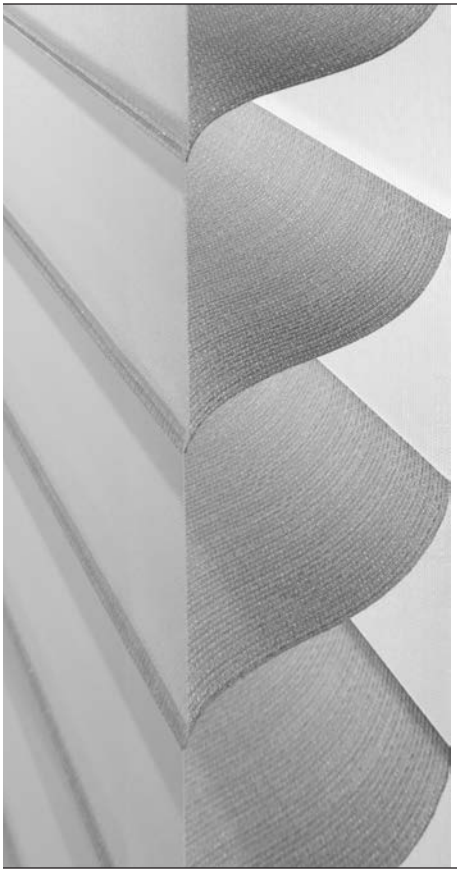
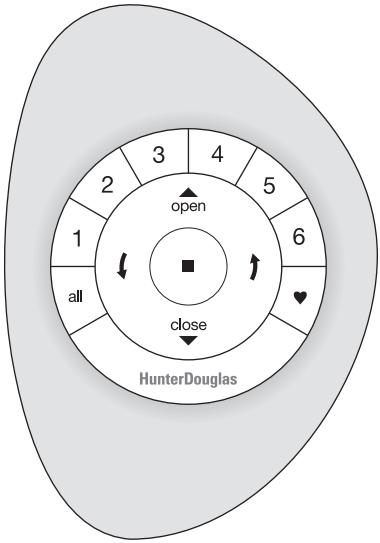
HunterDouglas

Hospitality

Installation • Operation • Care





Silhouette®
Window Shadings
PowerView® Motorization

CONTENTS

Getting Started:

Product View 1
Tools and Fasteners Needed 2

Installation:

Installation Overview 3
STEP 1 — Mount the Installation Brackets 3
Inside Mount 4
Outside Mount 6
End Mount 9
STEP 2 — Install the Shading 10
STEP 3 — Connect the Power Source 11

Operation:

Testing the Shading 16
Using the PowerView® Remote 16
Resetting the Shading (If Necessary) 18
Troubleshooting 19

Care:

Removing the Shading 24
Cleaning Procedures 24

Declarations 26

Warranty ..... Back Cover

Questions?

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

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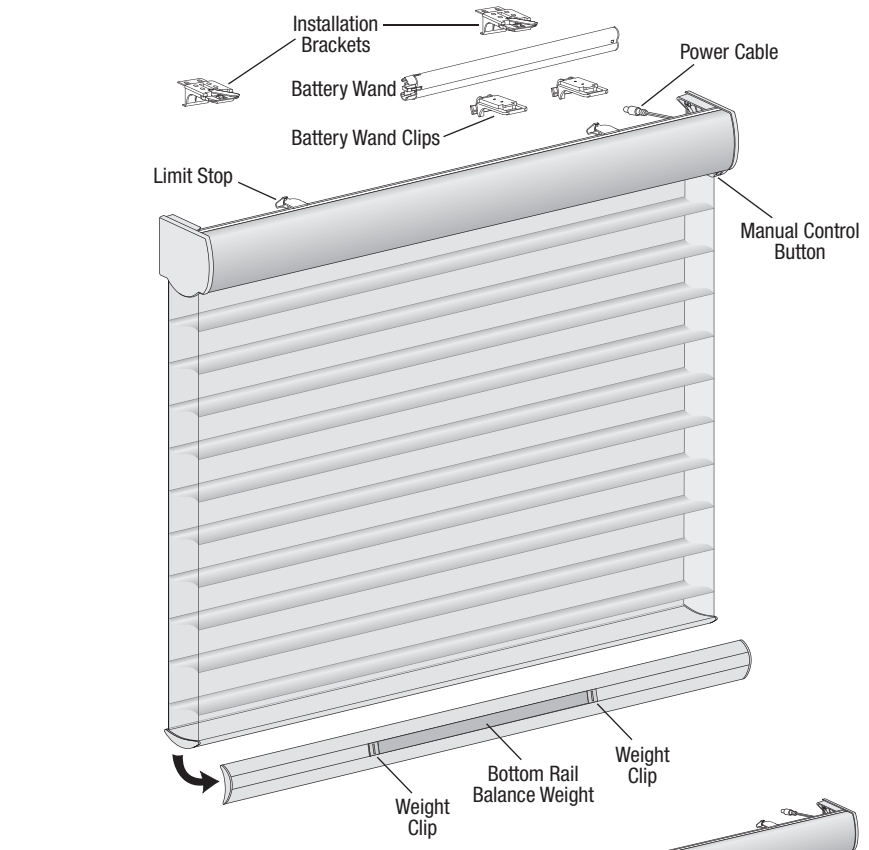
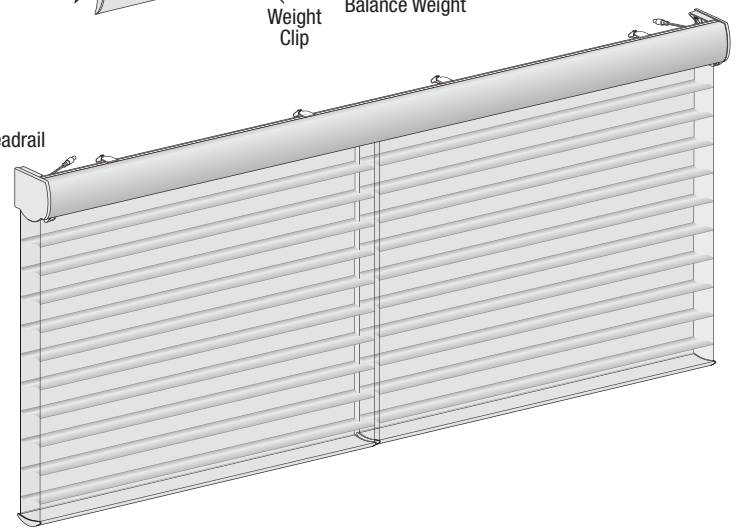
Product View



Two-On-One Headrail
- Two Shadings
- Two Motors
- One Headrail



Thank you for purchasing Hunter Douglas Silhouette® window shadings with PowerView® Motorization. With proper installation, operation, and care, your new shadings will provide years of beauty and performance.

