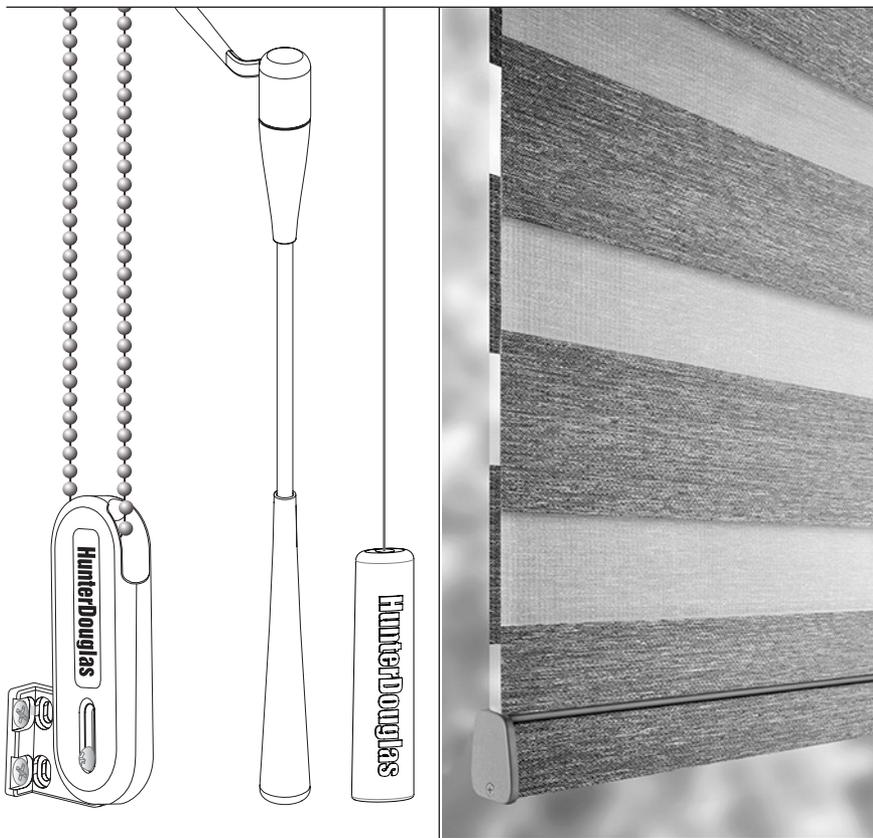


HunterDouglas

Installation • Operation • Care



Designer Banded Shades
Cassette Shades with Custom Clutch,
UltraGlide[®], and SoftTouch[™] Motorization

CONTENTS

Getting Started:

Product View — Custom Clutch.....	1
Product View — UltraGlide®	2
Product View — SoftTouch™ Motorization.....	3
Tools and Fasteners Needed	4
Mount the Installation Brackets Cassette — Inside Mount	5
Mount the Installation Brackets Cassette — Outside Mount.....	6

Installation:

Install the Shade	8
For Custom Clutch Shades — Attach the Universal Cord Tensioner	8
For SoftTouch™ Motorization — Connect the Power Source.....	9
Unpack the Wand and Add to Activation Arm.....	12

Operation:

Operate the Shade	13
Adjust the Shade Limits.....	16
Troubleshooting	17
Programming/Setup	19

Care:

Removing the Shade (If Necessary)	20
Cleaning Procedures	20

Child Safety:

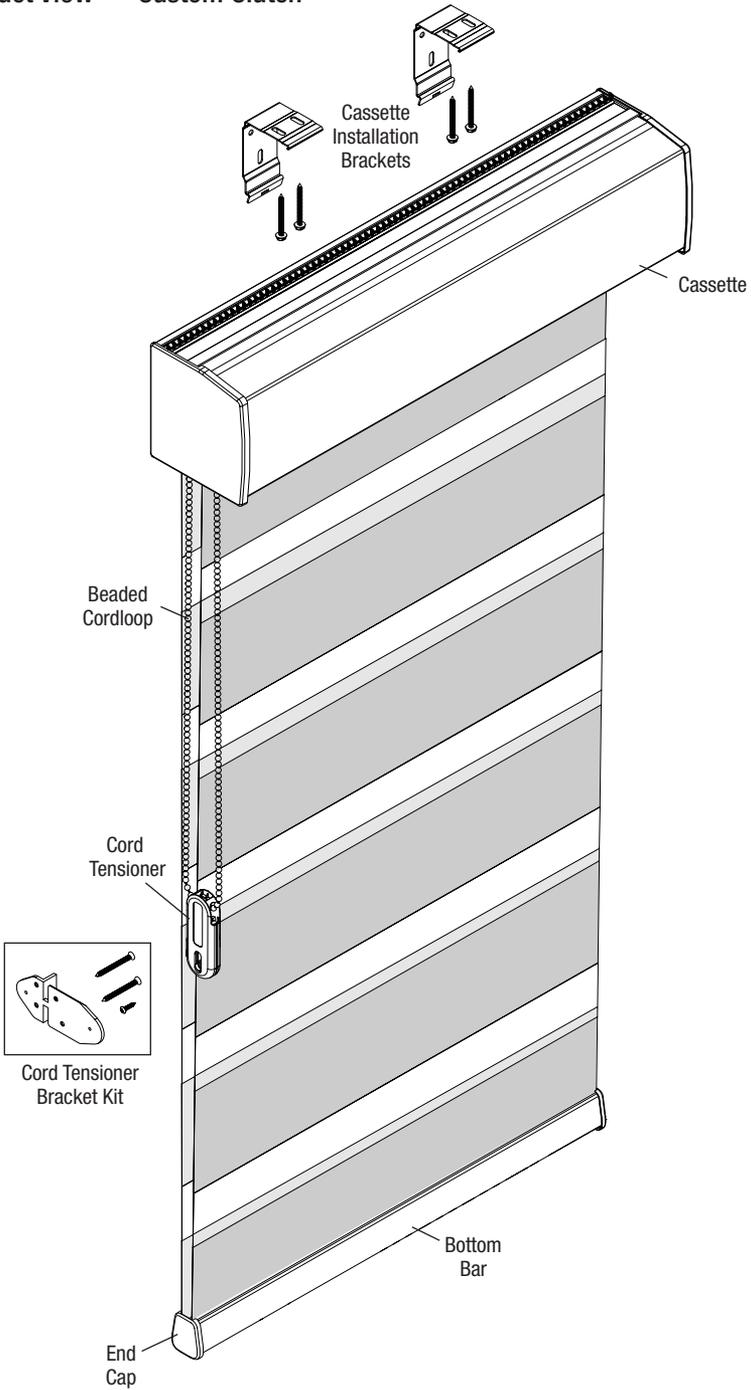
Cord Loop Shades.....	21
-----------------------	----

