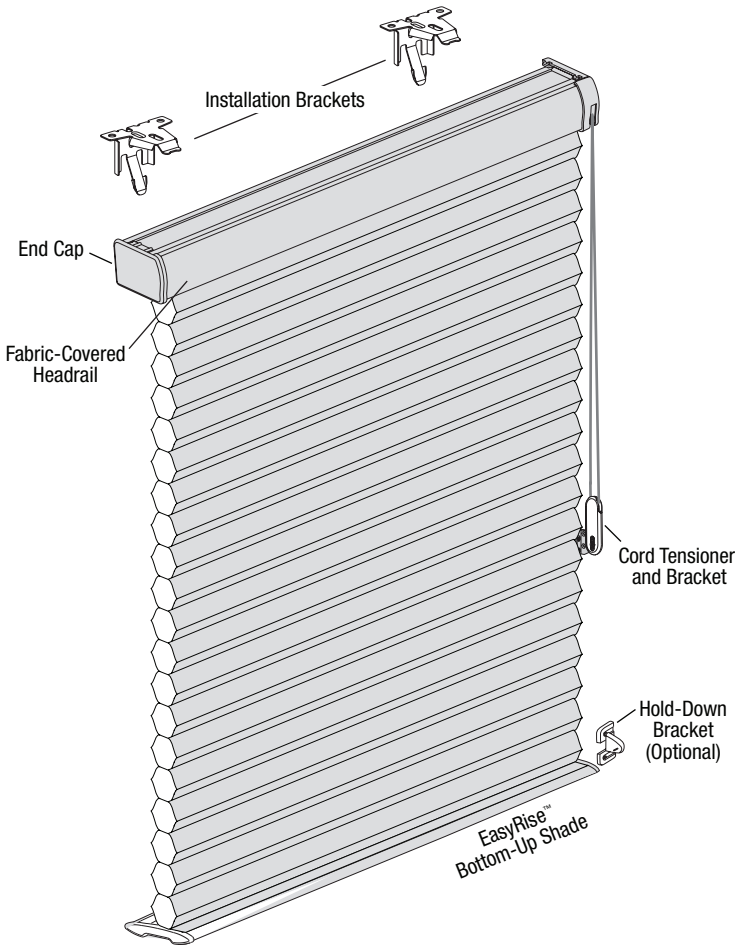
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Questions?

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

Product View



GETTING STARTED

Thank you for purchasing Hunter Douglas Duette® honeycomb shades in the EasyRise™ lifting system. 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 screwdriver
- Level (laser level is recommended)
- Measuring tape and pencil
- Power drill, $\frac{3}{32}$ " drill bit, and $\frac{1}{4}$ " hex driver

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

- **#6 Hex Head Screws (Provided).** Two 1½" screws are provided per installation bracket.
- **Longer #6 Hex Head Screws (Not Provided).** If using spacer blocks, use #6 screws long enough for a secure attachment.
- **#6 Flat Head Screws (Provided).** If end mounting the shade, use two 1½" screws per installation bracket.
- **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 1½"
Hex Head Screw
(Provided)



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



#6 Flat Head Screw
for Use with End Mounts
(Provided)



Speed Nut
and Screw
(Provided with Each
Extension Bracket)

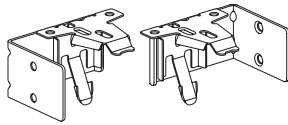
Installation Overview

- Your order will include the correct number of installation brackets for your shade width, as shown in the table below.
- Shade orders may also include spacer blocks, if they were specified for added clearance.
 - For end mounts, only two brackets are used up to the maximum width of 72".

Installation Bracket

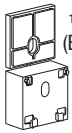


End Mount Brackets



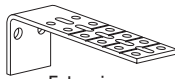
Shade Width	Brackets
12" – 36"	2
36 ¹ / ₈ " – 72"	3
72 ¹ / ₈ " – 108"	4
108 ¹ / ₈ " – 140"	5
140 ¹ / ₈ " – 174"	6

For Added Clearance



1/8" Shim
(Break Off)