Please thoroughly review this instruction booklet and the packing list before beginning the installation.

Tools and Fasteners Needed

- Flat blade and Phillips screwdrivers
- Measuring tape and pencil
- Power drill, 3/32" drill bit, and 1/4" hex driver
- Level (laser level is recommended)
- Pliers or heavy-duty scissors

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 Hex Head Screws (Not Provided).** If using spacer blocks, use #6 screws long enough for a secure attachment.
- **Speed Nuts and Screws (Provided).** Extension brackets come with screws and speed nuts.
- **Drywall Anchors (Not Provided).** Use drywall anchors when mounting into drywall.

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

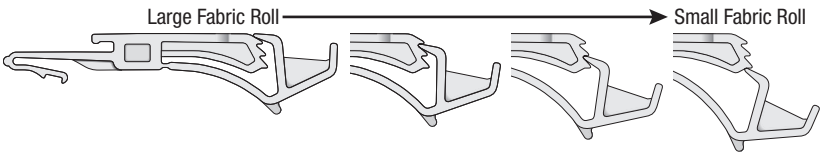
Longer #6 Hex Head Screw for Use with Spacer Blocks
(Not Provided)

Speed Nut and Screw
(Provided with Each Extension Bracket)

Importance of Limit Stops on Silhouette Window Shadings

Limit stops serve as the upper travel limit for the bottom rail, preventing it from rotating around the fabric roll. Limit stops are located 6" from the ends of the headrail or are centered on shadings less than 36" wide.

When a shading is made, the limit stops are adjusted according to the size of the fabric roll. Occasionally, this adjustment changes during shipping or installation. If this happens, problems can be fixed by readjusting the limit stops. See page 20 in the Troubleshooting section if shading operation is difficult or if the bottom rail rotates around the fabric roll. Shown below are the four possible positions of limit stops for large to small fabric rolls.



Installation Overview

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

STEP 1: Mount the Installation Brackets

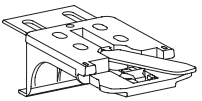
STEP 2: Install the Shading

STEP 3: Connect the Power Source

STEP 1 — Mount the Installation Brackets

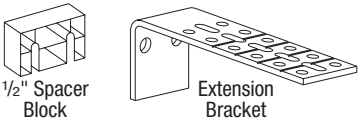
- Your order will include the correct number of installation brackets for your shading width, as shown in the table below.
- Shading orders may also include spacer blocks or extension brackets, if they were specified for added clearance.
  - ➤ Extension brackets are used for end mount shadings, as well.

Installation Bracket



Shading Width	Brackets
14" to 36"	2
36 1/8" to 79"	3
79 1/8" to 96"	4
96 1/8" to 120"	5

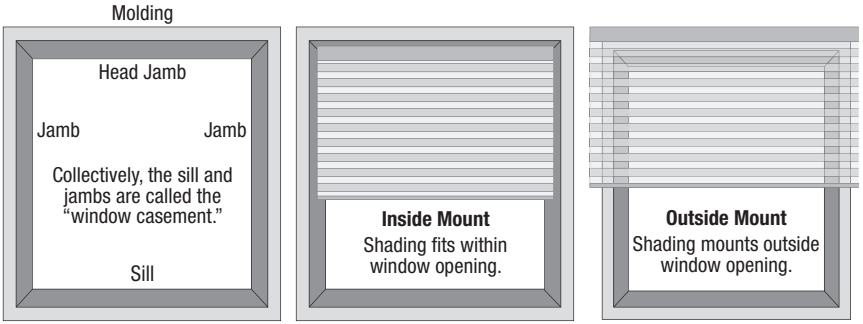
For Added Clearance



- **Two-On-One Headrail Shadings.** Appropriate number of installation brackets are provided for each panel.

Mounting Types and Window Terminology

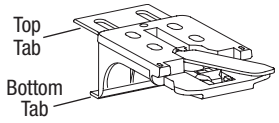
If the installation brackets are mounted correctly, the rest of the installation process follows easily. To prepare for this important first step, review the mounting types and basic window terminology illustrated below.



- Refer to the appropriate page below based on the mounting type chosen for your order:
  - ➤ **Inside Mount — Page 4**
  - ➤ **Outside Mount — Page 6**
  - ➤ **End Mount — Page 9**

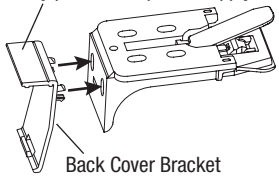
Mount the Installation Brackets — Inside Mount

Prepare the Installation Brackets



- **If using the optional back cover:** Use pliers or heavy-duty scissors to remove both the top and bottom tabs on the installation brackets.
  - ➤ If you have a satellite battery pack or DC power supply, remove the top tab on the back cover brackets. If you have a battery wand, do not remove the top tab.
  - ➤ Snap the prongs on the back cover brackets into the holes on the back of the installation brackets.

Remove top tab if using a satellite battery pack or DC power supply.

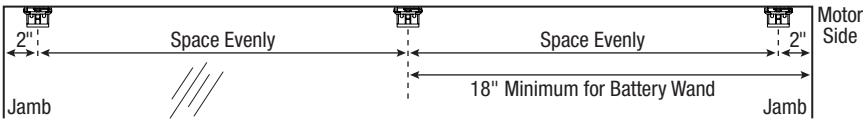


- **If not using the optional back cover:**
  - ➤ If you have a battery wand, leave both tabs on the installation brackets. The top tab ensures that there is clearance for the wand.
  - ➤ If you have a satellite battery pack or DC power supply, remove the top tab only on the installation brackets.

