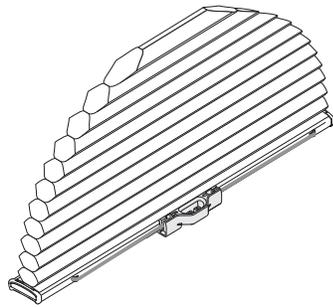


# HunterDouglas

Installation    Operation    Care



Duette<sup>®</sup> Honeycomb Shades

EasyView<sup>®</sup> Arch

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**Questions?**

Call the Hunter Douglas Customer Information Center at  
**1-888-501-8364.**



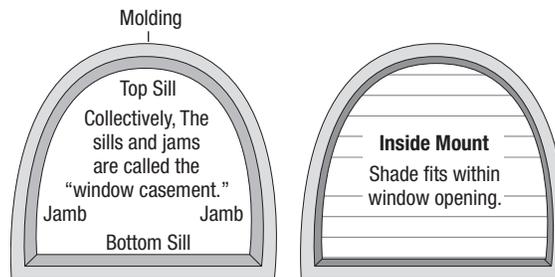
## GETTING STARTED

### Introduction

Thank you for purchasing Hunter Douglas Duette® with EasyView® Arch honeycomb 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.

### Mounting Types And Window Terminology

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



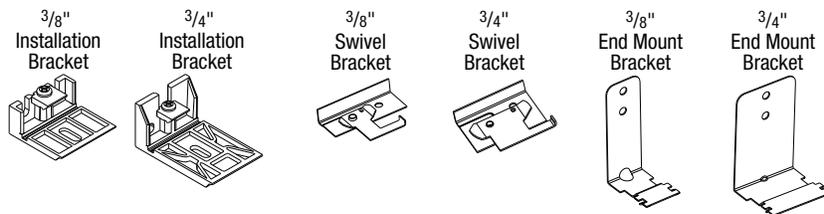
### Installation Components Needed

Check the packaging to be sure you have all the components needed to install your shade. Keep the packaging until the shade performs to your satisfaction.

### Required Components

■ **Installation Brackets.** The number of installation brackets required varies with shade width, as shown in the table. Your order will include the following types of installation brackets.

Shade Width	Brackets Required	Center Brackets
12" – 29 <sup>7</sup> / <sub>8</sub> "	2	0
30" – 72"	2	1



**IMPORTANT:** For illustration purposes, the 3/4" installation brackets are shown throughout the following instructions. The 3/8" brackets follow these same installation procedures.

## GETTING STARTED

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### Tools And Fasteners Needed

- Flat blade and Phillips screwdriver
- Measuring tape and pencil
- Power drill,  $\frac{3}{32}$ " drill bit, and a  $\frac{1}{4}$ " hex driver
- Level
- Utility Knife

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.
- **Longer #6 Hex Head Screws (Not Provided).** These are needed if you are mounting the shade to a surface that will not provide enough grip for the supplied hex head screws.
- **Wall Anchors (Not Provided).** If mounting into drywall, you will need wall anchors to ensure a secure installation.



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

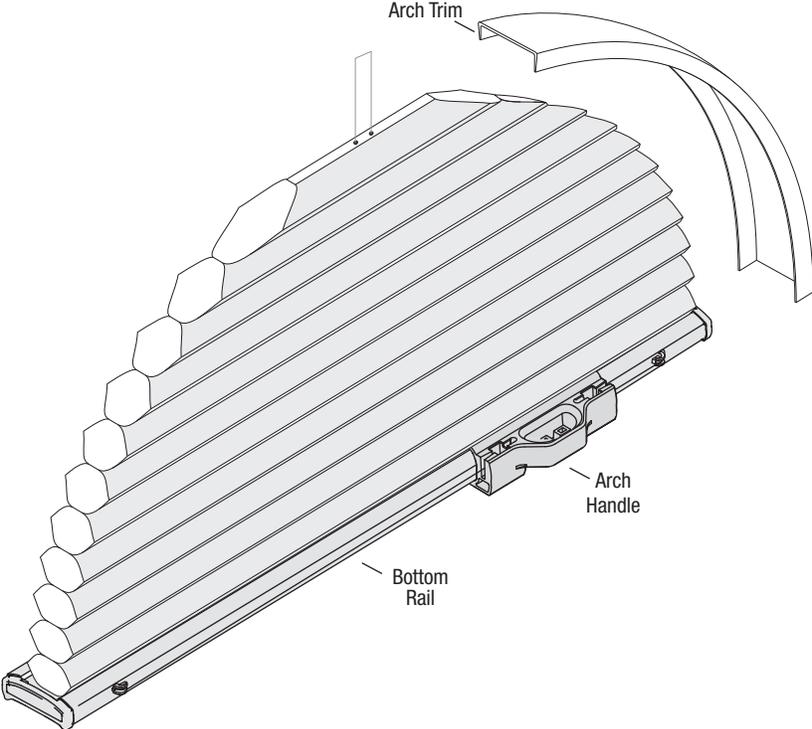


Longer #6 Hex Head Screw  
(Not Provided)