1/2" Spacer
Block

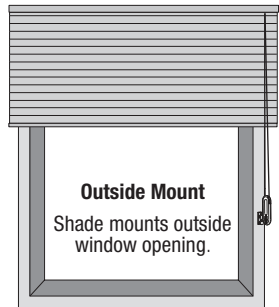
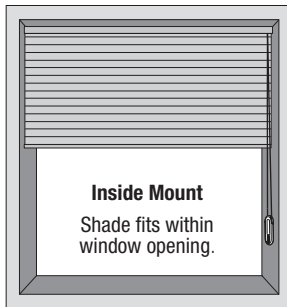
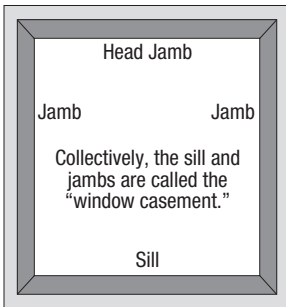


Extension
Bracket

Mounting Types and Window Terminology

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

Molding



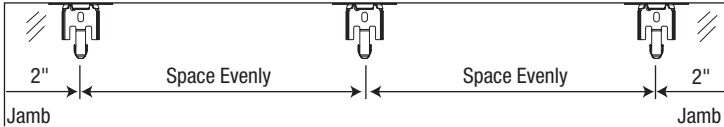
Refer to the appropriate page below based on your order:

- **Inside Mount — Page 4**
- **Outside Mount — Page 5**
- **End Mount — Page 7**

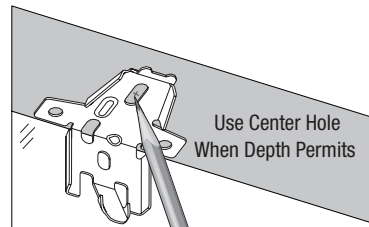
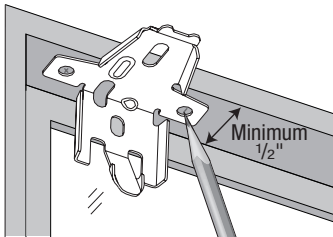
INSTALLATION

Mount the Installation Brackets — Inside Mount

- Measure 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 and mark their location. Mount into wood whenever possible.

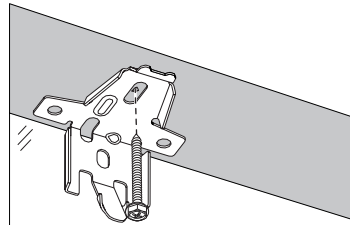
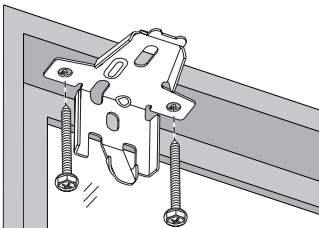


- Center the brackets on your marks and mark the location of the screw holes.
 - The minimum casement depth for mounting the installation brackets is $\frac{1}{2}$ ". With shallow mounting depths, mark both of the winged screw holes.
 - The minimum casement depth for a fully recessed mount is $2\frac{1}{4}$ ". Mark the center screw hole when depth permits.



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

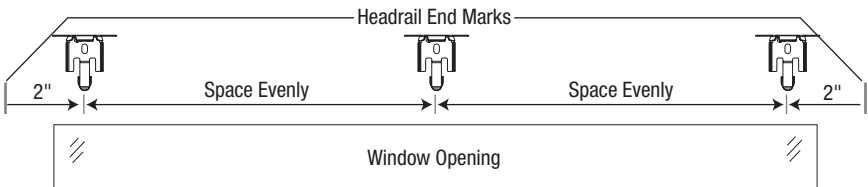
- Drill the screw holes using a $\frac{3}{32}$ " drill bit.
- CAUTION:** Use drywall anchors when mounting into drywall.
- Use a level to check that the mounting surface is level. Shim the brackets if necessary.
- Attach the installation brackets using the screws provided.



Proceed to "Install the Shade" on page 8.

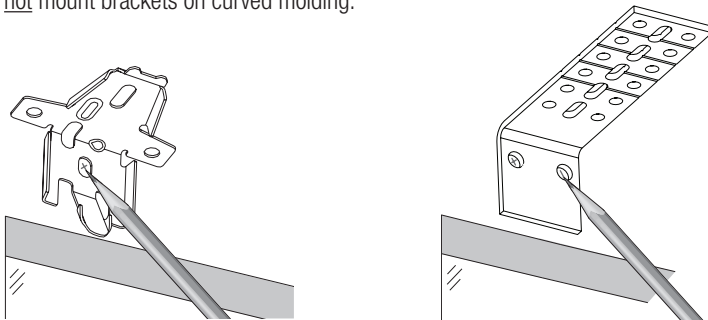
Mount the Installation Brackets — Outside Mount

- Center the headrail over the window opening at the desired height. Use a pencil to lightly mark each end of the headrail 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 additional bracket(s) evenly between the two end brackets and mark their location. Mount into wood whenever possible.