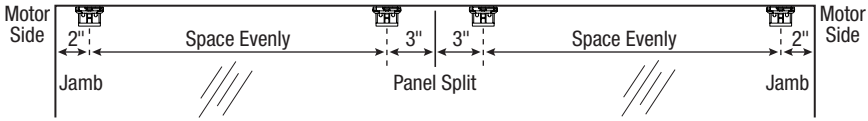
NOTE: Save these tabs once removed. They may be used as shims, if necessary.

Mount the Installation Brackets

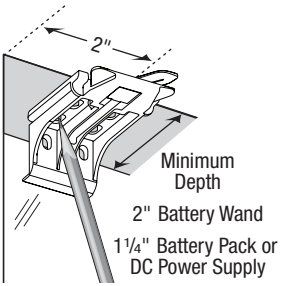
- Measure and mark end bracket locations 2" in from each jamb.
  - ➤ If more than two installation brackets are required (see table on page 3), mark the location of additional bracket(s) spaced evenly between the two end bracket locations. Mount into wood whenever possible. **Allow a minimum of 18" from the motor side for the battery wand.**



- **Two-On-One Headrail shadings:** Place installation brackets 3" on each side of the panel split.



- Decide whether the front or back set of installation bracket holes works best in your application. Mark the location of the screw holes.
  - ➤ The minimum depth required for mounting is 2" with a battery wand and a back cover.
  - ➤ Minimum depth is 1¼" with a satellite battery pack or DC power supply and back cover.
  - ➤ The depth required for fully recessed mounting will vary depending on the type of headrail and vane size. Refer to the chart below for depth requirements.



Fully Recessed Mounting Depths	Classic Headrail
Battery Wand & Back Cover	4 1/16"
Satellite Battery Pack or DC Power Supply & Back Cover	3 1/2"

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

WARNING: Failure to properly align the brackets could result in the headrail releasing from the brackets.

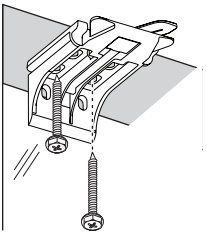
- Drill the screw holes using a 3/32" drill bit.

  CAUTION: Use drywall anchors when mounting into drywall.

- Use a level to check that the mounting surface is level. If necessary, you can shim the brackets using the top tabs that were removed from the brackets.

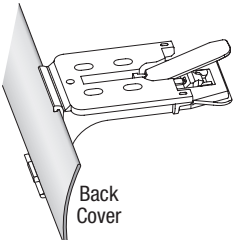
- Attach the installation brackets using the screws provided.

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



- **If using the optional back cover:** Install the cover into the back cover brackets. If necessary, trim the back cover to the desired width.

  IMPORTANT: If using a battery wand, do not install the optional back cover until the wand is installed (see page 12).



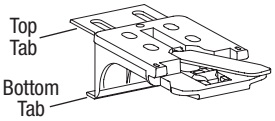
Proceed to "STEP 2 — Install the Shading" on page 10.

Mount the Installation Brackets — Outside Mount

Prepare the Installation Brackets

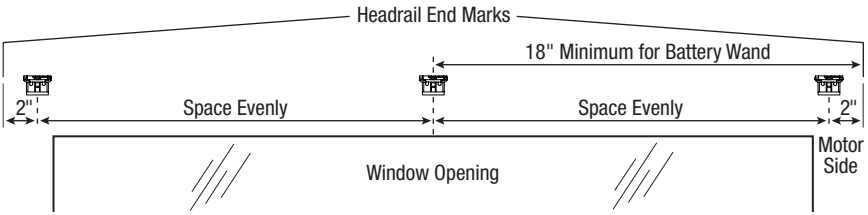
- Use pliers or heavy-duty scissors to break off both removable tabs from the installation brackets.

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

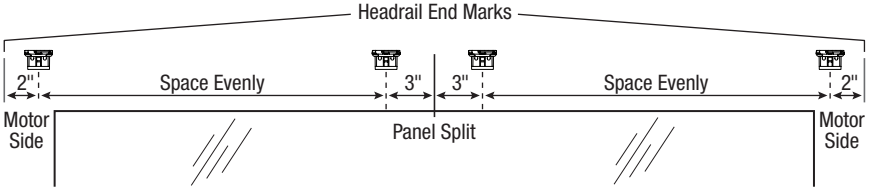


Mount the Installation Brackets

- Center the headrail over the window opening at the desired height. Use a pencil to lightly mark each end of the headrail.
  - ➤ Alternatively, measure the width of the headrail and use that width to mark the headrail end points over the window opening.
- Mark 2" in from each of the headrail end marks.
  - ➤ If more than two installation brackets are required (see table on page 3), mark the location of additional bracket(s) spaced evenly between the two end bracket locations. Mount into wood whenever possible. **Allow a minimum of 18" from the motor side for the battery wand.**

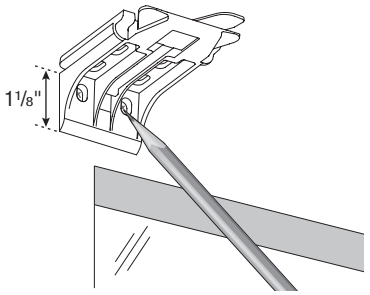


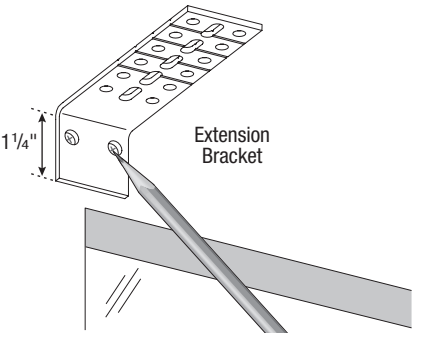
- **Two-On-One Headrail Shadings.** Place installation brackets 3" on each side of the panel split.



- Center the installation brackets or extension brackets on your marks and mark where to drill the screw holes.
  - ➤ A minimum 1 1/8" flat vertical surface is required for the installation brackets. Extension brackets require 1 1/4".
  - ➤ The tops of the installation brackets or extension brackets should be at the desired height. The brackets should be level and aligned.

