

SHADE WARRANTY

WHAT IS COVERED BY THIS WARRANTY?

This shade is warranted against defects in materials and workmanship, provided that:

1. The product was installed according to the product instructions.
2. Our recommendations were followed regarding limitations and specifications of the product.

We reserve the right to determine if your shade warrants a repair or partial replacement of any parts. If necessary, we will replace your shade with a new shade of equal or superior value. This shall be your sole remedy under this warranty.

All motors, remote controls and wand motors are warranted for a period of five years from the date of purchase.

WHO IS COVERED BY THIS WARRANTY?

This warranty applies only to the original retail purchaser with proof of purchase in the USA.

WHAT IS NOT COVERED BY THIS WARRANTY?

Your shade may also show some fading and discoloration over time. This is not considered a defect for the purposes of this warranty.

This warranty does not cover the removal or installation of original or replacement shades. This warranty does not cover damage or defects caused by, or resulting from improper maintenance, neglect or improper use, wear and tear, abuse, neglect accidents, alteration, commercial use, installation, removal or reinstallation or exposure to excessive moisture.

Failure to follow the proper installation, charging and use instructions will invalidate the warranty for motors, remotes and wand motors.

YOUR RIGHTS UNDER STATE LAW

This warranty gives you specific legal rights. You may also have other rights which may vary from State to State. In no event shall we be liable for incidental or consequential damages or for any other direct or indirect damage, loss, cost, expense or fee. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty is exclusive and in lieu of all other obligations, liabilities or warranties.

If you have any questions or concerns, please contact Customer Service.

Installation Manual NATURAL SHADES

Thank you for purchasing custom natural shades. With proper installation, your shades should look beautiful and provide years of service. Please check all parts and review this manual before starting installation.

Keep this manual after your shades are installed and operating correctly. It contains important troubleshooting instructions for your shades.

SHADE CARE AND CLEANING

Shade maintenance is important and simple. Follow these tips to get the longest life out of your shades.

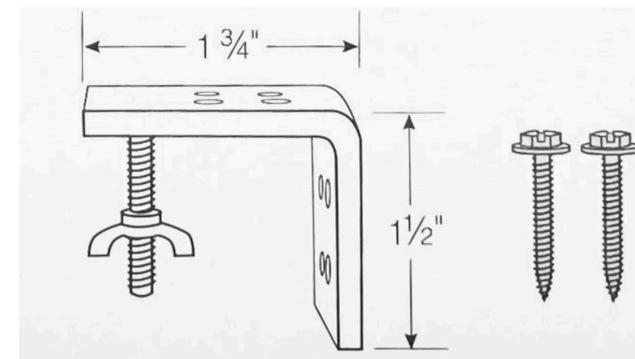
When dusting is required, use something gentle. We recommend a vacuum brush or a duster.

If there are wrinkles in your shade, you can use a hand-held steamer to smooth everything back out. Avoid direct contact with the shade by holding the steamer at least 6" from the fabric.

If spot cleaning is required, use only water or a very mild detergent. Cleaning the shade in its entirety can cause it to shrink or leave water spots. By spot cleaning, you avoid getting the shade too wet and affecting the overall quality of the shade.

Following these tips will help to extend the life of your shades and ensure that they stay beautiful for years to come.

MOUNTING HARDWARE:



Mounting Bracket and Screws

<i>Ordered Width</i>	<i>Brackets Supplied</i>
Up to 40"	2 Brackets
Between 40" and 67"	3 Brackets
Between 67" and 96"	4 Brackets

TOOLS THAT MAY BE REQUIRED:

Pencil, Tape Measure, Drill/ Impact Driver*, Screwdriver, Level, and Step Stool

*Depending on hardware placement, an extended length driver/bit will enable easier installation around the threaded post on the bracket.

INSTALLING YOUR NATURAL SHADE

NOTE: For wallboard or plaster, use anchors designed for hollow walls (not included). For concrete, stone, and brick, use a masonry drill bit and masonry anchors (not included).