Questions?

Call the Hunter Douglas Consumer Support at:

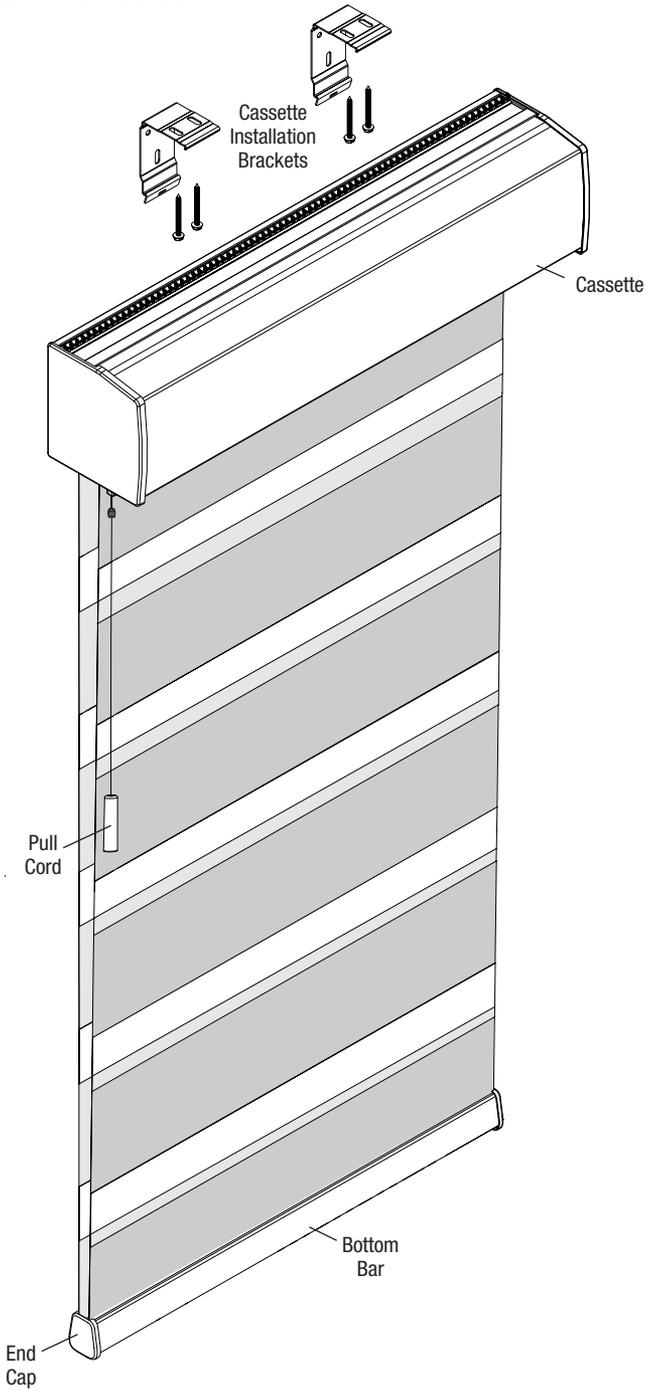
1-888-501-8364.