Wall Anchor Or  
Expansion Bolt  
(Not Provided)

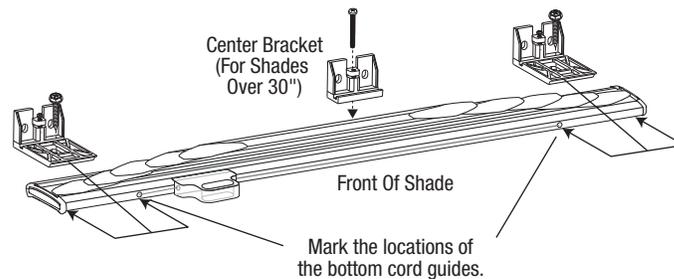
Product View



## INSTALLATION

### Mount The Installation Brackets — Inside Mount

- Place the shade in the window.
- Mark the mounting surface below the two bottom cord guides.
- Find the center point between the mark made in the previous step and the window jamb. This is the center point of the installation bracket.
- Center each installation bracket on the marks and mark the location for the screw hole.



- The depth required for the minimum mounting surface and for a fully recessed mount depends upon the width of the rail.

- The depth required for minimum mounting or fully recessed mounting will vary depending on the pleat size of the fabric. Refer to the chart for depth requirements.

Bracket Type	Minimum	Fully Recessed
3/8" Standard	1"	1 5/8"
3/4" Standard*	1 1/4"	2 3/8"
3/8" Swivel	1/2"	1 1/4"
3/4" Swivel	1/2"	2"

- Check that the mounting surface is level and the back of the brackets are aligned. Shim the brackets if necessary. (Shims not provided.)

\*Double and triple honeycomb fabrics use 3/4" bracket.

- For a shade over 30", center the center bracket and make sure the back of that bracket is aligned with the backs of the other installation brackets.

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

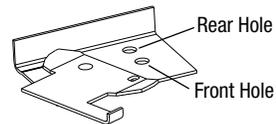
**IMPORTANT:** If you are fastening the installation brackets into drywall only, be sure to use wall anchors and follow the instructions provided with the anchors. (Anchors not provided.)

- Fasten each installation bracket to the mounting surface using the hex head screw provided.

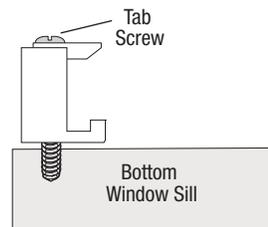
## INSTALLATION

**IMPORTANT:** The  $\frac{3}{4}$ " swivel installation bracket has two holes in the bracket:

- Use the front hole if a  $1\frac{1}{4}$ " mounting depth is available.
- Use the rear hole if the mounting depth is between  $\frac{1}{2}$ " and  $1\frac{1}{4}$ ".



- **For a shade over 30".** Use the tab screw to mount the center bracket to the pre-drilled hole in the bottom sill.

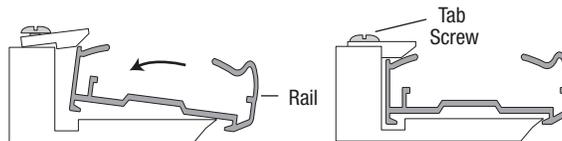


### Install The Shade

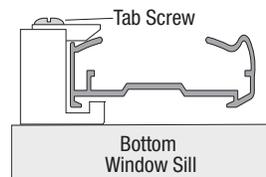
**CAUTION:** Be very careful not to damage or wrinkle the fabric during the installation process.

### Standard Installation Bracket Shade

- Place the front lip on each bracket into the front groove on the bottom of the rail.
- Push on the rail until it snaps into place. Make sure no fabric is caught between the tab and the rail.



- Hand tighten the tab screw on each bracket. Do not overtighten. To access the tab screw, gently move the fabric forward, if necessary.
- For a shade over 30", install the bottom rail into the center bracket.