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



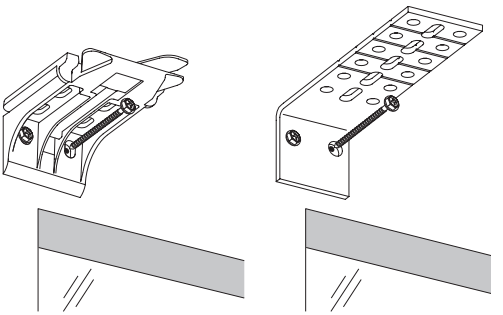


- Drill the screw holes using a 3/32" drill bit.

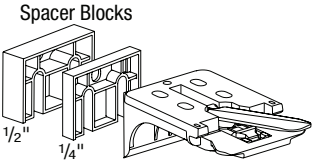
  CAUTION: Use drywall anchors when mounting into drywall.

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

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



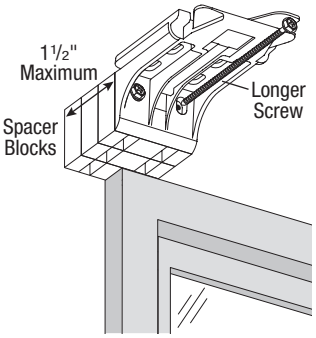
IMPORTANT: If using a battery wand, use a minimum of one 1/2" and one 1/4" spacer blocks per installation bracket to provide the clearance required for the battery wand and battery wand bracket.



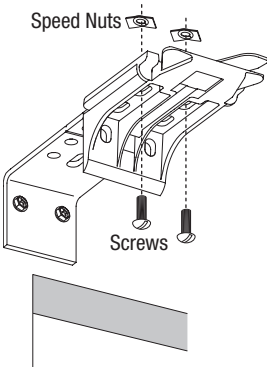
- If using spacer blocks, attach the spacer block(s) and installation bracket to a flat vertical mounting surface with #6 screws long enough for a secure installation.

  IMPORTANT: Do not add more than 1½" of clearance using spacer blocks.

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



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

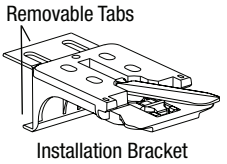


Proceed to "STEP 2 — Install the Shading" on page 10.

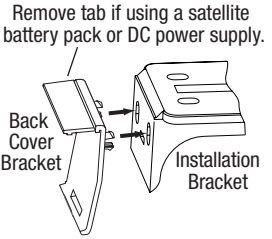
Mount the Installation Brackets — End Mount

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

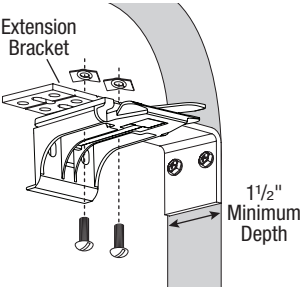
- Use pliers to break off both removable tabs from the installation brackets.



- If you ordered a back cover, attach the back cover brackets to the installation bracket.
  - ➤ If a satellite battery pack or DC power supply is used, first remove the top tab from the back cover bracket.
  - ➤ Snap the prongs on the back cover brackets into the holes on the back of the installation brackets.



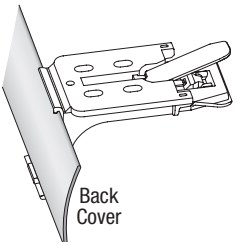
- Mount extension brackets to each side of the opening at the desired height of the shading.
  - ➤ The mounting surface must be vertical and flat, not part of an arched curve.
  - ➤ Minimum mounting surface width with a built-in battery wand is 2⅛".
  - ➤ Minimum mounting surface width with a satellite battery pack or DC power supply is 1½".
- Attach the installation brackets to the extension brackets using the provided screws and speed nuts.



WARNING: To end mount shadings into a surface other than a secure wall stud, use medium to heavy-duty wall anchors (not provided) matched to the wall thickness. Failure to mount the brackets securely may result in injury or property damage.

- **If using the optional back cover:** Install the cover into the back cover brackets. If necessary, trim the back cover to the desired width.

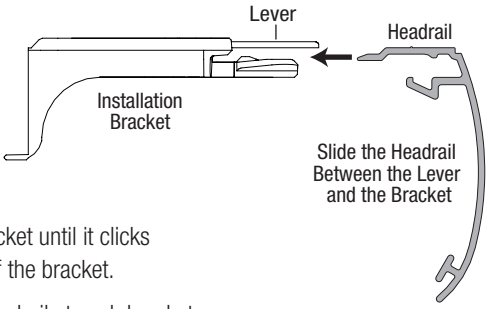
  IMPORTANT: If using a battery wand, do not install the optional back cover until the wand is installed (see page 11).



Proceed to "STEP 2 — Install the Shading" on page 10.

STEP 2 — Install the Shading

- Peel back the protective covering from the top of the fabric-covered headrail. Leave the rest of the protective covering on the front of the headrail.
- Position the shading so that the front faces you.
- Slide the headrail into the installation brackets so the edge of the headrail is between the lever and the bracket, as shown.



- Firmly push the headrail into each bracket until it clicks and the lever snaps to the right side of the bracket.

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

- Completely remove the protective covering from the fabric-covered headrail.

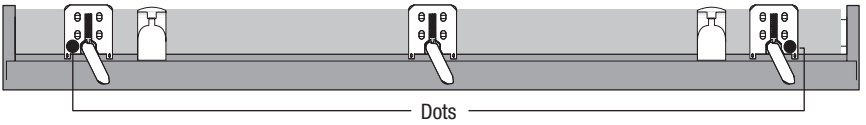
If You Have an Optional Dust Cover (For Outside Mount Shadings)...

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

- Cut the dust cover to desired width.
- Remove the paper backing on one side of the hook and loop fastener dots.

- Apply the dots to the installation brackets on each end of the shading.

Overhead View — No Dust Cover



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

Dust Cover Installed

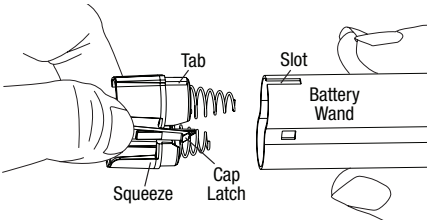
STEP 3 — Connect the Power Source

NOTE: When power is connected to the motor, a green LED inside the manual control button housing will flash to indicate the shading is ready for operation.

