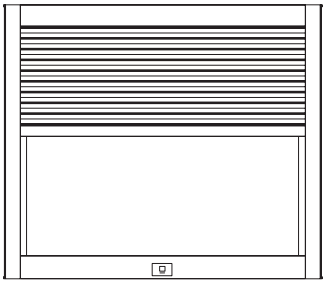
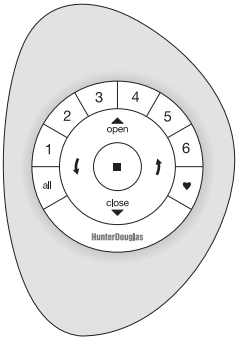
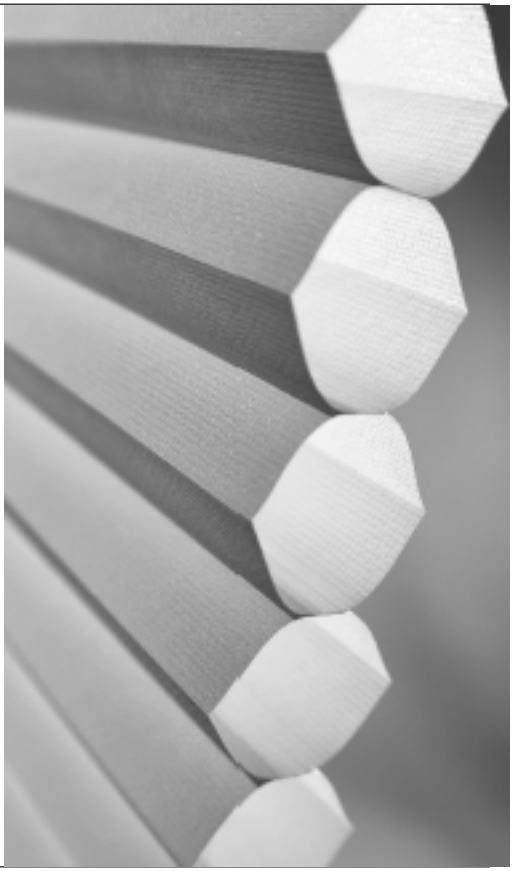
HunterDouglas
Hospitality

Installation • Operation • Care







Duette®
Honeycomb Shades
SkyLift™ PowerView™ System

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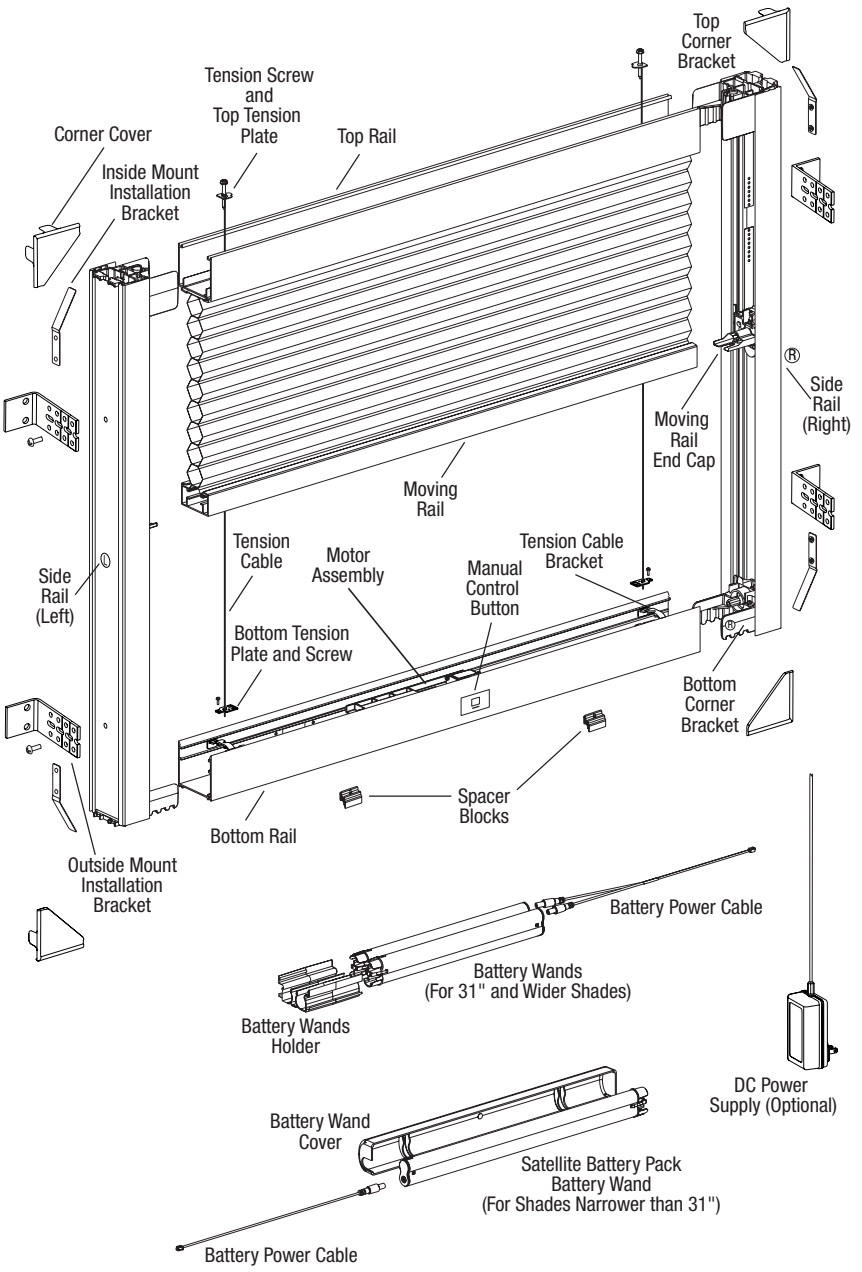
Product View

