Troubleshooting and trade secrets

If there is a problem
Find problems with a Roman shade by looking at the back side of the shade. The side facing the window may have strings, hooks, rings and pulleys. Look for missing or broken rings. Look for strings missing, twisted, knotted or disconnected from the bottom rings. Check the cord and make certain that the roller is working.
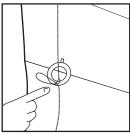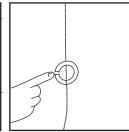
Problem #1
The shade is wrinkled.
Solution: You can use a steamer to carefully steam your shade.

Problem #2
When you pull the shade the folds are uneven or one side is not level with another.
Solution: Check the strings for tension while the shade is up, down and in motion. Look behind the shade and move it up and down. Watch the motion of all of the strings and the cord. Put the shade completely down and check if the lengths of the strings on the back are even and the strings are not twisted or knotted. If the string lengths do not match try adjusting the strings until they are even lengths.
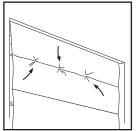

Troubleshooting and trade secrets

Problem #3
Your shade is folding well but the fabric is making bubbles.
Solution: Put the shade completely down. Simply pull on both sides of each fold simultaneously with your hands. Pull along the plastic weight bars that divide the folds.
See if the problem goes away by raising the shade using the cord. Repeat if necessary.

Any other problems or questions:
We are here to help you resolve any issues or answer any questions.
Simply email us:
support@loganovashades.com

Please take a photo or video of your problem to make the process faster.

You can also visit our youtube channel for the troubleshooting and care advice.

www.youtube.com/LOGANOVA

⚠ Warning

STRANGLING HAZARD
Keep cords and chains out of children's reach. Move cribs, playpens, and other furniture away from cords and bead chains.

• Attach tension device to wall or floor. This can prevent children from pulling cords and bead chains around their necks. Fasteners provided with the tension device may not be appropriate for all mounting surfaces. Use appropriate anchors for the mounting surface conditions.

• Do not remove looped cord from cord shroud.

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Installation and Care

LOGANOVA™
S H A D E S

Congratulations on your choice of an elegant

LOGANOVA Fabric Roman Shade

Please take a moment to review the following installation and care guide

For ease of installation, leave your shade in its folded position

RECOMMENDED TOOLS

Pencil

Tape measure

Level

Screw driver

Step stool

Drill

INCLUDED COMPONENTS

Brackets

Drywall plugs (if needed)

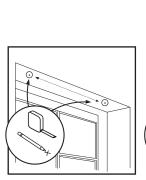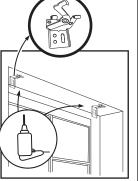Screws

Side returns for outside mount

Safety chain tensioner

Spare rings for shade cords
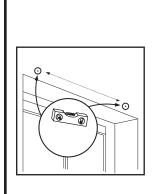
INSTALL BRACKETS

Install Inside Mount:

Install each bracket with the lever pointing out toward the room. Position the bracket inside the top of the window frame 4" to 5" from each side and ¼'' in toward the window.
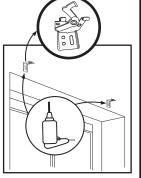
Install Outside Mount:

Install the brackets using the drywall plugs (if needed) and screws provided. Consider installing the brackets 3'' to 5'' from the inside of the window frame's side outer edge and at least 1.5'' to 2'' above the top outer edge.
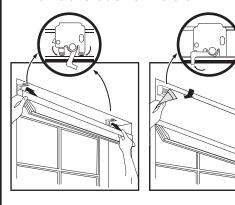
INSTALL THE SHADE
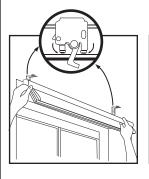
Inside Mount:

- Insert the roman shade mechanism into the brackets.
- Take the fabric shade off the velcro just enough to close the levers on the brackets.
- Close the levers.
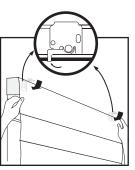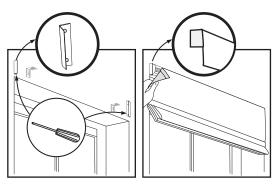- Put fabric back on velcro

Outside Mount:

- Insert the roman shade mechanism into the brackets.
- Take the fabric shade off the velcro just enough to close the levers on the brackets.
- Close the levers.
- Install side returns (look next panel of this manual).

INSTALL SIDE RETURNS FOR OUTSIDE MOUNT

- The returns are special hardware items that allow you to cover the sides of the mechanism for aesthetic reasons.
- Install the brackets and the shade.
- When shade is on, measure the position of the returns by holding the return on the side of the shade. There should be 1/8'' between the shade side and a return inside panel.
- Mark the position of the return with pencil, do the same on the other side of the shade.
- Install shade back and put the fabric sides on the velcro strips of the return.

INSTALL CORD TENSIONER

Install the chain tensioner to a flat surface, so the chain is taut but not stretched. Be sure not to twist or cross the chain. Attach the tensioner to the window sill or the inside of the window frame.