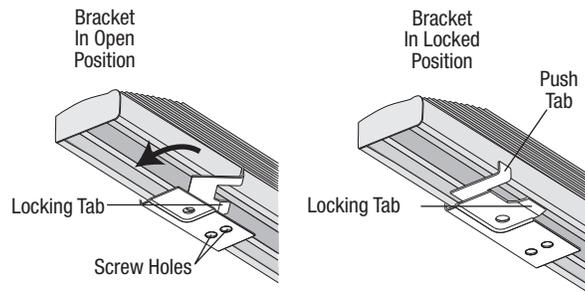


## INSTALLATION

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### Swivel Bracket Shade

- Place the swivel brackets in the open position.
- Place the headrail against the back of the installation brackets.
- Rotate the swivel arm to snap the locking tab under the headrail.
- The shade is locked when the push tab is against the headrail.

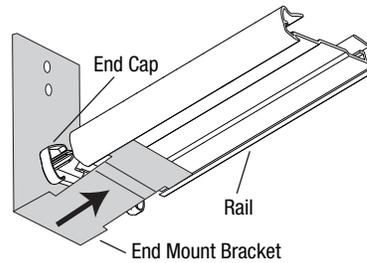


### Installation with Specialty End Mount Bracket

**IMPORTANT:** The specialty end mount brackets can only be use on shades up to 30".

When specialty end mount brackets are used, the bracket ends point up toward the top of the arch.

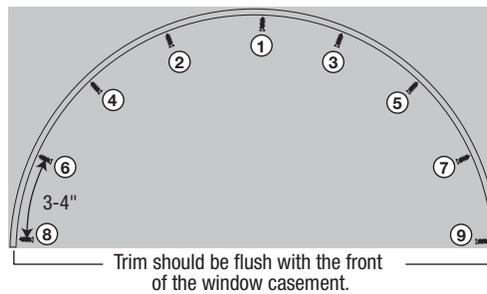
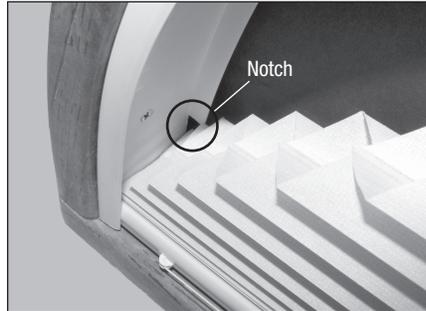
- Slightly pull out the end caps and slide the brackets into the rail. The end caps are reattached as the brackets slide onto the rail.
- Hold the shade assembly in the window opening and mark the holes for the installation bracket screws.
- Remove the shade and drill the mounting screw holes.
- Position the shade assembly in the window opening.
- Gently pull the fabric forward to expose the drill holes and mount the brackets to the mounting surface.



**Install The Arch Trim**

The arch trim is installed on either side of the rail.

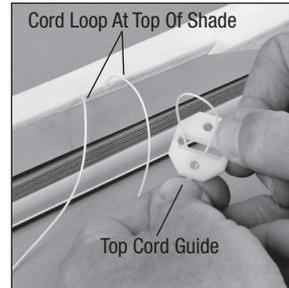
- To size the trim, position it along the entire curved surface, inside the window frame.
- Mark where to trim the arch trim. The ends of the trim should rest on the bottom of the window casement.
- If necessary, trim the arch trim to the correct length using a utility knife.
- For a shade with a wider rail, cut a notch into the bottom back of the arch trim to accommodate the rail.
- Place the trim back into the casement and line up the trim with both ends of the casement, flush with the front of the casement.
- Install all screws in the center of the trim and flush with the trim.
- Holding the trim in place, screw the trim into the top of the casement.
- Install the bottom pair of screws 3" to 4" from the bottom edge, as shown. Space the rest of the screws evenly above them.



## INSTALLATION

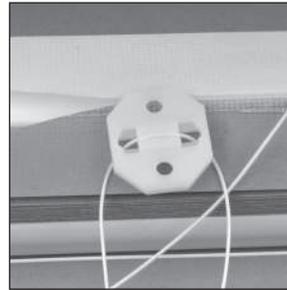
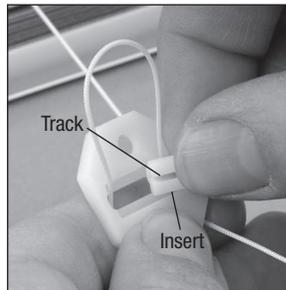
### Attach The Top Cord Guide

- Thread the cord loop, at the top of the arch, up through the center of the top cord guide.