- Refer to the appropriate page based on your order.
  - ➤ For a battery wand, see below.
  - ➤ For an optional satellite battery pack, see page 12.
  - ➤ For an optional 18V DC power supply, see page 14.
  - ➤ For an optional 18V DC power supply with daisy-chain connections, see page 15.
  - ➤ For an optional C-size satellite battery wand or large DC power supply, see the instructions that came with the unit.

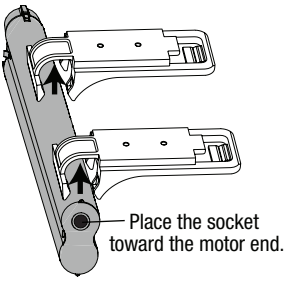
If You Have a Battery Wand...

Install the Batteries into the Battery Wand



- Squeeze the cap latch to release the cap.
- Remove the cap from the battery wand.
- Install the batteries according to the instructions on the battery wand label.
  - ➤ Hunter Douglas recommends AA alkaline batteries for use with our battery-powered shadings. These will provide more than one year of operation, depending on usage. Lithium and rechargeable batteries are not recommended.
- Replace the cap.
  - ➤ Align the tab with the end of the wand.
  - ➤ Press the cap on until it latches.

Mount the Battery Wand into the Battery Wand Clips

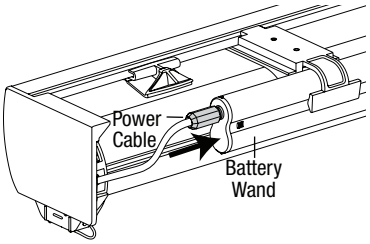


- Place the battery wand with its socket toward the motor end of the shading.
- Push the battery wand straight up into the battery wand clips until it snaps into place. Check to make sure the battery wand is secure.

  CAUTION: Be sure the cables do not become pinched by the battery wand clips during installation. Damage or overheating of components could result.

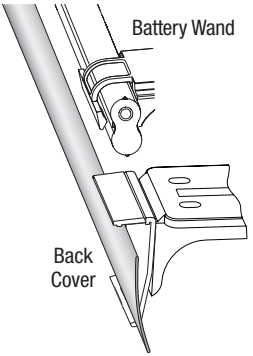
Plug the Power Cable into the Battery Wand

- From the back of the shading headrail, connect the power cable (from the motor side) into the socket on the battery wand.
- **Two-On-One Headrail Shadings.** Plug in both cables to the battery wands.



Install the Back Cover

- If using a back cover, install it into the back cover brackets, as shown.



Proceed to "Testing the Shading" on page 16.

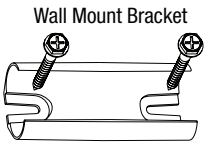
If You Have a Satellite Battery Pack...

Install the Batteries into the Battery Wand

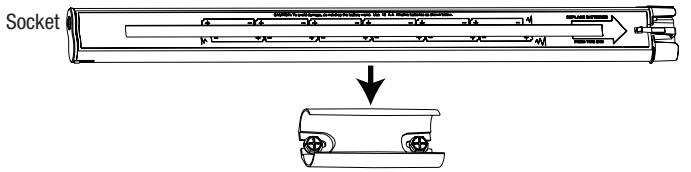
- See the instructions on the previous page.

Mount the Satellite Battery Pack

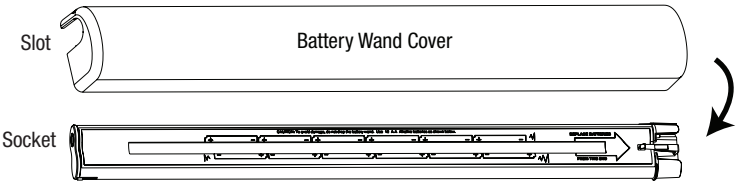
- Decide where you want to mount the satellite battery pack. A satellite battery pack may be mounted in any orientation.
- Mark the screw holes for the wall mount bracket.
- Drill the screw holes using a $^{3}/_{32}$" drill bit.
- Remove the backing from the double-sided tape. Press the bracket into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



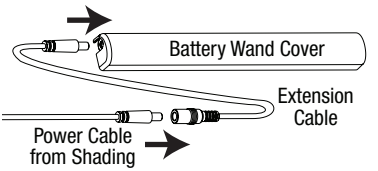
- Position the battery wand so the power cable is easily connected to the socket.
- Snap the battery wand into the wall mount bracket.



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



- Plug the power cable from the shading into the extension cable.
- Plug the other end of the extension cable into the socket in the battery wand.
- **Two-On-One Headrail Shadings.** Plug in both power cables into the extension cables and then plug both extension cables into the sockets in the battery wands.

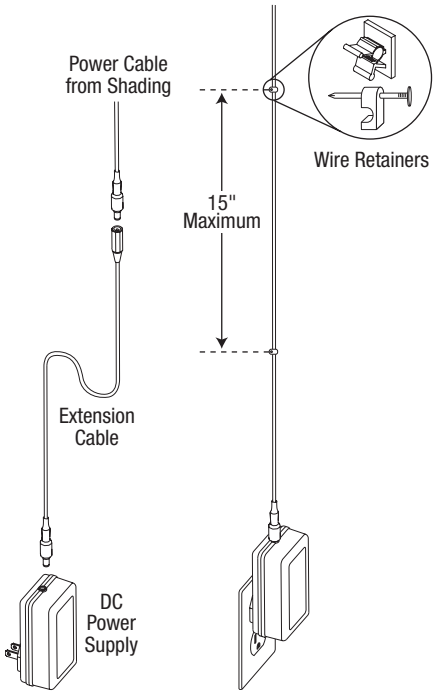


Proceed to "Testing the Shading" on page 16.

If You Have a DC Power Supply...