Product View — Custom Clutch

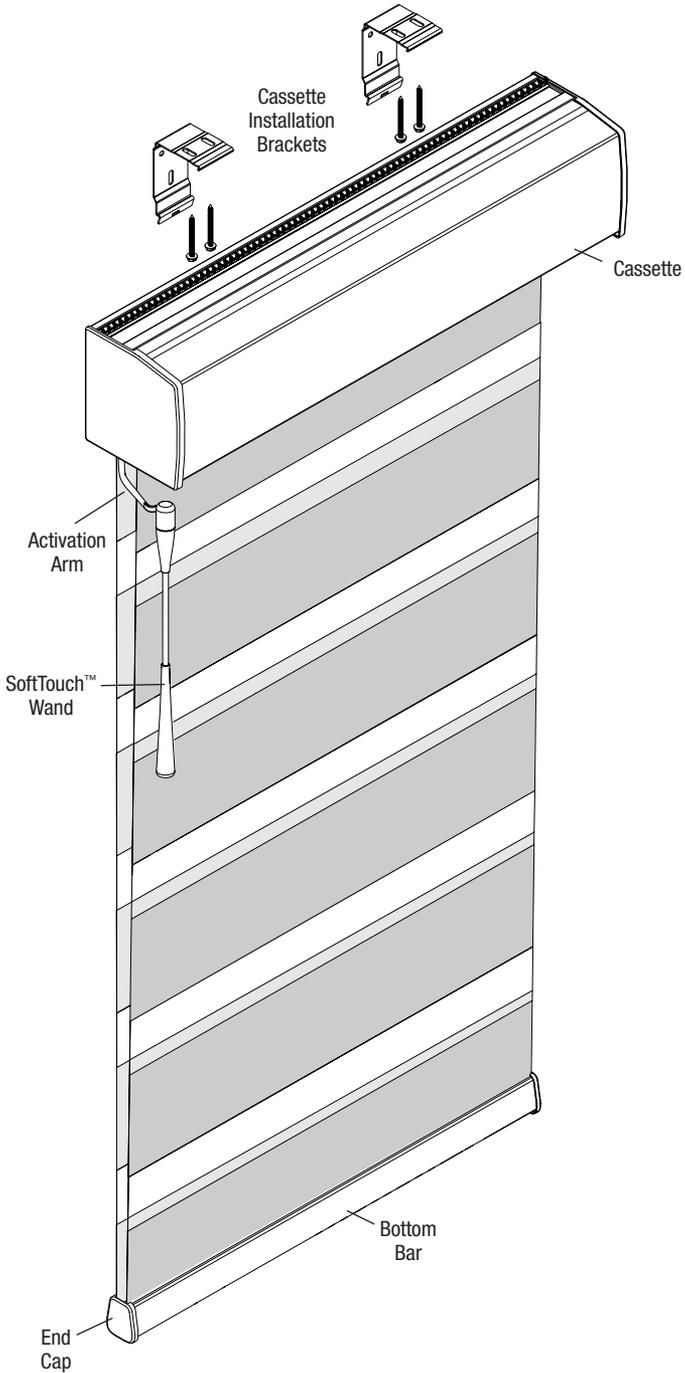


GETTING STARTED

Product View — UltraGlide®



Product View — SoftTouch™ Motorization



GETTING STARTED

Thank you for purchasing Hunter Douglas Designer Banded Shades. With proper installation, operation, and care, your new shades will provide years of beauty and performance. Please thoroughly review this instruction booklet before beginning the installation.

Tools and Fasteners Needed

- #1 Flat blade and #2 Phillips screwdriver
- Level (laser level is recommended)
- Measuring tape and pencil
- Power drill, $\frac{3}{32}$ " drill bit and a $\frac{1}{4}$ " hex driver

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

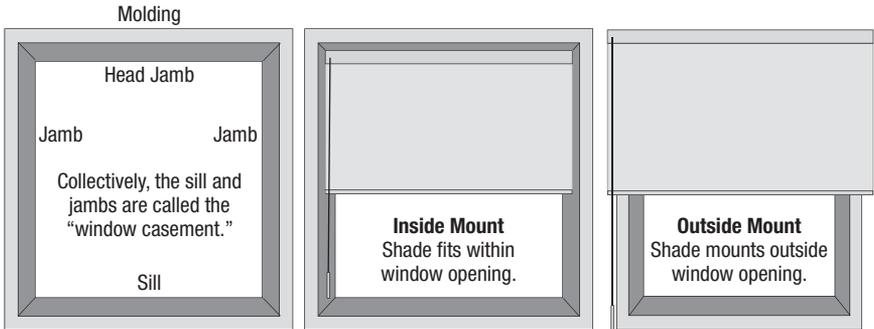
- **#6 Hex Head Screws (Provided).** Two $1\frac{1}{2}$ " screws are provided per installation bracket.



#6 x $\frac{1}{2}$ " Hex Head Screw

Mounting Types and Window Terminology

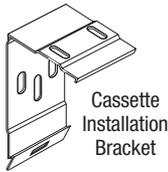
If the installation brackets are mounted correctly, the rest of the installation process will follow easily. To prepare for this important first step, review the mounting types and basic window terminology illustrated below.



- Refer to the appropriate page below based on your order:
 - **Inside Mount for Cassette — page 5**
 - **Outside Mount for Cassette — page 6**

Mount the Installation Brackets Cassette — Inside Mount

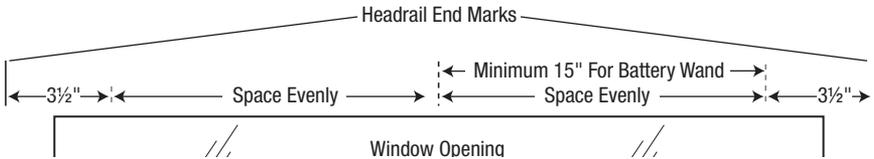
The number of installation brackets required varies depending on the shade width, as shown in the table.