- Put the insert into the top cord guide as shown below.

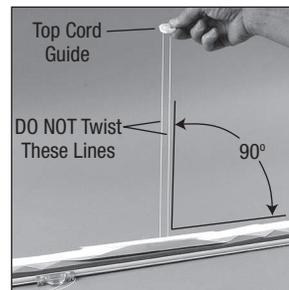
- Seat the cord into the "track" of the insert.



- Line up the front of the guide with the front of the casement directly above the shade so the bottom rail and cords form a 90° angle. The guide should reach the top casement with the cords taut.

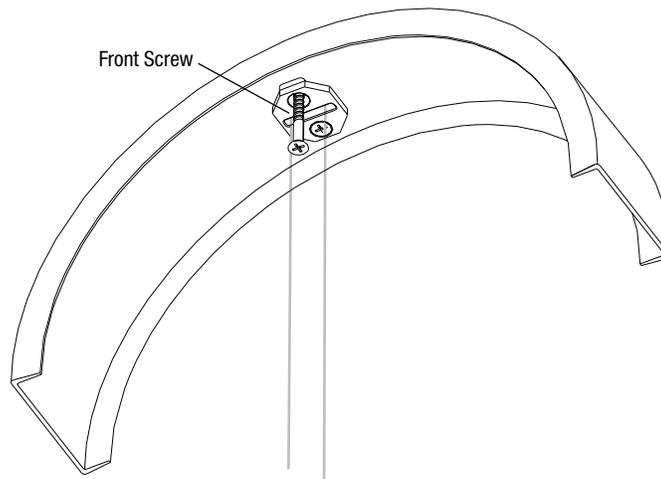
**CAUTION:** DO NOT twist the lift lines going to the top cord guide or the shade will not be able to close all the way.

- Mark and drill the back hole of the guide.
- Put a screw in the back hole only.



## INSTALLATION

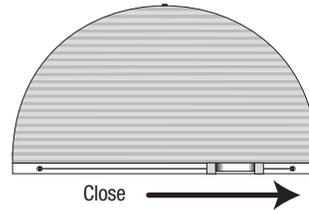
- Check the cord guide placement by moving the handle to raise the shade by moving it to the right. Determine if the center cord guide is in the correct location by watching the fabric rise. If necessary, readjust the location of the center cord guide and raise the shade again to check alignment.
- When the shade operates correctly, drill, and fasten the front of the top cord guide with the other screw.



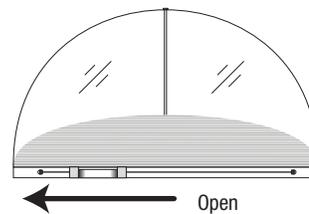
## OPERATION

### Shade Operation

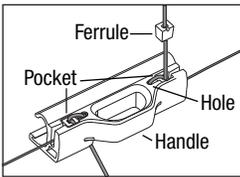
To close the shade, slide the arch handle to the right.

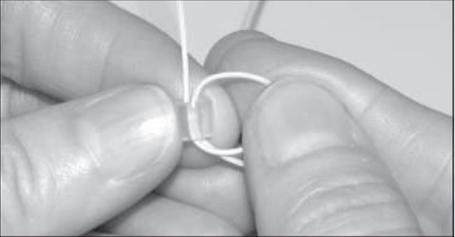


To open the shade, slide the arch handle to the left.



### Troubleshooting

Problem	Solution
The top cord guide does not reach the top window sill (decrease tension).	<p data-bbox="641 1039 1112 1066"><b>Decrease Tension And Lengthen The Center Cord</b></p> <ul data-bbox="641 1081 1226 1312" style="list-style-type: none"><li>■ Lower the shade by pulling the handle all the way to the left position.</li><li>■ Pull out the cord from the right hole next to the pocket (as shown).</li><li>■ Pull up on the cord to pull out the rectangular ferrule from the pocket.</li></ul> <div data-bbox="669 1318 909 1495"><p data-bbox="690 1333 901 1480">A technical diagram of the handle mechanism. It shows a rectangular handle with a hole on its right side. A cord is threaded through the hole, and a rectangular ferrule is attached to the end of the cord. The ferrule is shown being pulled out of a pocket in the handle. Labels include: Ferrule, Pocket, Hole, and Handle.</p></div> <div data-bbox="917 1281 1226 1474"><p data-bbox="925 1291 1218 1470">A close-up photograph of the handle mechanism. It shows the rectangular handle with the hole and the cord. A pair of tweezers is used to pull the rectangular ferrule out of the pocket. The cord is visible passing through the hole.</p></div> <ul data-bbox="641 1522 1226 1669" style="list-style-type: none"><li>■ Slacken the ferrule cord by a 1/4" to decrease the tension.</li><li>■ After adjustments are complete, reverse the previous steps to re-route the cord. Be sure to wrap the cord around the ferrule and lay it in the groove before inserting it into the pocket.</li></ul>