Connect the Power Supply

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



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

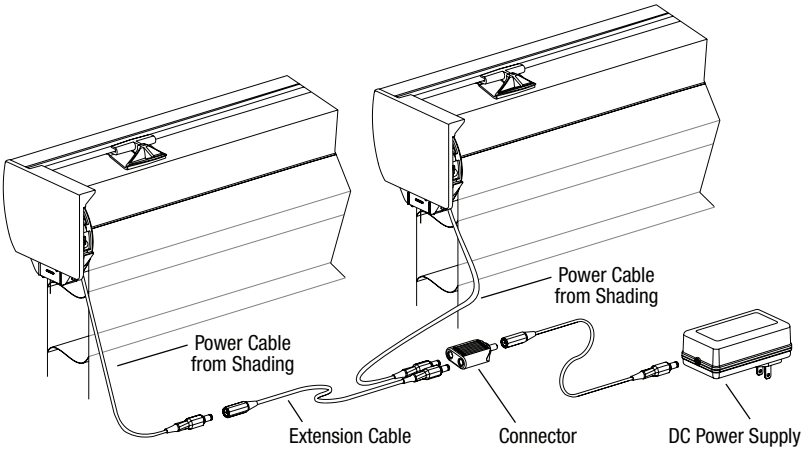
WARNING: Electric shock and/or a fire hazard may occur, if not properly installed.

Proceed to "Testing the Shading" on page 16.

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

The daisy-chain feature allows up to three PowerView® shadings to be powered by a single DC power supply. However, each shading can operate independently. The daisy-chain feature is only available with the DC power supply option.

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



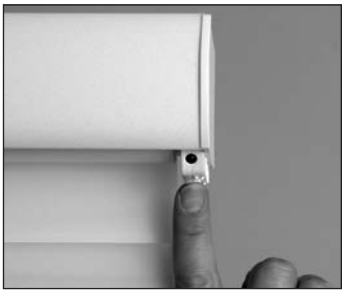
- Plug the DC power supply into a standard outlet.

Two-On-One Headrail Shadings

- Route the power cables from each side of the shading to the connector. Use extension cables, if necessary.
- Plug the extension cables or power cables into the connector and plug the cable into the DC power supply.

Proceed to "Testing the Shading" on page 16.

Testing the Shading

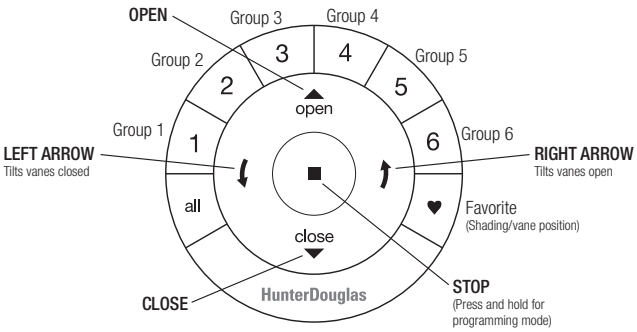


Use the manual control button to test the shading and ensure that the motor and power source are working correctly.

- Press the manual control button to lower the shading. If the shading does not operate, see "Troubleshooting" on page 19.
- Test vane operation by pressing the manual control button to open the vanes and then pressing it again to close the vanes.
- After the vanes are fully closed, press the manual control button to raise the shading.
  CAUTION: When raising the shading for the first time, observe how the fabric rolls up into the headrail. It should roll up evenly. If the bottom rail is not level or the shading starts to rub against either window jamb, immediately press the manual control button to stop the shading. See "Adjust the Bottom Rail Weight" on page 22.
- **Two-On-One Headrail Shadings** have two motors and two battery packs. The right motor operates the right shading and the left motor operates the left shading. Use the manual control buttons on each side to test the two shadings individually.

Using the PowerView® Remote

First, activate the remote by pulling both plastic tabs from the back battery compartment.



IMPORTANT: If you have more than one remote, see "Adding Additional Remote(s) to the PowerView® Shade Network" in the *PowerView Motorization Remote Control Guide*.

Joining a Shading to a Group

IMPORTANT: The shading will not operate using the remote until it has been joined to a group.

1. Press and hold ■ STOP for 4 seconds to put the remote in program mode. The lights on the remote will flash to indicate it is in program mode.
2. Press the desired group number (1 – 6) on the remote. The backlight for the group number will flash to show it is selected.
3. Press and hold the manual control button on the shading.
4. While continuing to press the manual button, press ▲ OPEN on the remote. The shading will move slightly to indicate it has joined the group. Release the manual control button.
5. Press and hold ■ STOP for 4 seconds to exit program mode. The lights will stop flashing.

Basic Operation

1. To wake up the remote, simply pick it up or press ■ STOP. The last group(s) selected will be highlighted and active.
2. Press "all" or groups 1 – 6 to select specific shading(s) to move. Selected group button(s) will light to show they are selected.
    a. Multiple group buttons may be selected at a time.
    b. To deselect a group, press the group button again. The backlight for that group button will go out.
3. Press ▼ CLOSE to lower the selected shading(s).
4. Press the ↱ right arrow to open the vanes.
5. Press the ↰ left arrow to close the vanes.
6. Press ▲ OPEN to raise the selected shading(s).
7. Press ■ STOP to stop shading or vane movement anywhere along its travel.
8. While a shading is in motion, press the opposite of shading motion (▲ OPEN or ▼ CLOSE) to reverse direction.
9. Press ♥ FAVORITE to send selected shading(s) to your preset "favorite" position. Refer to the *PowerView® Motorization Remote Control Guide* on how to set a favorite position.

Operating Tips

1. When the shading is raised, pressing the ↱ right arrow will first lower the shading and then open the vanes.
2. When the shading is lowered with the vanes open, pressing ▲ OPEN will first close the vanes and then raise the shading all the way.

Further Operation and Programming Information

PowerView® Pebble® Remote and/or PowerView Surface Remote Operation

For information regarding operation and programming of the PowerView remote, refer to your *PowerView Motorization Remote Control Guide*.

PowerView Scene Controller

For information regarding operation and programming of the PowerView Scene Controller, refer to your *PowerView Motorization Scene Controller Guide*.

PowerView App Operation

The PowerView Hub is required for PowerView App operation. For information regarding setup and operation using the PowerView App, refer to the online *PowerView App Software Guide* at **hunterdouglas.com/powerview/support**.