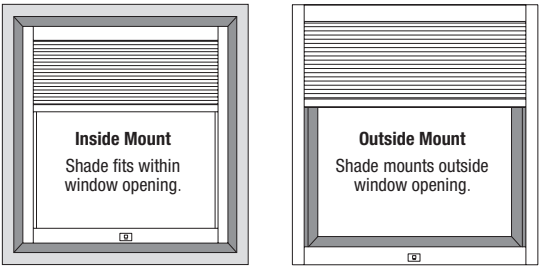


GETTING STARTED

Thank you for purchasing Hunter Douglas Duette® SkyLift™ honeycomb shades. With proper installation, operation, and care, your new shades will provide years of beauty and performance.

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

Mounting Types



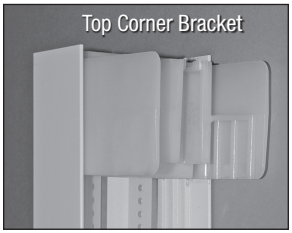
CAUTION: This shade cannot be installed as a “side stack” shade, operating from side-to-side within the window. Also, it cannot be installed as a “top-down” shade, where the fabric stack is at the bottom of the window.

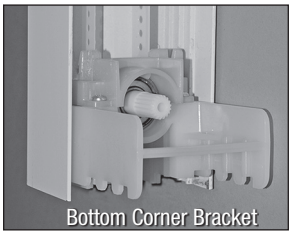
Tools Needed

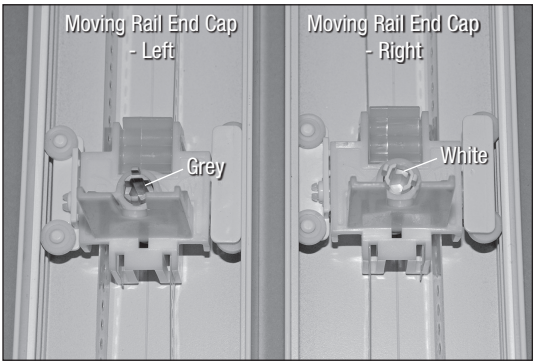
- 5/64" Allen wrench (provided)
- Level (laser level is recommended)
- Measuring tape and pencil
- Needle-nose pliers
- Phillips screwdriver (magnetized screwdriver is recommended)
- Power drill, 3/32" drill bit, and 1/4" hex driver
- Sharp scissors
- Tape

Arrange the Shade Components for Assembly

- Unwrap the shade components.
  - ➤ Clear a large, clean space on the floor and position the components for assembly.
  - ➤ Remove the bubble wrap from the shade.
- Orient the top rail with the fabric colored side facing up and the bottom rail with the manual control button facing up. Arrange the side rails with the “L” sticker on the left and the “R” sticker on the right. Orient the side rails so that the top corner brackets are at the top and the bottom corner brackets are at the bottom.
- Slide the moving rail end caps close to the top corner brackets.

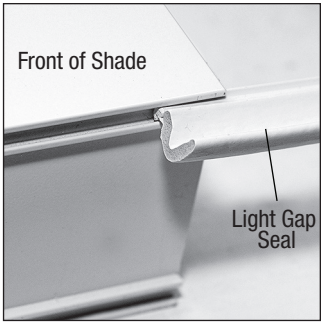




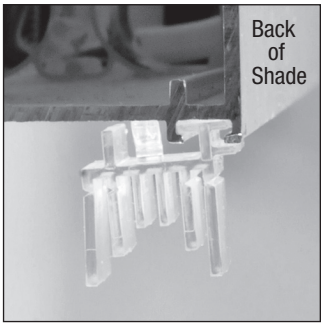


ASSEMBLY

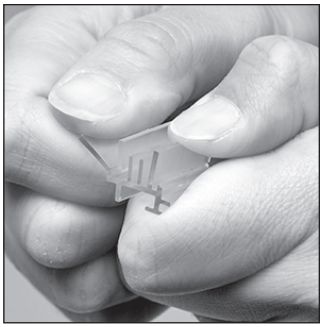
- **Inside Mount shades only:** Light gap seals should be inserted into the front channel of all four rails. Make sure they are inserted in the correct orientation, as shown.



- **Inside Mount shades only:** If the angle of the installed shade will be 45° or steeper, slide two spacer blocks into the rear channel on the underside of the bottom rail. The spacer blocks prevent the light gap seal from over-compressing and ensure even positioning of the shade in the casement.



  - ➤ Position the spacer blocks approximately one-fourth the shade width from each end of the bottom rail.
  - ➤ The plastic spacer blocks have tabs of 1/2", 3/8", and 1/4". If necessary, break off the outer tabs to adjust the spacer block to the appropriate size, so the shade fits evenly into the casement.



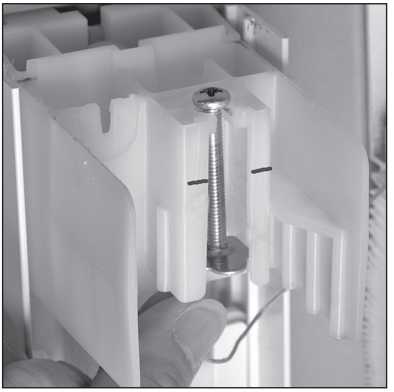
NOTE: The spacer blocks are packaged with the corner covers.