<b>Problem</b>	<b>Solution</b>
<p>The shade has a droopy cord or the shade will not stay up (increase tension).</p>	<p><b>Increase Tension And Shorten The Center Cord</b></p> <ul style="list-style-type: none"> <li>■ Close the shade by moving the handle all the way to the right.</li> <li>■ Remove the cord from the ferrule. Note that the cord is wrapped once around the ferrule and lays in the notch in the ferrule.</li> <li>■ Pull on the cord by a 1/4" to increase the tension (for a shade that may have a "droopy" cord).</li> <li>■ After adjustments are complete, reverse the previous steps to re-route the cord. Be sure to wrap the cord around the ferrule and lay it in the groove before inserting it into the pocket.</li> </ul>  <ul style="list-style-type: none"> <li>■ Test the shade operation.</li> </ul> <p><b>CAUTION:</b> DO NOT trim the cord until you are satisfied with the operation of the shade.</p> <ul style="list-style-type: none"> <li>■ After routing the cord into the finishing hole, trim the extra cord under the handle.</li> </ul>

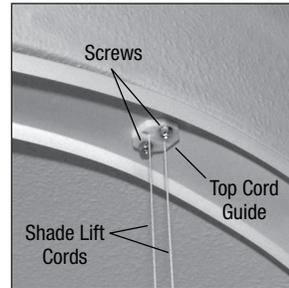
## OPERATION

Problem	Solution
<p>The fabric rubs against the window casement while opening or closing the shade.</p>	<p><b>Adjust The Shade</b></p> <p>Before trimming the shade, be sure that:</p> <ul style="list-style-type: none"><li>■ The bottom rail is level. Shim it if necessary.</li><li>■ The top cord guide is directly above the center of the shade. The top cord guide not being correctly placed is indicated by the shade rubbing on the window casement on one side but not on the other.</li></ul> <p><b>Trim The Shade</b></p> <p><b>CAUTION:</b> Trimming the shade permanently alters the shade. Your shade was made to a template for your window. Be sure you have exhausted all other adjustment possibilities before trimming the shade.</p> <p>Trim the shade if the fabric rubs against the window casement at any point while opening or closing the shade.</p> <ul style="list-style-type: none"><li>■ With the shade raised, note the area(s) where the fabric cells are rubbing.</li><li>■ Gently pull the fabric forward in that area out of the window casement.</li><li>■ Pull the fabric taut against the casement.</li><li>■ Cut small sections of fabric from the rubbing area. Be careful not to cut away too much fabric. Trim following the curve of the arch.</li><li>■ Gently push the fabric back into place.</li><li>■ Open and close the shade, checking to see if the fabric still rubs. Check the fit after each cut. If needed, repeat the trimming process until the fabric raises and lowers without rubbing.</li></ul>



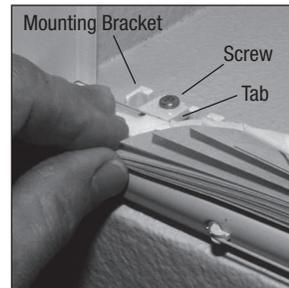
### Removing The Shade

- Lower the shade completely.
- Remove the two screws securing the top cord guide in place.

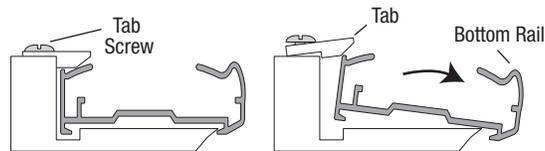


### Removing The Shade From Standard Installation Brackets

- Loosen, but do not remove, the screws holding the shade onto the installation brackets. For a longer shade, there may be a center installation bracket.



- With the tabs on the installation brackets loose, rotate the bottom rail up and pull the shade away from the installation brackets.