Before installing your shade, check that the cords are not wrapped around anything. All cords on the back of the shade should be in matching vertical alignment, with no knots or wraps. If installing clutch shades, the control on the front of the shade should also have no knots or wraps.

OPTION A: FACE MOUNT

Your natural shade will come with brackets for face mounting [Figure 1].

1. Center your shade on its corresponding window and mark in pencil where the slots in the head rail fall. Make sure the shade is level while marking.
2. Position the brackets within the marked slot locations, and screw into place. Use a level to confirm the brackets are aligned and straight.
3. Remove the wing nuts from the threaded posts and install the shade by sliding the bracket's threaded posts through the slots in the head rail. Re-attach the wing nuts, screwing them on tightly to hold the head rail firmly in place. Check that the installed shade is level.

OPTION B: TOP MOUNT

Your natural shade will come with brackets for top mounting [Figure 2].

Shades that are top mounted can be installed using the mounting bracket as outlined in Option A, or can be installed without brackets following the steps below.

1. Locate the installation slots in the head rail.
2. Holding the shade in place in its installation position, use the mounting bracket installation screws to screw directly through the shade head rail into the mounting surface [Figure 3].

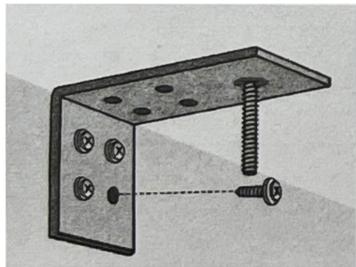


Figure 1: Face Mount

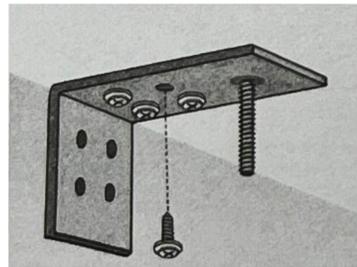


Figure 2: Top Mount

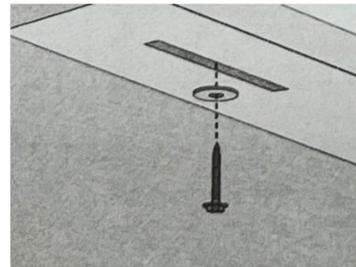


Figure 3: Through Head Rail

CLUTCH CONTROLS: see Cord Tensioner installation instructions (included separately).

CORDLESS CONTROL: see next page for troubleshooting instructions.

WAND CONTROL: see Motorization User Manual for operation and troubleshooting instructions (included separately).

REMOTE CONTROLS: see Motorization User Manual for operation and troubleshooting instructions (included separately).

TROUBLESHOOTING SHADES

SHADE IS NOT LIFTING EVENLY

All Shade Types:

1. Check the cording and rings on the back of the shade.
2. Confirm that all rings are sewn at matching heights and level across the shade, that all cords are running through the rings and there are no obstructions on or around the cord, cord shrouds, or rings.
3. Make sure nothing is caught, and there are no knots or snags in the cords, the cord shrouds or the rings. The lift cords should be running through both the rings and the cord shroud. Raise and lower several times after making any adjustments.

Motorized Shades:

1. Check how the cords are being wound onto the spools on the tube located on the shade head rail as the shade lifts and lowers. Make sure there are no snags and the cord is wrapping the same direction around each spool [Figure 4].
2. Check that all lift cords are running identically through the top grommet, and that all cords have a similar tension and placement at the knot wrapping the spool.
3. Check that the cord does not interfere with the set screw or the collar on the spool.

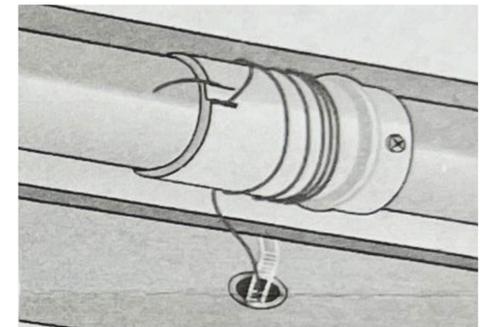


Figure 4: Motor Tube and Spool