- Center the installation brackets on your marks and mark the location of the screw holes.
 - A minimum flat vertical surface of 1 1/4" for installation brackets or extension brackets is required.
 - The top of the installation brackets or extension brackets should be at the desired 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.



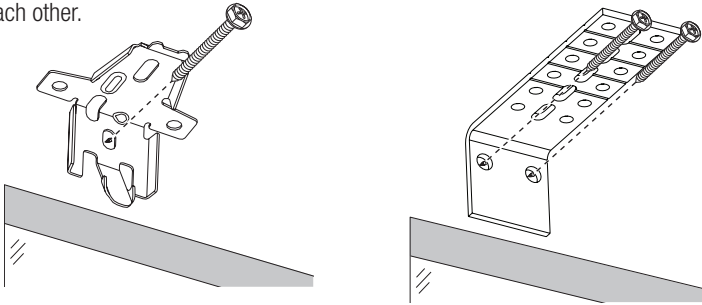
- Drill the screw holes using a 3/32" drill bit.

CAUTION: Use drywall anchors when mounting into drywall.

INSTALLATION

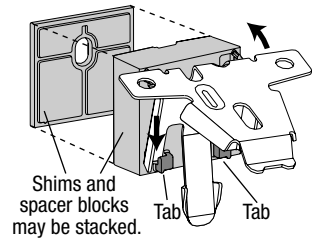
- Attach the installation or extension brackets using the screws provided.

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



- If using spacer blocks, first attach the installation bracket to the 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.



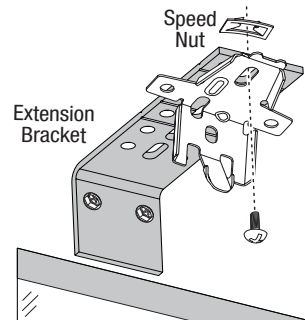
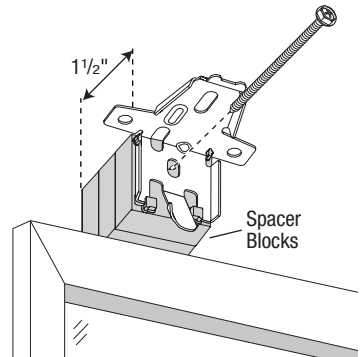
- Attach the spacer block installation bracket to a flat vertical mounting surface with a #6 mounting screw long enough for a secure installation.

- A maximum of 1 1/2" of spacer blocks per installation bracket is recommended.
- The top of the spacer blocks should be at the desired shade height.

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

CAUTION: Use drywall anchors when mounting into drywall.

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



Proceed to "Install the Shade" on page 8.

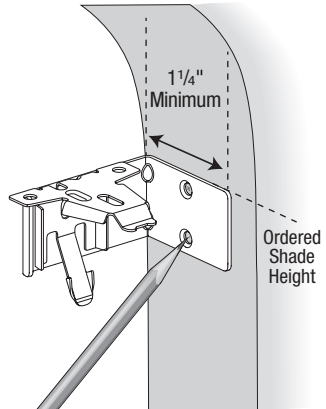
Mount the Installation Brackets — End Mount

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

- Position the end mount brackets so that the top of the attached installation brackets is at the ordered height of the shade.

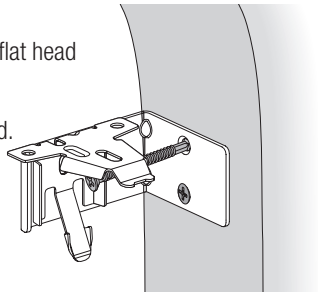
CAUTION: Both brackets must be installed at the same depth and height.

- Mark both screw holes.
 - The mounting surface must be vertical and flat, not part of an arched curve.
 - Minimum mounting depth is 1 1/4"; minimum mounting depth for a fully recessed end mount is 2 3/8".



- Drill the holes using a 3/32" drill bit.
- Attach the end mount installation brackets using the flat head screws provided.

IMPORTANT: Drywall mounting is not recommended.