Insert the Top Tension Plates in Place

IMPORTANT: Make sure the bottom rail and the bottom corner bracket with the “R” sticker are placed on the right side before beginning the assembly.

- Position the left side rail close to the top rail.
- Orient and insert the top left tension plate in the slot in the top corner bracket on the left side rail.

  TIP: Tilt the screwhead up to insert the top tension plate first, then insert the screwhead in place.



- Place a strip of tape over the screwhead to keep the screw in place.

- Repeat the above steps on the right side.
- **If there are more than two tension cables:** Make sure all the top tension screw(s) and the top tension plate(s) are in place.

Attach the Side Rails to the Top and Bottom Rails

Attach the Left Side Rail to the Top Rail

- Insert the top left corner bracket into the top rail and the moving rail end cap into the moving rail, while keeping the fabric stacked.

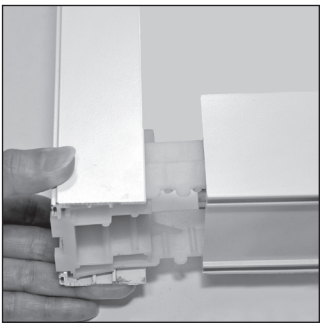
  IMPORTANT: Make sure both prongs of the moving rail end cap are in the bottom channel of the moving rail.

  CAUTION: Be careful not to entangle the cable with any of the shade components.

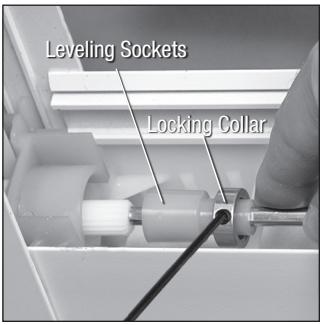
- Stack the fabric evenly near the top rail.

Attach the Left Side Rail to the Bottom Rail

- Insert the bottom left corner bracket into the bottom rail.



- Align the left end of the shaft in the bottom rail with the drive gear shaft.
- Slide the leveling socket onto the shaft and tighten the locking collar using the provided $^{5}/_{64}$" Allen wrench.



Attach the Right Side Rail to the Top Rail

- Insert the top right corner bracket into the top rail and the moving rail end cap into the moving rail, while keeping the fabric stacked.

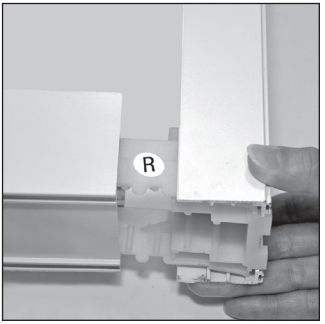
  IMPORTANT: Make sure both prongs of the moving rail end cap are in the bottom channel of the moving rail.

  CAUTION: Be careful not to entangle the cable with any of the shade components.

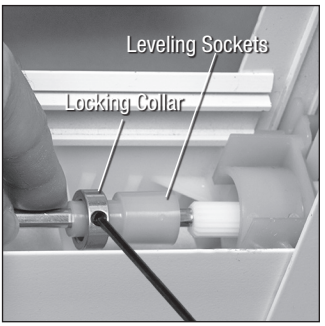
- Stack the fabric evenly near the top rail.

Attach the Right Side Rail to the Bottom Rail

- Insert the bottom right corner bracket into the bottom rail.

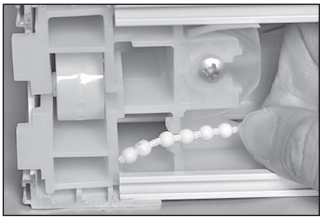


- Align the right end of shaft in the bottom rail with the drive gear shaft.
- Slide the leveling socket onto the shaft and tighten the locking collar using the provided $^{5}/_{64}$" Allen wrench.



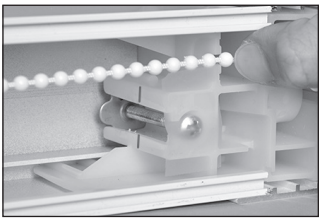
Secure the Side Rails to the Top Rail

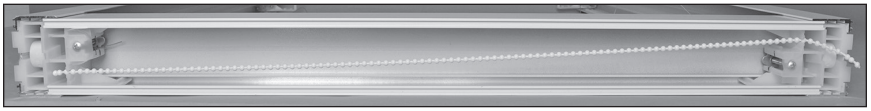
- Hook one end of the bead chain between the third and fourth bead from the end in the slot in the top left corner bracket.



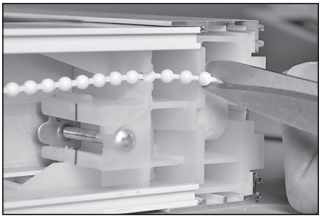
- Pull the bead chain taut and secure the other end of the bead chain in the slot in the top right corner bracket.

  IMPORTANT: Make sure the bead chain is taut in order to hold the side rails together.



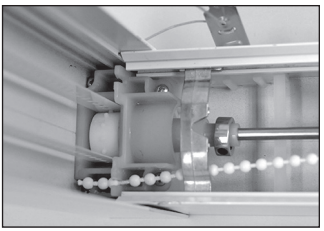


- Cut the excess bead chain, leaving 3 to 4 extra beads past the slot.



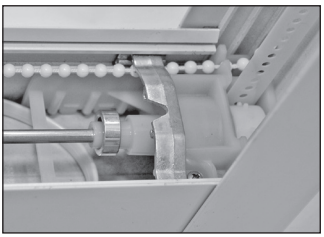
Secure the Side Rails to the Bottom Rail

- Hook one end of bead chain between the third and fourth bead from the end in the slot in the bottom left corner bracket.