Cassette Shade	
Shade Width	Brackets Required
Up to 36"	2
36½" – 66"	3
66½" – 90"	4
90½" – 120"	5

- Mark 3½" in from each jamb for bracket location.

- If more than two installation brackets came with your order, space additional bracket(s) evenly between the two end brackets and mark their location. Mount into wood whenever possible.



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

- The minimum depth required for mounting is 1⅝". Fully recessed mounting requires 4" for the large cassette and 3½" for the small cassette to be flush with the front of the window opening.

- **For SoftTouch™ Motorization with battery wand.** Fully recessed mounting requires 4⅝" for large cassette and 4⅛" for small cassette. Minimum depth required with attached battery wand is 2¼".

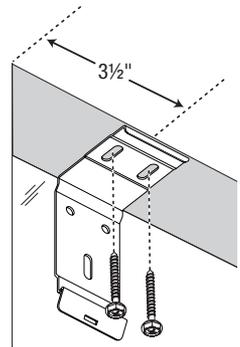
IMPORTANT: The front edges of the installation brackets must be level and aligned to each other.

- Drill the screw holes with a ⅜" drill bit.



WARNING: Product is heavy. Mount into wood/metal studs or into concrete with concrete anchors. Drywall anchors are not recommended.

- Use a level to check that the mounting surface is level. Shim the brackets if necessary. Shims are not provided.
- Attach the installation brackets using the screws provided.

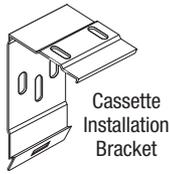


Proceed to "Install the Shade" on page 8.

INSTALLATION

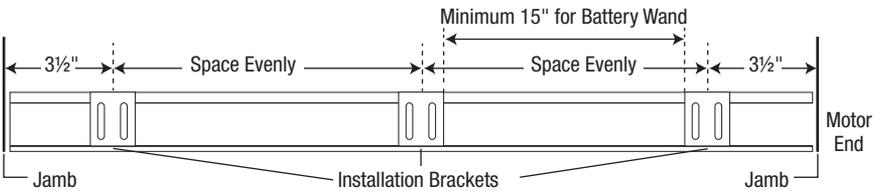
Mount the Installation Brackets Cassette — Outside Mount

The number of installation brackets required varies depending on the shade width, as shown in the table.



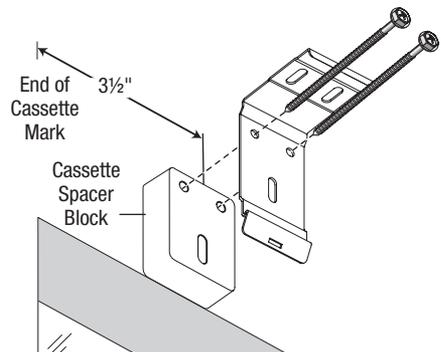
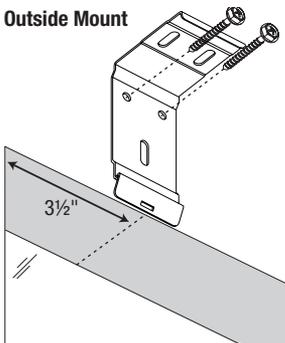
Cassette Shade	
Shade Width	Brackets Required
Up to 36"	2
36 1/8" – 66"	3
66 1/8" – 90"	4
90 1/8" – 120"	5

- Center the cassette over the window opening at the desired height. Use a pencil to lightly mark each end of the cassette.
- Alternatively, measure the width of the headrail and use that width to mark the headrail end points over the window opening.



- Mark 3 1/2" in from each end of the cassette.
- If more than two installation brackets came with your order, space additional bracket(s) evenly between the two end brackets and mark their location. Mount into wood whenever possible.

Outside Mount



- Center the brackets or spacer blocks (if ordered) on your marks and mark the screw holes.
 - A minimum 4" flat vertical surface is required to mount the brackets.
 - The top of the installation brackets should be at the desired height. The brackets should be level and aligned.

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

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



WARNING: Product is heavy. Mount into wood/metal studs or into concrete with concrete anchors. Drywall anchors are not recommended.

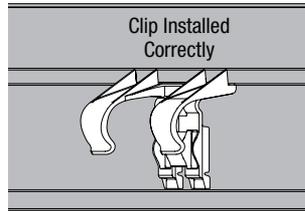
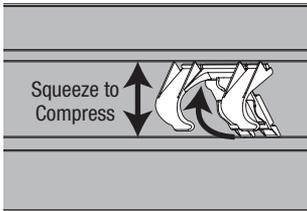
- Use a level to check that the mounting surface is level. Shim the brackets if necessary. Shims are not provided.
- Attach the installation brackets using the screws provided.
 - With cassette spacer blocks, use 2" screws provided. If not using cassette spacer blocks, use 1½" screws provided.

INSTALLATION

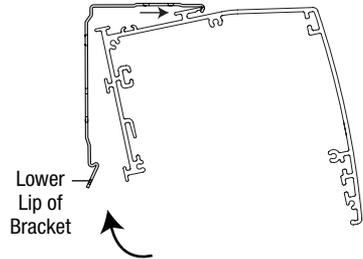
Install the Shade

If You Have a Cassette Shade with a Battery Wand...

- Attach the battery wand clip to the back of the cassette approximately 10" from the motor side.
- Place the bottom of the clip into the lip, squeeze to compress the clip then rotate it up and hook it into the top channel.