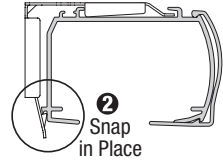
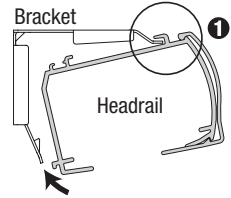
Proceed to "Install the Shade" on page 8.

INSTALLATION

Install the Shade

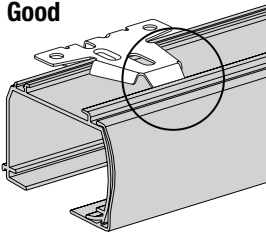
- Fit the front channel on top of the headrail onto the front lip of installation brackets.
- Push the headrail up and back until it snaps into place.
- Check to ensure the headrail is securely in the brackets.
 - Check that the bottom of the headrail is snapped into the base of each bracket.
 - Check that the front lip of each bracket is in the front channel of the headrail.
 - If any brackets are not installed correctly, release the shade and reinstall. See “Removing the Shade (If Necessary)” on page 12.

The front of the bracket fits under the groove.

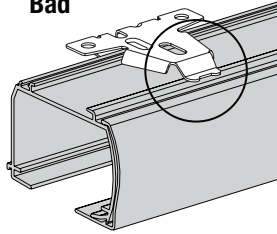


The back of the headrail snaps into the bracket.

Good



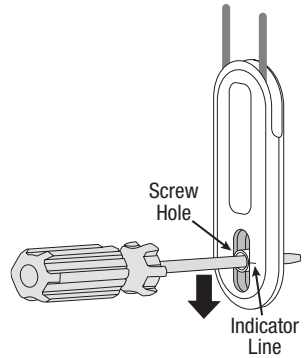
Bad



Attach the Universal Cord Tensioner(s)

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*.



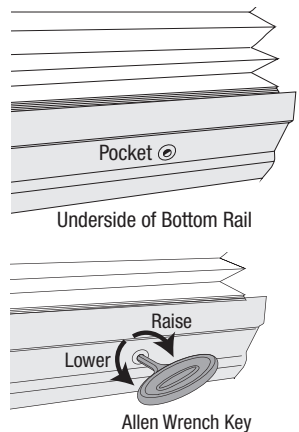
WARNING: It is imperative that the cord tensioner(s) be properly secured to the wall or window frame to reduce children's access to the cord loop. Young children can strangle in cord loops. They can also wrap cords around their necks and strangle.

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).

Level the Bottom Rail (If Necessary)

- Lift the bottom rail to locate the pockets on the underside of the rail.
- Gently pull down on the bottom rail to fully insert the $\frac{7}{64}$ " Allen wrench key into the pocket. The key is fully inserted when the ring on the key abuts to the pocket.
 - Lift up the bottom rail slightly before turning the Allen wrench key. Turn the key clockwise to raise that side of the bottom rail, or counter-clockwise to lower it.
 - One quarter turn of the key equals approximately $\frac{1}{4}$ ".

IMPORTANT: The Allen wrench key must be fully inserted to avoid stripping the mechanism. Do not pull down on the bottom rail while turning the key.



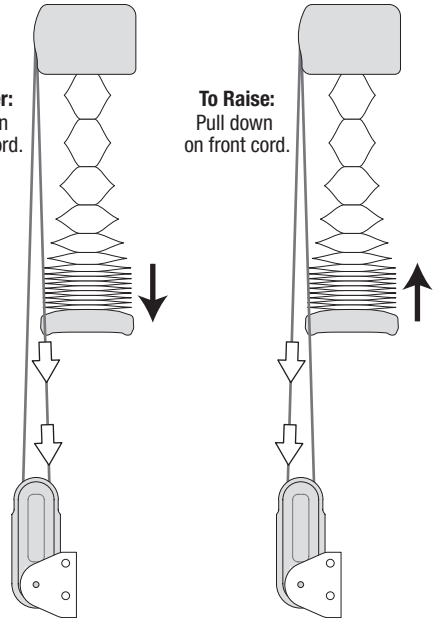
- If there are more than two pockets, adjust the outer pockets first. Then adjust inner pockets as necessary to maintain equal tension across the bottom rail. As pocket adjustments are made, raise and lower the shade to check that it is level.

OPERATION

Operate the Shade

- 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 the instructions included with your *Universal Cord Tensioner Installation Kit*.