- Pull the bead chain taut and secure the other end of bead chain in the slot in the bottom right corner bracket.

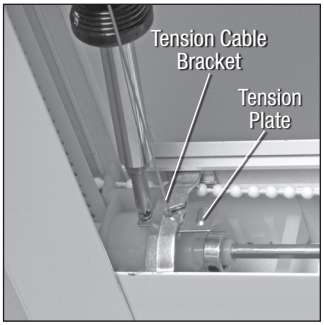
  IMPORTANT: Make sure the bead chain is under the tension cable brackets and taut in order to hold the side rails together.

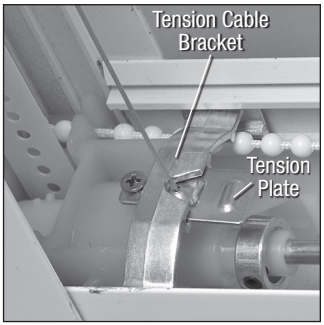


Insert the Bottom Tension Plates in Place

- Place the bottom rail tension plate under the tension cable bracket in the bottom rail on the left side.
  - ➤ If you moved the tension cable bracket out of the way, move it back against the bottom corner bracket.
  - ➤ If the tension plate does not reach the tension cable bracket, check that the cable is not tangled with the top corner bracket.

  IMPORTANT: Make sure the tension cable is in the slot.
- Locate the bottom tension plate screws in the package, place the screw in the screw hole in the left bottom tension plate and tighten it to keep the tension plate in place.
- Repeat the above steps on the right side.
- **If there are more than two tension cables:** Repeat the above steps for each tension plate.





Install the Bottom Rail Cover

- Center the bottom rail cover on the bottom rail.
- Angle the cover into the back groove then down.

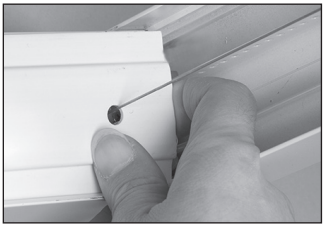
- Press the front of the cover into the front groove.

- Make sure all the tension cables are in the center of the holes in the rail cover.

  ➤ Move the tension cable bracket(s) if necessary.

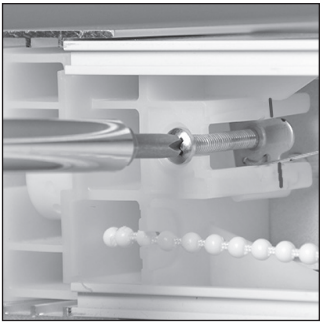
  IMPORTANT: Be sure the cover is centered on the bottom rail.

- **To remove the bottom rail cover:** Place your finger under one edge of the cover and pull it up while spreading the bottom rail with your other hand. Once you get an edge started, continue pulling the cover up and out of the slot.



Adjust the Tension

- Remove the tape and tighten all the top tension screws in the top rail until the tension plates line up with the mark.



Connect the Power Source

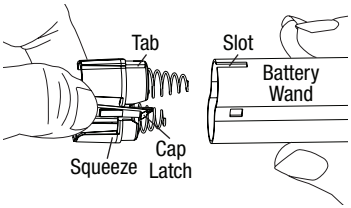
NOTE: When power is connected to the motor, a green LED below the manual control button will flash to indicate the shade is ready for operation.

- Refer to the appropriate page based on your order.
  - ➤ For battery wands (for 31" and wider shades), see below.
  - ➤ For a satellite battery pack (for shade narrow than 31"), see “If You Have a Satellite Battery Pack...” on page 12.
  - ➤ For an optional DC power supply, see “If You Have a DC Power Supply...” on page 14.

If You Have Battery Wands...

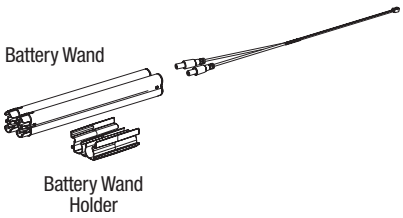
Install the Batteries into the Battery Wands

- Squeeze the cap latch to release and remove the cap.
- Install AA Energizer® Ultimate Lithium batteries according to the instructions on the battery wand label.
- Replace the cap.
  - ➤ Align the tab with the end of the wand.
  - ➤ Press the cap on until it latches.



Mount the Battery Wands into the Battery Wand Holder

- Remove the bottom rail cover.
- Align the battery wands with the sockets toward the motor.
- Push the battery wands straight down into the battery wand holder in the bottom rail.



CAUTION: Be sure the cable does not become pinched by the battery wand holder during installation. Damage or overheating of components could result.

Plug the Power Cable into the Battery Wand

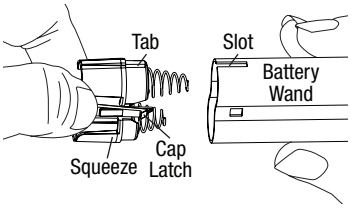
- Connect the power cable into the both sockets on the battery wands.
  - ➤ Make sure the cable is not wrapped around the shaft.
- Reinstall the bottom rail cover.

Proceed to “Test the Shade” on page 14.

If You Have a Satellite Battery Pack...

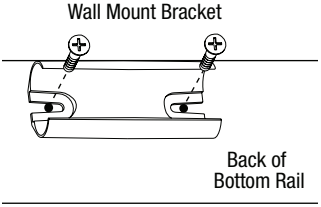
Install the Batteries into the Battery Wand

- Squeeze the cap latch to release and remove the cap.
- Install AA Energizer® Ultimate Lithium batteries according to the instructions on the battery wand label.
- Replace the cap.
  - ➤ Align the tab with the end of the wand.
  - ➤ Press the cap on until it latches.