Resetting the Shading (If Necessary)

Basic Reset

The basic reset is used to reset the shading's travel limits.

1. Press and hold the manual control button for 6 seconds. The shading will move slightly.
2. Release the manual control button. The shading will raise to its fully open position to set the upper travel limit, then lower to the fully closed position with vanes open to set the lower travel limit. The shading will move slightly one more time to indicate that the travel limits have been reset.

Resetting Shading Programming

This reset erases all shading programming from memory, including group assignments, preventing any input device from operating the shading. Its primary use is during installation to correct group and network assignments. This reset does not affect travel limits.

1. Press and hold the manual control button for 12 seconds. The shading will move slightly after 6 seconds, then again after 12 seconds. Release the button.
2. Refer to "Joining a Shading to a Group" on page 17 to program the shading to a group.

Troubleshooting

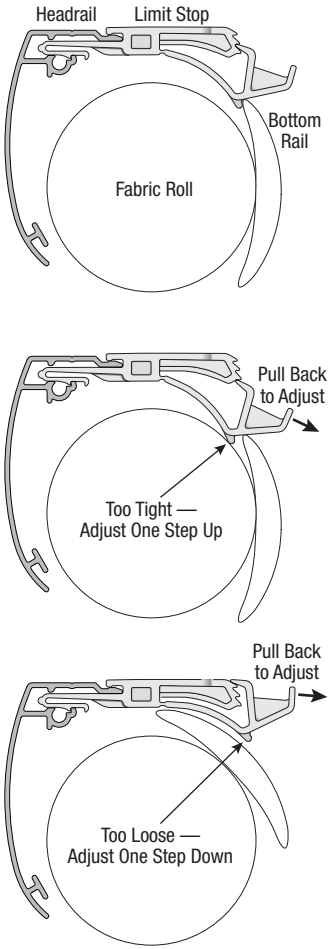
If your shading is not operating correctly:

- First review the guide that came with your control device.
- Refer to the following troubleshooting procedures for specific solutions for your shading.

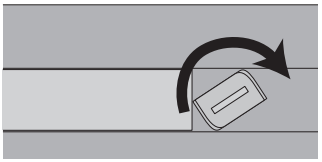
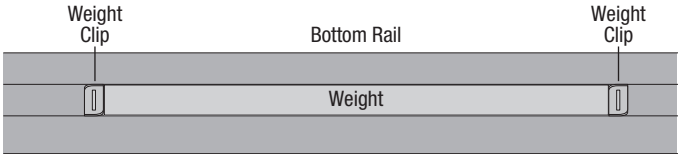
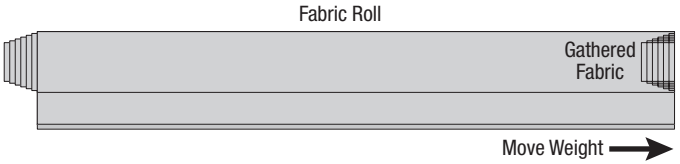
If questions remain, please contact Hunter Douglas Consumer Support at **1-888-501-8364.**

Problem	The shading will not fit into the installation brackets.
Solution	If the shading has a battery wand, check that the wand is not interfering with the installation brackets. 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. Check that the headrail is completely inserted into the installation brackets. See "STEP 2 — Install the Shading" on page 10.
Problem	The shading does not operate using the manual control button.
Solution	Unplug the power cable from the motor, then plug it back in. A green LED inside the manual control button housing should flash to indicate the motor has power. Check that the batteries in the battery wand, satellite battery pack, or C-size satellite battery wand are correctly inserted and fresh. Check that the battery wand, satellite battery pack, C-size satellite battery wand, or DC power supply is securely connected to the power cable and the cables are not pinched or caught in the headrail or installation brackets.
Problem	The shading is not responding to the PowerView® remote.
Solution	**IMPORTANT:** A shading will not operate using the remote until it has been joined to a group Check that the correct group number is selected. Check that the batteries in the remote are correctly inserted and are fresh. The LEDs that backlight the remote should come on full bright when ■ STOP is pressed.

Problem	The vanes do not open when the shading is first operated.
Solution	Make sure the shading is completely lowered. Open and close the shading several times to help open the vanes. If necessary, gently pull down on the bottom rail.
Problem	The shading is hard to raise or lower, or the bottom rail does not stop at the top limit.
Solution	Check the adjustment position of both limit stops. The top illustration shows the correct adjustment. The limit stop catches the bottom rail, and the bottom of the limit stop is slightly above or barely touching the fabric roll. In the second illustration, the limit stop adjustment is too tight. The fabric may not drop freely and could even be damaged when the shading is raised. To correct this, the limit stop should be adjusted one step up. Simply pull back on the rear of the limit stop to adjust its position. In the bottom illustration, the adjustment is too loose. The bottom rail can slip under the limit stop. If the bottom rail rotates through the headrail, it must be backed out before adjusting the limit stop. **IMPORTANT:** Both limit stops must be adjusted to the same position or else skewing may occur.



Problem	The bottom rail does not raise or lower completely, or its location when fully lowered has changed over time.
Solution	The batteries may be low in the battery wand, satellite battery pack, or C-size satellite battery wand. Replace the batteries. Check that the battery wand, satellite battery pack, C-size satellite battery wand, or DC power supply is securely connected to the power cable and the cables are not pinched or caught in the headrail or installation brackets. Check that there is clearance between the ends of the shading and the window casement on inside mounts. Check if the fabric rolls up evenly into the headrail. If not, see “Adjust the Bottom Rail Weight” on page 22. Reset the travel limits. See “Resetting the Shading” on page 18. See the *PowerView® Motorization Remote Control Guide* for operation or programming troubleshooting solutions.
Problem	Adjacent shadings do not roll up evenly.
Solution	It is considered normal if the roll-up on both shadings is within $^{5}/_{16}$" of each other. If one shading rolls up tighter than another, lower and raise both shadings several times. Reset the shading. See “Resetting the Shading” on page 18. Check that the shading fabric is not catching on any brackets or components. Check that the fabric winds evenly and does not rub against the headrail. If uneven, see “Adjust the Bottom Rail Weight” on page 22.
Problem	**Two-On-One Headrail Shadings Only:** The center gap is not even from the top to the bottom of the shading, interfering with the function of the shading.
Solution	Ensure the entire length of the headrail is straight and level. If the center portion of the headrail is higher than the ends, the center gap will close together. If the center portion of the headrail is lower than the ends, the center gap increases. If necessary, adjust the height of each bracket by moving it within the screw slots or by using shims.