- Angle the cassette and bring it forward to catch the front lip of the bracket.
- Push the cassette up and back to snap it into the lower lip on the bracket.



For Custom Clutch Shades — Attach the Universal Cord Tensioner

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

- Insert a small screwdriver, punch, or awl through the screw hole at the bottom of the cord tensioner.
- While holding the cord tensioner, move screw hole all the way down to the bottom of the cord tensioner to release the safety mechanism.
- Slide the cord tensioner down to the bottom of the beaded cord loop.



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

CAUTION: The shade will not operate properly unless the cord tensioner is secured. A cord tensioner installation kit has been included with your shade. Follow the instructions in the kit to correctly secure the cord tensioner.

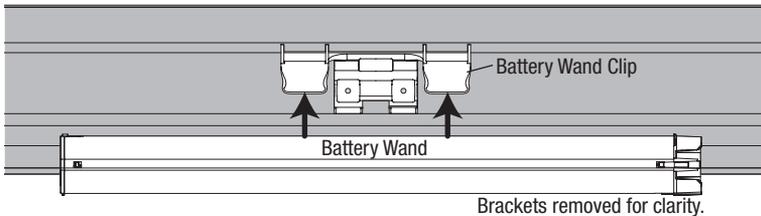
For SoftTouch™ Motorization — Connect the Power Source

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

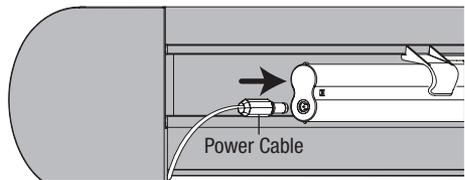
- Refer to the appropriate page based on your order.
 - For a battery wand, see below.
 - For a satellite battery pack, see below.
 - For an optional DC power supply, see page 11.
 - For an optional DC power supply with daisy-chain connections, see page 12.
 - For an optional C-size satellite battery wand or large DC supply, see the instructions that came with the wand.

Plug the Power Cable into the Battery Wand

- Snap the battery wand into the battery wand clip on the back of the cassette.



- Connect the power cable from the motor to the battery wand.

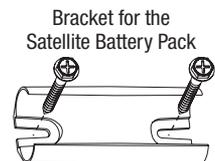


Proceed to “Unpack the Wand and Add to Activation Arm” on page 12.

If You Have a Satellite Battery Pack...

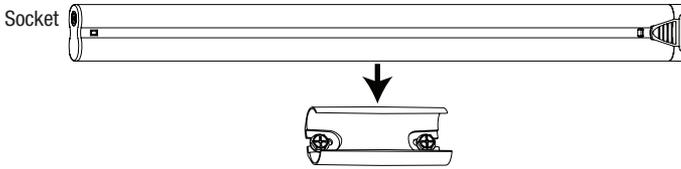
Mount the Satellite Battery Pack

- Decide where you want to mount the bracket. A satellite battery pack may be mounted in any orientation.
- Mark the screw holes.
- Drill the screw hole using a $\frac{3}{32}$ " drill bit.
- Attach the installation brackets using the screws provided.

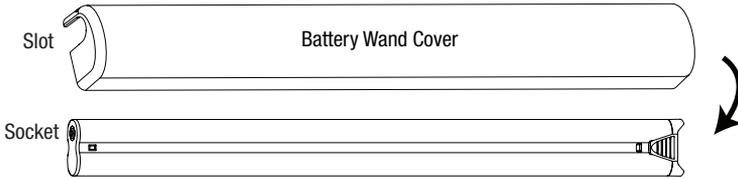


INSTALLATION

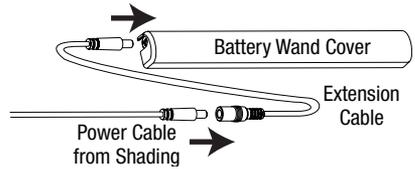
- Position the battery wand so the power cable is easily connected to the socket.
- Snap the battery wand into the bracket.



- Place the cover with its slot over the socket in the battery wand.



- Plug the power cable from the shade into the extension cable.
- Plug the other end of the extension cable into the socket of the battery wand.

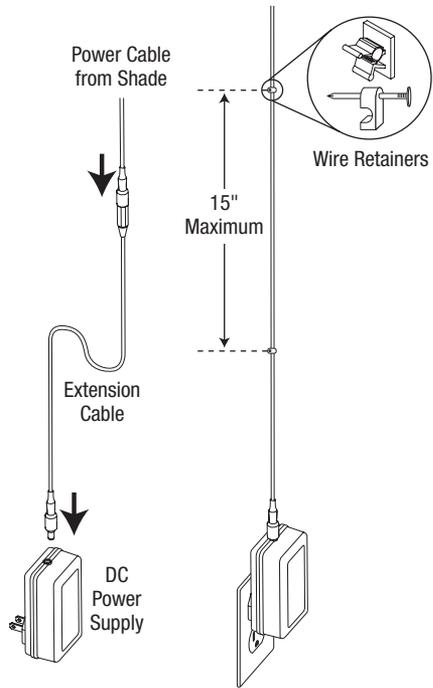


Proceed to “Unpack the Wand and Add to Activation Arm” on page 12.

If You Have a DC Power Supply...