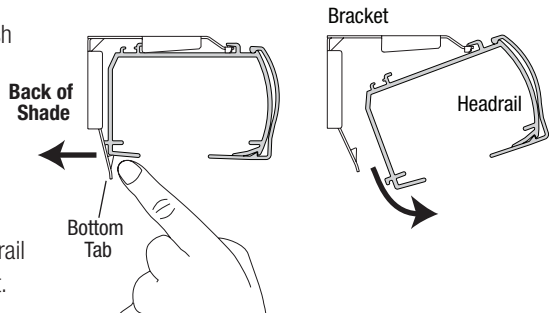
Troubleshooting

Problem	The shade is hard to raise or lower, or will not raise or lower.
Solution	<p>Check that the cord tensioner is mounted correctly. See the instructions included with your <i>Universal Cord Tensioner Installation Kit</i>.</p> <p>Make sure that the shade fabric is not caught between the installation bracket and the headrail.</p> <p>Check that the headrail and installation brackets are level and aligned. Shim the installation brackets to level the headrail, if necessary.</p> <p>Check that cord loops are not pinched or tangled.</p> <p>If hold-down brackets are used, make sure they have been released before operating the shade.</p>

Problem	The shade raises or lowers unevenly or the bottom rail is uneven when fully raised.
Solution	<p>Lower the shade <u>completely</u> to allow it to “self-correct” skewing. Pull the cord loop slowly to prevent the shade from further skewing.</p> <p>Check that the headrail and installation brackets are level and aligned. Shim the installation brackets to level the headrail, if necessary.</p> <p>Adjust the bottom rail. “Level the Bottom Rail (If Necessary)” on page 9.</p>
Problem	The shade will not fit into the installation brackets.
Solution	<p>Check that the installation brackets are level and aligned. Shim the installation brackets to level the headrail, if necessary.</p> <p>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 Shade” on page 8.</p>
Problem	The universal cord tensioner has climbed to the headrail.
Solution	Pull down on the spring to relieve tension and pull the universal cord tensioner to the bottom of the cord loop. Properly mount the cord tensioner. See the instructions included with your <i>Universal Cord Tensioner Installation Kit</i> .
Problem	The universal cord tensioner grabs onto the cord upon operation.
Solution	Check that the universal cord tensioner is mounted properly. Reinstall, if necessary. See the instructions included with your <i>Universal Cord Tensioner Installation Kit</i> .

Removing the Shade (If Necessary)

- Lower the shade approximately 4".
- While holding the headrail, 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 down and out from the bracket.



Cleaning Procedures

Hunter Douglas Duette® honeycomb shades commercial fabrics are made of anti-static, dust-resistant fabric which repels dirt and dust. For honeycomb commercial fabrics, the following cleaning options are available.

Dusting

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

Vacuuming

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

Compressed Air/Hair Dryer (Cool Setting)

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

Injection/Extraction Cleaning

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

- Use only the dry method of injection/extraction for the fabric-covered headrail.



WARNING

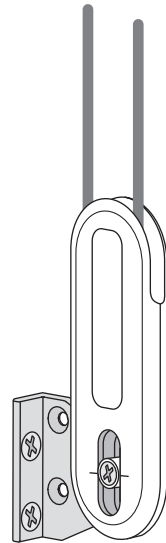
For more safety information call 1-888-501-8364 in the U.S. or 1-866-662-0666 in Canada.

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(s)” 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 this kit may not be appropriate for all mounting surfaces. Use appropriate anchors for the mounting surface conditions.
- Only Hunter Douglas supplied cord tensioners and hardware should be used. Replacement parts may be obtained by contacting the Hunter Douglas Customer Information Center at 1-888-501-8364.



LIFETIME GUARANTEE

The Hunter Douglas® Lifetime Guarantee is an expression of our desire to provide a thoroughly satisfying experience when selecting, purchasing and living with your window fashion products. If you are not thoroughly satisfied, simply contact Hunter Douglas at (888) 501-8364 or visit hunterdouglas.com. In support of this policy of consumer satisfaction, we offer our Lifetime Limited Warranty as described below.

COVERED

BY A LIFETIME LIMITED WARRANTY

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

NOT COVERED

BY A LIFETIME LIMITED WARRANTY

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

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

TO OBTAIN WARRANTY SERVICE

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

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

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

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