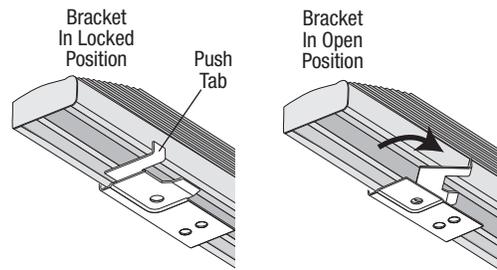


## CARE

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### Removing The Shade From Swivel Brackets

- Pull the push tabs to the open position.



- Pull the bottom rail of the shade out of the window.

### Removing The Shade From End Mount Brackets.

- Lower the shade completely.
- Remove the screws from both end mount brackets.
- Remove the shade, with the end mount bracket attached, from the window.

## **Cleaning Procedures**

Hunter Douglas honeycomb shades are made of an anti-static, dust-resistant fabric which repels dirt and dust. For most honeycomb fabrics, the following options are available if your shade needs cleaning.

### **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.

**CAUTION:** Do not vacuum Architella® Elan™ or Architella Elan Eclipse™ fabrics.

### **Compressed Air/Hair Dryer (Cool Setting)**

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

### **Spot-Cleaning**

- 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 gone. Do not rub the fabric.
- Allow the shade to dry in the completely lowered position.

**CAUTION:** Do not spot-clean Batiste, Opalescence™, or Royale fabrics.

### **Bathtub Cleaning/Water Immersion**

- Immerse the shade in a basin or bathtub filled with a mild detergent. Never immerse the headrail into the solution.
- Rinse with clean water.
- Before removing from the rinse water, fully raise the shade and tilt it to allow excess water to drain off.
- Reinstall the damp shade, lower it, and let it dry completely.

**CAUTION:** Do not immerse Commercial, Royale, and all opaque fabrics.

## **CARE**

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### **Ultrasonic Cleaning**

- Some honeycomb fabrics can be ultrasonically cleaned by a professional.
- Specify that a mild detergent solution be used.
- Never immerse the headrail into the solution.
- Dry the shade completely in the lowered position.

**CAUTION:** Do not ultrasonically clean Commercial, Opalessence™, or all opaque fabrics.

### **Injection/Extraction Cleaning**

- This type of professional cleaning injects a cleaning solution into the fabric and extracts the dirty solution in the same motion.
- A dry method of injection/extraction is required for Architella®, Commercial, Opalessence, Panache™, and any opaque fabrics.
- If using injection/extraction for Batiste fabrics, specify that no chemicals are used (water only).
- Never immerse the headrail into the solution.



# **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**.

- Always keep cords out of the reach of children.
- Move cribs, playpens and other furniture away from cords. Children can climb furniture to get to cords.

## LIFETIME GUARANTEE

The Hunter Douglas Lifetime Guarantee is designed to ensure a thoroughly satisfying experience when selecting, purchasing and living with your window fashion products. If you are not thoroughly satisfied, simply contact Hunter Douglas Inc. at **1-888-501-8364** or visit **hunterdouglas.com**.

### COVERED

BY A LIFETIME LIMITED WARRANTY

- Hunter Douglas window fashion products are covered for defects in materials, workmanship or failure to operate
- Operational cords for a full 7 years from the date of purchase (applies to products sold after January 1, 2008)
- All internal mechanisms
- Components and brackets
- Fabric delamination
- Hunter Douglas PowerRise®, PowerTilt™ and PowerGlide® 2.0, all with Platinum Technology™, and all other Hunter Douglas motorization components are covered for 5 years from date of purchase
- Repairs and/or replacements will be made with like or similar parts or products

### 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) or discoloration over time (with the exception of EverWood® Collection alternative wood blinds which carry a "Satisfaction Guarantee" covering fading, yellowing, warping and bowing for the life of the product)
- Failure to follow our instructions with respect to measurement, proper installation, cleaning or maintenance
- Shipping charges, cost of removal and reinstallation

For further details, see the warranty card included with your order.

### TO OBTAIN WARRANTY SERVICE

1. Contact your original dealer (place of purchase) for warranty assistance.
2. Visit **hunterdouglas.com/customersupport** for additional warranty information and frequently asked questions.
3. Contact Hunter Douglas Inc. at **1-888-501-8364** (9:00 AM - 8:00 PM EST) for technical support, certain parts free of charge, for assistance in obtaining warranty service or for further explanation of our warranty.

# HunterDouglas

hunterdouglas.com