Connect the Power Supply

- Plug the power cable from the shade 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 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.
- 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 **CHOK**.



WARNING: Electric shock and/or a fire hazard may occur if the DC power supply and cables are not properly installed.

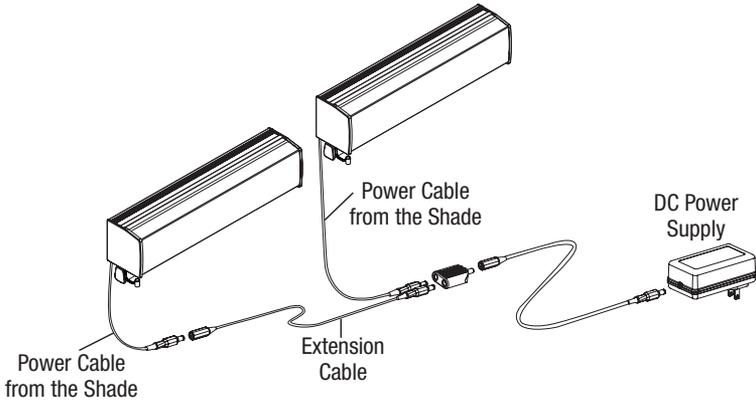
Proceed to “Unpack the Wand and Add to Activation Arm” on page 12.

INSTALLATION

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

The daisy-chain feature allows up to three SoftTouch™ motorized shades to be powered by a single DC power supply. However, each shade can operate independently. The daisy-chain feature is only available with the DC power supply option.

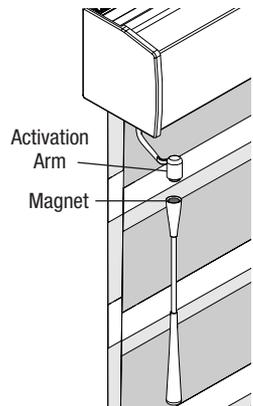
- Route the power cables from each shade through the connector, using an extension cable, if necessary.
- Plug an extension cable into the connector and the DC power supply. A two-shade configuration is shown below.
- An additional connector and two additional extension cables are used for three shades.



Unpack the Wand and Add to Activation Arm

- Remove the wand from the bag.
- Attach the top of the wand (magnet side) to the activation arm.

Proceed to "Operate the Shade" on page 13.



Operate the Shade

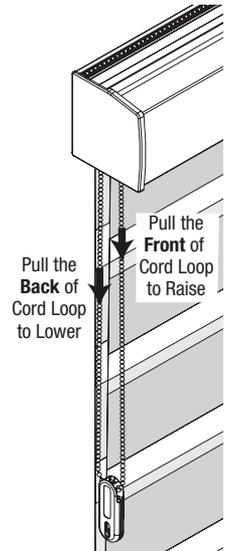
Custom Clutch Shades

To Lower the Shade and Transition the Band Position

- Pull the back of the cord loop to lower the shade.
- Pull until the shade is at the desired height or the bands are aligned at the desired position.

To Raise the Shade and Transition the Band Position

- Pull the front of the cord loop to raise the shade.
- Pull until the shade is at the desired height or the bands are aligned at the desired position.



OPERATION

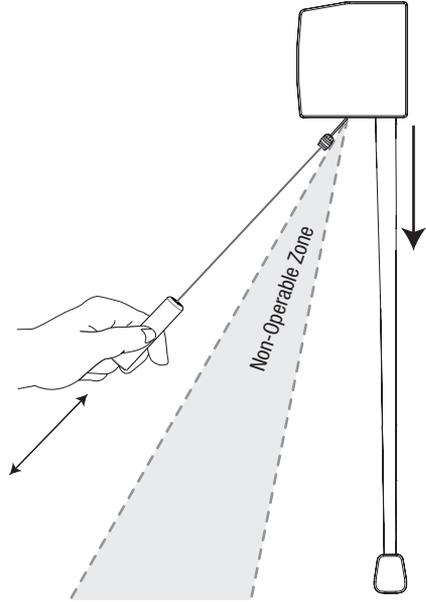
UltraGlide® Shades

CAUTION: To avoid damage to the shade or personal injury, do not use excessive force or long strokes when pulling the cord. Also, do not release the cord until it is fully retracted.

To Lower the Shade and Transition the Band Position

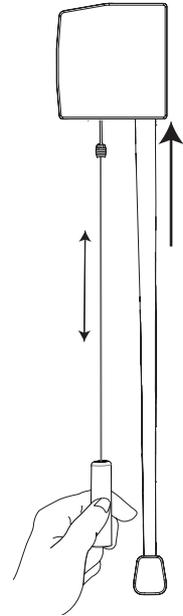
- Hold the cord toward you and away from the shade.
- Pull the cord using short, even strokes. Allow the cord to retract after each stroke. Continue until the shade is at the desired height or the bands are aligned at the desired position.

IMPORTANT: Avoid pulling the cord in the non-operable zone shown in the illustration.



To Raise the Shade and Transition the Band Position

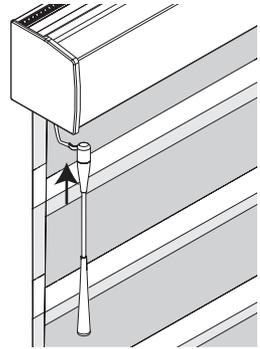
- Hold the cord close to the shade.
- Pull straight down using short, even strokes. Allow the cord to retract after each stroke. Continue until shade is at the desired height or the bands are aligned at the desired position.