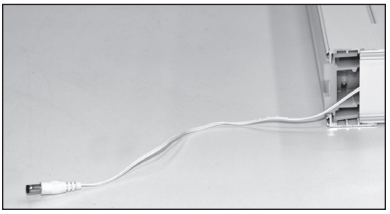
Mount the Satellite Battery Pack Behind the Bottom Rail

- Remove the bottom rail cover.
- Attach the wall mount bracket to the back side of the bottom rail using the pre-drilled holes.
  - ➤ Remove the screws attached to the back side of the bottom rail.
  - ➤ Attach the wall mount bracket using those screws.



NOTE: With the satellite battery pack behind the shade, the minimum casement depth for fully recessed mounting is 4½". If there is not enough clearance for the satellite battery pack to be mounted on the back side of the bottom rail, it may be mounted on the wall or ceiling in any orientation. See “Mount the Satellite Battery Pack the Wall or Ceiling” on page 19.

- Route the power cable from the shade through the bottom left corner bracket and plug into the socket in the battery wand or the extension cable.
  - ➤ If using an extension cable, plug the other end of the extension cable into the socket in the battery wand.

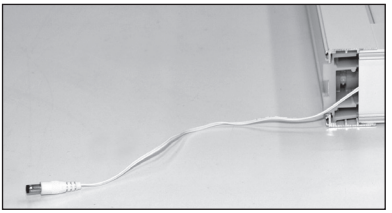


- Reinstall the bottom rail cover.

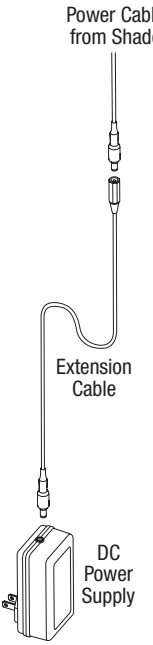
Proceed to “Test the Shade” on page 14.

If You Have a DC Power Supply...

Connect the Power Supply



- Remove the bottom rail cover.
- Route the power cable from the shade through the bottom left corner bracket and plug into the extension cable.
- Reinstall the bottom rail cover.
- Plug the other end of the extension cable into the DC power supply.
- Plug the DC power supply into a standard wall outlet.
  - ➤ The power supply may be oriented with the cable at the top or bottom.



Proceed to "Test the Shade" on page 14.

Test the Shade

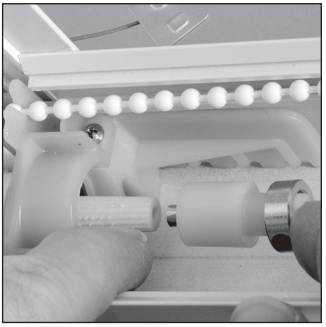
Prior to installing the shade in the window, test its operation using the manual control button and the PowerView™ remote.

- Press the manual control button to alternately lower, stop, and raise the shade.
  - ➤ If the shade does not operate correctly, see “Troubleshooting” on page 24.
- Follow the instructions “Using the PowerView Remote” on page 20 and set up a remote. Test the shade operation to verify that the side rails are assembled correctly.
  - ➤ Press and release ▲ OPEN to make sure the shade moves up.
  - ➤ Press and release ▼ CLOSE to make sure the shade moves down.

  IMPORTANT: If the shade moves opposite of the command, disassemble the shade and switch out the side rails.
- If you used the wall or ceiling mounted satellite battery pack or the DC power supply to test the shade, disconnect the extension cable from the battery pack or the power supply until you complete the installation.

Adjust the Shade (If Necessary)

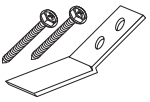
- Raise the moving rail approximately 12" above the bottom rail and check the level of the moving rail.
  - ➤ Measure the distance from the bottom rail to the moving rail on the left and right sides. If the distances are not equal, you must adjust the rail to level it.
- Adjust one side of the moving rail if necessary.
  - ➤ Remove the bottom rail cover.
  - ➤ Loosen a locking collar on one side and slide the leveling socket off the shaft.
  - ➤ Adjust the moving rail on the side where the leveling socket is off the drive shaft.
  - ➤ After the moving rail is level, slide the leveling socket onto the drive gear shaft and tighten the locking collar.



  - ➤ Operate the shade to verify that the shade is level. Repeat the above steps, if necessary.
  - ➤ Reinstall the bottom rail cover.

Install the Shade — Inside Mount

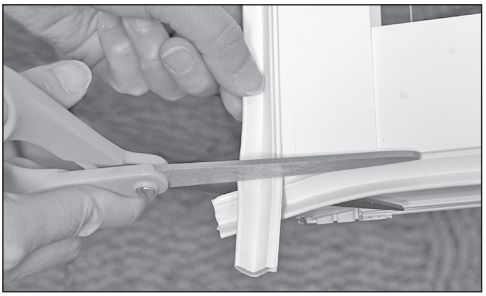
Your order will include four installation brackets per shade and two mounting screws per installation bracket, plus four extra screws.



Installation Bracket

Trim the Light Gap Seals

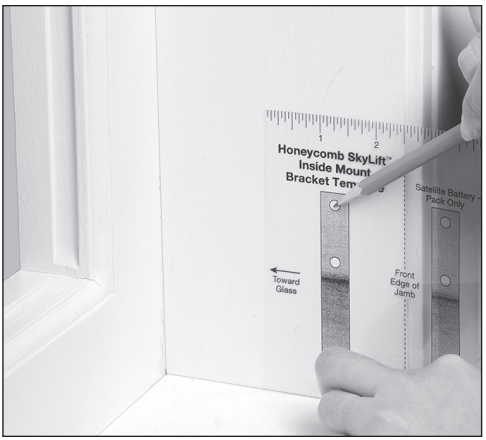
- Trim the excess light gap seal at all four corners with sharp scissors.