Problem	The shading raises or lowers unevenly, the fabric rubs against one end of the headrail, or the bottom rail is uneven when fully raised.
Solution	Check that the window is square by measuring the diagonals. Check that the installation brackets are level. Shim to level, if necessary. **Adjust the Bottom Rail Weight:** ■ Release the weight clips by inserting a flat blade screwdriver into the weight clip and turning clockwise.   ■ Move the weight in 1" increments toward the side where the fabric is gathering.  ■ Secure the weight clips in position by turning them counterclockwise after making the adjustment. ■ Test and, if necessary, adjust again.

Problem	The vanes do not close fully when the shading stops in the lowest position.
Solution	The shading should be programmed to stop in its lowest position with the vanes closed. A small distance between the front and back fabric facings in the fully closed position is normal. ■ If this distance is excessive or moves over time, open the shading to its full "vane open" position and try again. If this does not correct the problem, reset the bottom limit. See "Resetting the Shading" on page 18. ■ See the *PowerView® Motorization Remote Control Guide* for operation or programming troubleshooting solutions
Problem	The shading raises from the sill when the vanes are closed.
Solution	A small gap between the sill and the bottom of the shading is normal in the fully lowered "vane closed" position. The gap is necessary to allow for the unimpeded movement of the bottom rail. ■ If this distance is excessive or moves over time, open the shading to its full "vane open" position and try again. If this does not correct the problem, reset the bottom limit. See "Resetting the Shading" on page 18. ■ See the *PowerView Motorization Remote Control Guide* for operation or programming troubleshooting solutions.
Problem	The front fabric appears to cling to the back fabric.
Solution	Lightly apply a static spray for home furnishings. Follow the manufacturer's directions. Allow the shading to dry in the fully lowered position. If necessary, reapply the static spray each time the shading is professionally cleaned.

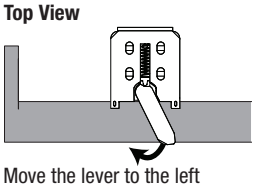
Removing the Shading

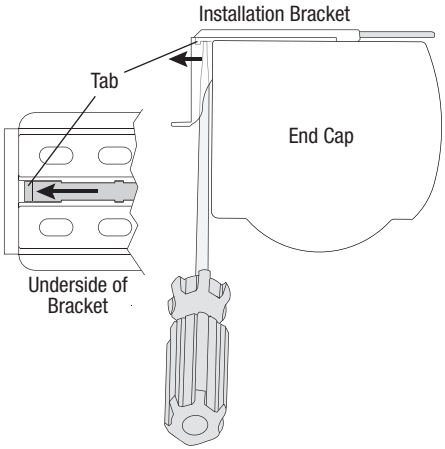
- Fully raise the shading.
- Disconnect the power source from the power cable at the back of the shading.
- Move each lever of the installation brackets to the left to release the shading.

  CAUTION: A flat blade screwdriver can be used to move the lever. Be very careful not to tear or damage the fabric.

  ➤ If the lever is inaccessible or inoperable, lower the shading until you can see the underside of the bracket. Carefully reach a small flat blade screwdriver behind the shading to the tab on the bottom of the bracket between the screw holes.

  ➤ Push the tab away from the shading and pull the headrail to release it from the bracket.
- Carefully pull the headrail to completely remove the shading from the brackets.





Cleaning Procedures

Silhouette® window shadings are made of 100% polyester, which means they are inherently durable and resilient. However, care must be taken to avoid wrinkling the fabric, particularly where the vanes meet the facings.

The Palette® Fabric-Covered Headrail

- Spot-clean the headrail using a sponge or delicate cloth, cool distilled water and a mild soap solution; handle with care as you would any fine fabric.

Dusting

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

Vacuuming

- Use a low suction, hand-held vacuum for more thorough dust removal.

Forced Air

- Blow away dirt and debris between the vanes using clean compressed air.

Spot-Cleaning

- Do not spot-clean Silhouette® window shadings.
- Only spot-clean the Palette® Fabric-Covered Headrail

Ultrasonic Cleaning

- Do not ultrasonic clean Bon Soir™ or Originale™
- Never immerse the headrail in the solution.

Injection/Extraction

- Use only the dry method of injection/extraction on Bon Soir fabrics
- Never immerse the headrail in the solution.

Electrostatic Cleaning

Do not use electrostatic cleaning wipes on any Silhouette window shadings.

A Note About Silhouette Fabrics

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

Precautions should be taken to reduce exposure to harsh environmental elements, such as salt air. Continuous exposure through open windows and doors will accelerate the fabric deterioration.

U.S. Radio Frequency FCC Compliance

FCC ID information is located behind the motor-side end cap. The end cap may be removed to view this information.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:
(1) This device may not cause harmful interference, and
(2) This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Industry Canada

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Class B Digital Device Notice

This Class B digital apparatus complies with Canadian ICES-003, RSS-Gen and RSS-210.

CAN ICES-3 (B)/NMB-3(B)

European Conformity

We, the undersigned,

Hunter Douglas Window Fashions
One Duette Way, Broomfield, CO 80020, USA

Hunter Douglas Europe B.V.
Piekstraat 2, 3071 EL Rotterdam, The Netherlands

certify and declare under our sole responsibility that assembly PV4 conforms with the essential requirements of the EMC directive 2004/108/EC and R&TTE directive 1999/5/EC.

A copy of the original declaration of conformity may be found at:
www.hunterdouglas.com/RFcertifications.

Notes

Notes

LIFETIME GUARANTEE

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

COVERED

BY A LIFETIME LIMITED WARRANTY

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

NOT COVERED

BY A LIFETIME LIMITED WARRANTY

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

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

TO OBTAIN WARRANTY SERVICE

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

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

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

HunterDouglas Hospitality