SoftTouch™ Motorization

To Open the Shade

- Briefly push the wand up and release to move the shade in the up/open direction.
- The shade will move to the fully open limit position.

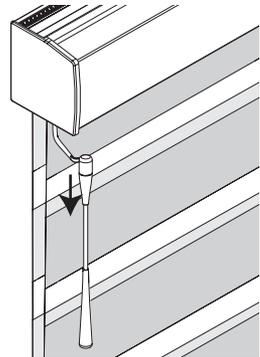


To Close the Shade

- Briefly pull the wand down and release to move the shade in the down/closed direction.
- The shade will move to the fully closed limit position.

To Stop the Shade

- While the shade is moving in either direction the wand can briefly be pushed up or pulled down to stop the shade.



Set a Favorite

- Move the shade to the desired Favorite position.
- When the shade reaches the desired Favorite position and is still in motion, push the wand up or pull wand down and hold for 4 seconds. The shade will buzz, move and a single red LED will flash to indicate a new favorite position is set.

Go to Favorite Position

- With the shade stationary or moving, in a single motion either quickly push the wand up then pull wand down or pull wand down and push wand up. The shade will pause momentarily, a single green LED will flash and then the shade will go to the Favorite position.

Adjust the Shade Limits

Adjust Upper Limit

- Move the shade to the current upper limit position. See “SoftTouch™ Motorization” on page 15.
- With the shade stationary, push up on the wand, release, then within $\frac{1}{2}$ a second push and hold the wand up. After approximately 6 seconds, the shade will buzz and a red LED will flash continuously to indicate the upper limit is ready to be adjusted.
- Move the shade up until it stalls at the hard stop, now the limit is set.

To Set The Upper Limit Lower than the Hard Stop Position

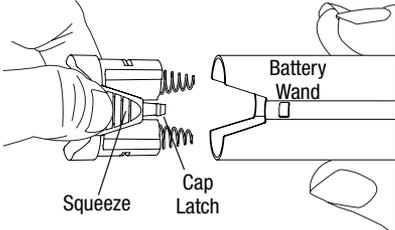
- If you want the limit set lower, lower the shade to the desired upper limit location.
- With the shade stationary, push up on the wand, release, then within $\frac{1}{2}$ a second push and hold the wand up. After approximately 6 seconds, the shade will buzz and a red LED will flash continuously to indicate the upper limit is ready to be adjusted.
- Push and hold the wand up (approximately 6 seconds), until the shade buzzes, a green LED will flash and the shade jogs down to indicate the new upper limit has been set.
- Release the wand.

Adjust Lower Limit

- Move the shade to the current bottom limit position. For steps to operate the shade, see “SoftTouch™ Motorization” on page 15.
- With the shade stationary, pull down on the wand, release, then within $\frac{1}{2}$ a second pull and hold the wand down. After approximately 6 seconds, the shade will buzz and a red LED will flash continuously to indicate the lower limit is ready to be adjusted.
- Move the shade to the desired lower limit location.
- Pull and hold the wand down (approximately 6 seconds), until the shade buzzes a green LED will flash and shade jogs down to indicate the new lower limit has been set.
- Release the wand.

If the shade stalls prior to reaching the bottom limit ordered, please contact Hunter Douglas.

Troubleshooting

Problem	The shades raises or lowers unevenly.	
Solution	<ul style="list-style-type: none"> ■ Check that the installation brackets are level and aligned. Shim the brackets, if necessary. Shims are not provided. 	
Problem	The shade is puckering, wavy or front and back panel are not aligned from left to right.	
Solution	<ul style="list-style-type: none"> ■ The back panel can be adjusted in the back channel located at the back of the cassette. <ul style="list-style-type: none"> ➤ To adjust, shift the panel until the front and back fabric panels are aligned left to right. 	
Problem	Custom Clutch Shades Only: The universal cord tensioner has climbed to the top of the shade.	
Solution	<ul style="list-style-type: none"> ■ Pull down on the spring to relieve tension and pull the universal cord tensioner to the bottom of the cord loop. Properly mount the cord tensioner. See <i>Universal Cord Tensioner Installation Instructions</i> in the kit included with your shade. 	
Problem	Custom Clutch Shades Only: The universal cord tensioner grabs onto the cord upon operation.	
Solution	<ul style="list-style-type: none"> ■ Check that the universal cord tensioner is mounted properly. Reinstall, if necessary. See the <i>Universal Cord Tensioner Installation Instructions</i> that came with your Cord Tensioner Kit. 	
Problem	SoftTouch™ Motorization Shades Only: Replace the batteries in the battery wand.	
Solution	<ul style="list-style-type: none"> ■ Squeeze the cap latch to release the cap and remove the cap from the battery wand. ■ Install the batteries according to the instructions on the battery wand label. ■ Press the cap on until it latches. 	
	<p>NOTE: 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.</p>	

OPERATION

Problem	SoftTouch™ Motorization Shades Only: The shade does not operate when lifting or pulling wand.
Solution	<ul style="list-style-type: none">■ Unplug the power cable from the motor, then plug it back in. A green LED will flash twice 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 (see “SoftTouch™ Motorization Shades Only: Replace the batteries in the battery wand.” on page 17) and securely connected to the power cable and the cables are not pinched or caught in the headrail or installation brackets.
Problem	SoftTouch™ Motorization Shades Only: The bottom rail does not raise or lower completely, or its location when fully lowered has changed over time.
Solution	<ul style="list-style-type: none">■ 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 shade and the window casement on inside mounts.■ Reset the travel limits. See “Adjust the Shade Limits” on page 16.
Problem	SoftTouch™ Motorization Shades Only: The wand detached from the activation arm when operating the shade.
Solution	The wand is attached to the activation arm using a magnet and is easily reattached by touching the top of the wand to the activation arm.