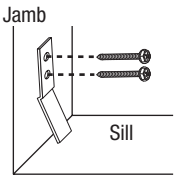


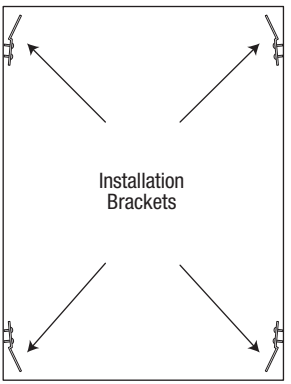
Mount the Installation Brackets

- Starting with the bottom right corner of the skylight opening, hold the provided Honeycomb SkyLift™ Inside Mount Bracket Template with the arrow toward the glass.
- Line up the front edge of the jamb with the dotted line located at the 2½" mark on the template.

  IMPORTANT: If you are installing a satellite battery pack behind the bottom rail, line up the front edge of the jamb with the dotted line located at the 4½" mark.
- Mark the screw holes.
- Use the same side of the template for the top left corner of the skylight opening.
- Flip the template and use the backside for the top right and the bottom left corners.
- After marking all four corners, drill the screw holes using a 3/32" drill bit.
- Attach the installation brackets using the screws provided.

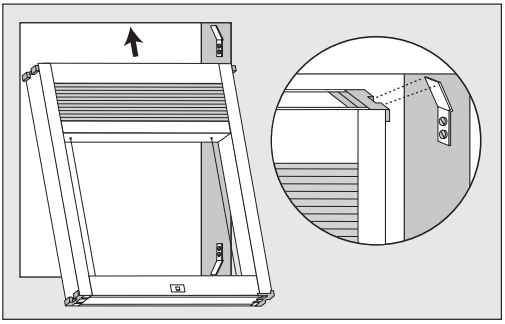




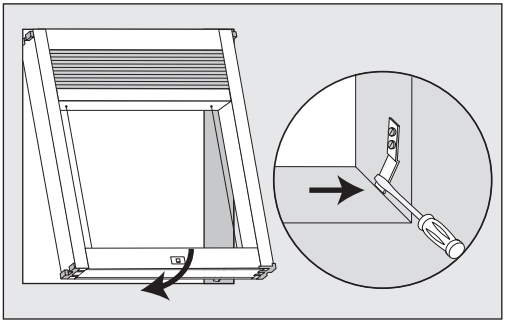


Mount the Shade

- Slip the upper portion of the shade into the window frame. Make sure the installation brackets fit into the notches on the plastic hooks (inset).



- Slip a screwdriver behind the shade and push back the brackets to install the lower end of the shade.



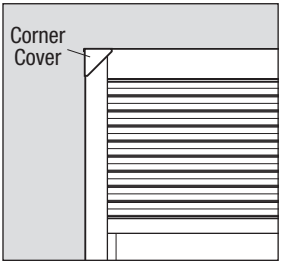
- Additional holes are punched in the side rails 8" from each corner. You may attach the side rails to the window frame using the provided extra screws.

  IMPORTANT: Do not overtighten these screws. Doing so can cause the side rails to bow in and prevent the shade from operating correctly.

  NOTE: Additional screws can be added to secure the larger shades. If you choose to use more screws, drill installation holes on the screw indicator grooves in the side rails.

Attach the Corner Covers

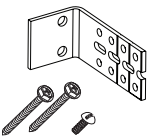
- Remove the adhesive backing from the corner covers.
- Press a cover onto each shade corner, extending them to the window frame to cover the light gap.



If you have the wall or ceiling mounted satellite battery pack or the DC power supply, proceed to "Finish Mounting the Power Supply" on page 19 or "Using the PowerView™ Remote" on page 20.

Install the Shade — Outside Mount

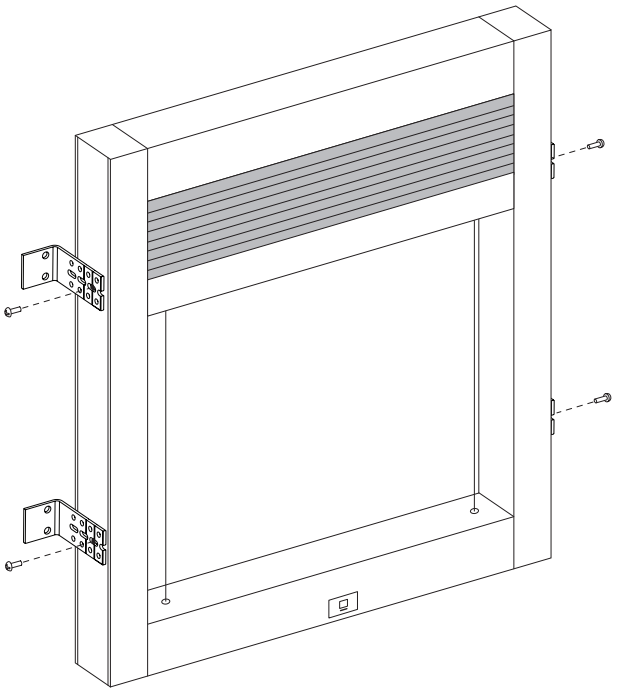
Your order will include four installation brackets (two for each side rail) as well as one 3/8" screw and two 1 1/2" screws per installation bracket.



IMPORTANT: You may need another person to assist you with this installation.

Attach the Installation Brackets to the Shade

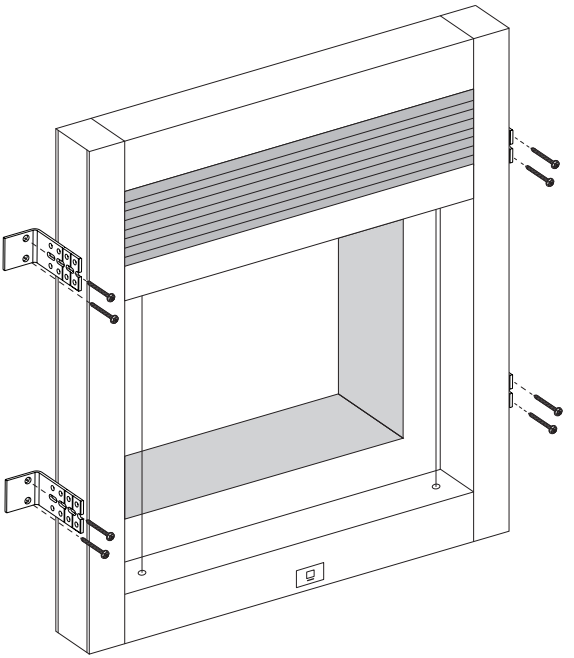
- Attach the installation brackets to the shade through pre-drilled holes on the side rails using the 3/8" screws provided.



Mount the Shade

- Place the shade over the window opening at the desired location.
- Mark the screw holes and drill them using a 3/32" drill bit.

  CAUTION: Use drywall anchors when mounting into drywall.
- Attach the installation brackets to the mounting surface using the 1½" screws provided.

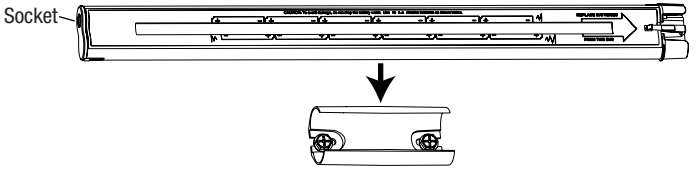


If you have the wall or ceiling mounted satellite battery pack or the DC power supply, proceed to "Finish Mounting the Power Supply" on page 19 or "Using the PowerView™ Remote" on page 20.

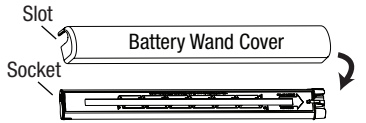
Finish Mounting the Power Supply

If You Have the Wall or Ceiling Mounted Satellite Battery Pack...

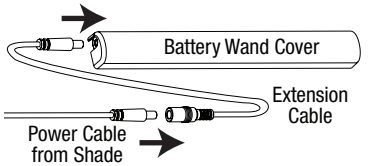
- Mark the screw holes and drill them using a 3/32" drill bit.
- Remove the backing from the double-sided tape on the wall mount bracket. Press the bracket into place.
- Attach the bracket using the screws provided.
- Position the battery wand so the power cable is easily connected to the socket.
- Snap the battery wand into the bracket.



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



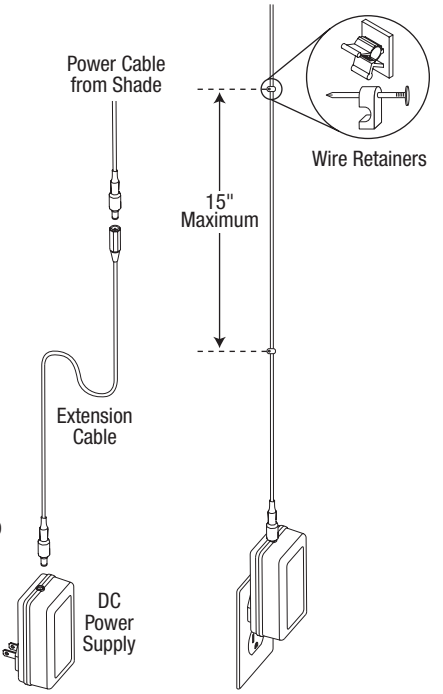
- Plug the power cable into the socket in the battery wand or the extension cable.



- Reinstall the bottom rail cover.

If You Have the DC Power Supply...

- Secure the power supply cable using wire retainers (not supplied). If hiding the cable behind the shade, make sure it does not impede the operation of the shade.
- Secure the extension cable using wire retainers (not supplied). If hiding the cable behind the shade, make sure it does not impede the operation of the shade.
- Space the wire retainers approximately 15" apart along the power supply cable, as shown.



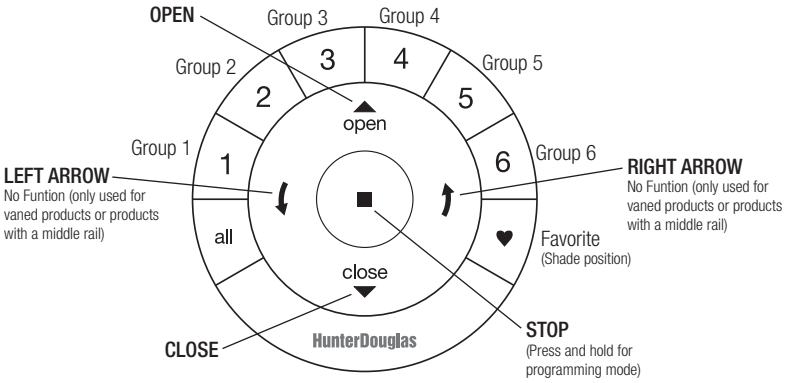
WARNING: Keep cables and small parts out of the reach of children. They can wrap cables around their necks and **STRANGLE**. They can also put small parts in their mouths and **CHOKE**.