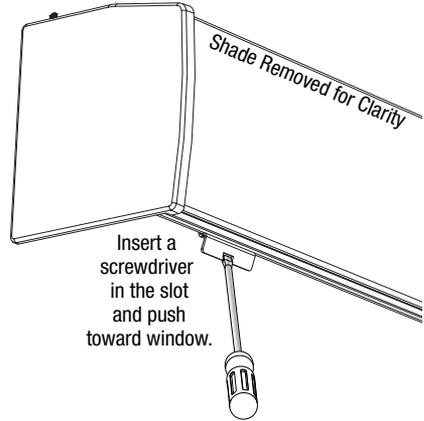
Problem	SoftTouch™ Motorization Shades Only: The shade limits have been lost or the LED is blinking RED when installed.
Solution	<p>Programming/Setup</p> <p>NOTE: The following setup sequence must be done in order.</p> <p><u>STEP 1: Place the shade in Programming Mode</u></p> <ul style="list-style-type: none"> ■ Disconnect the shade from the power source. ■ Push and hold the wand up or down. ■ While holding the wand up, reconnect the shade to a power source. ■ Continue to hold the wand up for approximately 6 seconds, until the shade beeps and the shade's LED begins to blink fast RED. ■ Release the wand. Once the wand is released, the shade's LED will continue to blink fast RED. <p><u>STEP 2: Set Shade's Limits</u></p> <p>Set Upper Limit</p> <ul style="list-style-type: none"> ■ Move the shade up until it stalls at the hard stop. See “SoftTouch™ Motorization” on page 15. <ul style="list-style-type: none"> ➤ If you want the limit set lower, lower the shade to the desired upper limit location. ■ With the shade stationary, push and hold the wand up (approximately 6 seconds) until the shade beeps, the LED briefly flashes GREEN, and the shade moves slightly. The beep and the movement of the shade indicate the upper limit has been set. ■ The shade's LED should continue to blink fast RED. ■ Release the wand. <p>Set Lower Limit</p> <ul style="list-style-type: none"> ■ Move the shade to the desired bottom limit position. See “Operate the Shade” on page 13. ■ With the shade stationary, pull and hold the wand down (approximately 6 seconds) until the shade beeps twice, the green LED flashes twice and the shade jogs up to indicate the lower limit has been set. ■ The shade's LED should now be turned off, indicating the shade is ready for normal operation. ■ Release the wand. <p>If the shade stalls prior to reaching the bottom limit ordered, please contact Hunter Douglas.</p>

Removing the Shade (If Necessary)

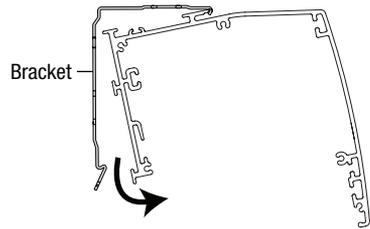
■ **SoftTouch™ Motorization Shade Only.**

Disconnect the power.

- Insert the tip of a flat head screwdriver into the screwdriver slot provided on the bracket.
- Push the screwdriver toward the window to release the cassette.



- Roll the cassette forward and then down to remove.



Cleaning Procedures

The following options are available if your shade needs cleaning.

Dusting

- Dust regularly with a feather duster.

Vacuuuming

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

Compressed Air/Hair Dryer (Cool Setting)

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

Injection/Extraction Method

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



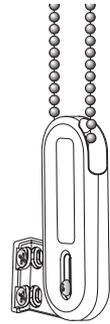
WARNING

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

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

Cord Loop Shades

- **Attach the cord tensioner on the cord loop to the wall or window casement. See “For Custom Clutch Shades — Attach the Universal Cord Tensioner” on page 8. This can prevent children from pulling cord loops around their necks.**
- **Hunter Douglas provides a cord tensioner installation kit with instructions for attaching the cord tensioner. For the shade to operate properly, the cord tensioner must be correctly mounted and secured.**
- **Fasteners provided in this kit may not be appropriate for all mounting surfaces. Use appropriate anchors for mounting surface conditions.**
- **Only Hunter Douglas supplied cord tensioners and hardware should be used. Replacement parts may be obtained by contacting the Hunter Douglas Consumer Support at 1-888-265-8000.**



NOTE: The warning labels on the bottom rails of corded window coverings contain important safety information. These warning labels are designed to be permanent, in accordance with the industry's safety standards, and must not be removed.

LIFETIME GUARANTEE

The Hunter Douglas® Lifetime Guarantee is an expression of our desire to provide a thoroughly satisfying experience when selecting, purchasing and living with your window fashion products. If you are not thoroughly satisfied, simply contact Hunter Douglas at (888) 501-8364 or visit hunterdouglas.com. 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