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

- Plug the extension cable into the DC power supply.

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 Shade to a Group

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

1. Press and hold ■ STOP for 4 seconds to put 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 shade.
4. While continuing to press the manual button, press ▲ OPEN on the remote. The shade 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 shade(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 shade(s).
4. Press ▲ OPEN to raise the selected shade(s).

5. Press ■ STOP to stop the shade's movement anywhere along its travel.
6. While a shade is in motion, press the opposite of shade motion (▲ OPEN or ▼ CLOSE) to reverse direction.
7. Press ♥ FAVORITE to send selected shade(s) to your preset "favorite" position. Refer to the *PowerView™ Motorization Remote Control Guide* on how to set a favorite position.

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

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 Shade (If Necessary)

If you need to reset a shade's travel limits:

Basic Reset

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

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

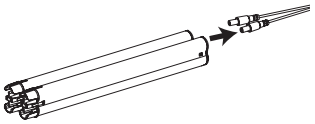
Resetting Shade Programming

This reset erases all shade programming from memory, including group assignments, preventing any input device from operating the shade. 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 shade will move slightly after 6 seconds, then again after 12 seconds. Release the button.
2. Refer to "Joining a Shade to a Group" on page 21 to program the shade to a group.

Replacing the Batteries

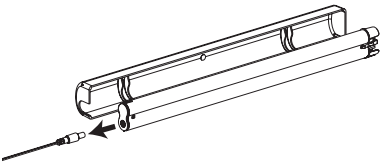
Battery Wands



- Raise the shade or lift the moving rail slightly.
- Remove the cover from the bottom rail.
- Unplug the battery wands from the power cable.
- Remove the battery wands.
- Open the battery wands and replace the batteries according to the label on the battery wands.
  - ➤ Use 16 AA Energizer® Ultimate Lithium batteries.

- Reinstall the battery wands in the bottom rail, plug in the power cable, and reinstall the bottom rail cover.

Satellite Battery Pack



- Remove the battery wand cover.
- Unplug the battery wand from the power cable.
- Remove the battery wand from the wall mount bracket.
- Open the battery wand and replace the batteries according to the label on the wand.
  - ➤ Use 12 AA Energizer Ultimate Lithium batteries.
- Reinstall the battery wand into the wall mount bracket and plug in the power cable.
- Replace the battery wand cover.

Troubleshooting

If your shade is not operating correctly:

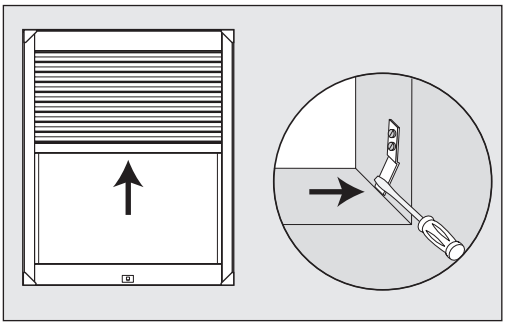
- First review the guide that came with your control device.
- Refer to the following troubleshooting procedures for specific solutions for your shade.

Problem	The battery-powered shade does not operate using the manual control button.
Solution	Check to be sure batteries in the battery wand(s) are new or fresh. Replace the batteries, if necessary. See “Replacing the Batteries” on page 23. Check that all cable connections are securely seated between the power cable from the shade and the battery wand(s).
Problem	The DC power supply-operated shade does not operate using the manual control button.
Solution	Make sure the DC power supply is plugged in and the wall outlet has power. Check that all the cable connections are seated correctly. (Check the connection between the power cable attached to the headrail and the power supply cable, and between the power supply cable and the DC power supply).
Problem	The shade is not responding to the PowerView™ remote.
Solution	**IMPORTANT:** A shade will not operate until it is 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 shade stops before hitting the bottom rail.
Solution	Adjust the tension brackets so that the tension cables are parallel to the side rails. Verify that the side rails are installed in the correct orientation. Reset the travel limits. See “Resetting the Shade” on page 22.

Problem	Adjacent shades do not stack evenly.
Solution	If one shade is stacking tighter than another, it may have been reset. Lower and raise the shades to loosen the stack. The shade stack on both shades should be within $^{5}/_{16}$" of each other. Reset the shade. See “Resetting the Shade” on page 22.
Problem	The shade operates slowly.
Solution	Replace the batteries in the battery wand(s). See “Replacing the Batteries” on page 23. Larger shades use a different internal gear box and may move at the half the speed of smaller shades.
Problem	There is some slack in the drive belt.
Solution	The drive belt should have some slack when the shade is stacked. This is normal. Tightening the tension screws will not remove the slack.

Removing the Shade (If Necessary)

Inside Mount



- Raise the shade to the top.
- Unplug the power supply cable.
- If there are screws attaching the side rails to the window frame, unscrew them.
- Insert a screwdriver at the lower corners of the shade.
- Push back the brackets to release the lower end of the shade.
- Pull and slide the shade out of the upper brackets.

Outside Mount

- Unscrew the installation screws from the mounting surface.

Cleaning Procedures

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

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.

Compressed Air/Hair Dryer (Cool Setting)

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

Spot-Cleaning

CAUTION: Do not spot-clean Commercial fabrics.

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

Bathtub Cleaning/Water Immersion

CAUTION: Do not immerse SkyLift™ shades.

Ultrasonic Cleaning

CAUTION: Do not ultrasonically clean SkyLift 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.

DECLARATIONS

U.S. Radio Frequency FCC Compliance

FCC ID information is located on top of the shade's headrail.

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 PV1 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.

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

hunterdouglas.com

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