

# HunterDouglas

Installation • Operation • Care



## Duette® and Applause® Honeycomb Shades

EasyRise™ Lifting System

# CONTENTS

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## Getting Started:

Product View .....	1
Tools and Fasteners Needed .....	2

## Installation:

Installation Overview .....	3
Mount the Installation Brackets — Inside Mount .....	4
Mount the Installation Brackets — Outside Mount .....	5
Mount the Installation Brackets — End Mount .....	7
Install the Shade .....	8
Attach Hold-Down Brackets (Optional) .....	8
Attach the Universal Cord Tensioner(s) .....	9
Level the Bottom Rail (If Necessary).....	9

## Operation:

Operate the Shade .....	10
Troubleshooting .....	11

## Care:

Removing the Shade (If Necessary) .....	13
Cleaning Procedures .....	13

## Child Safety:

Warning .....	15
Cord Loop Shades.....	15

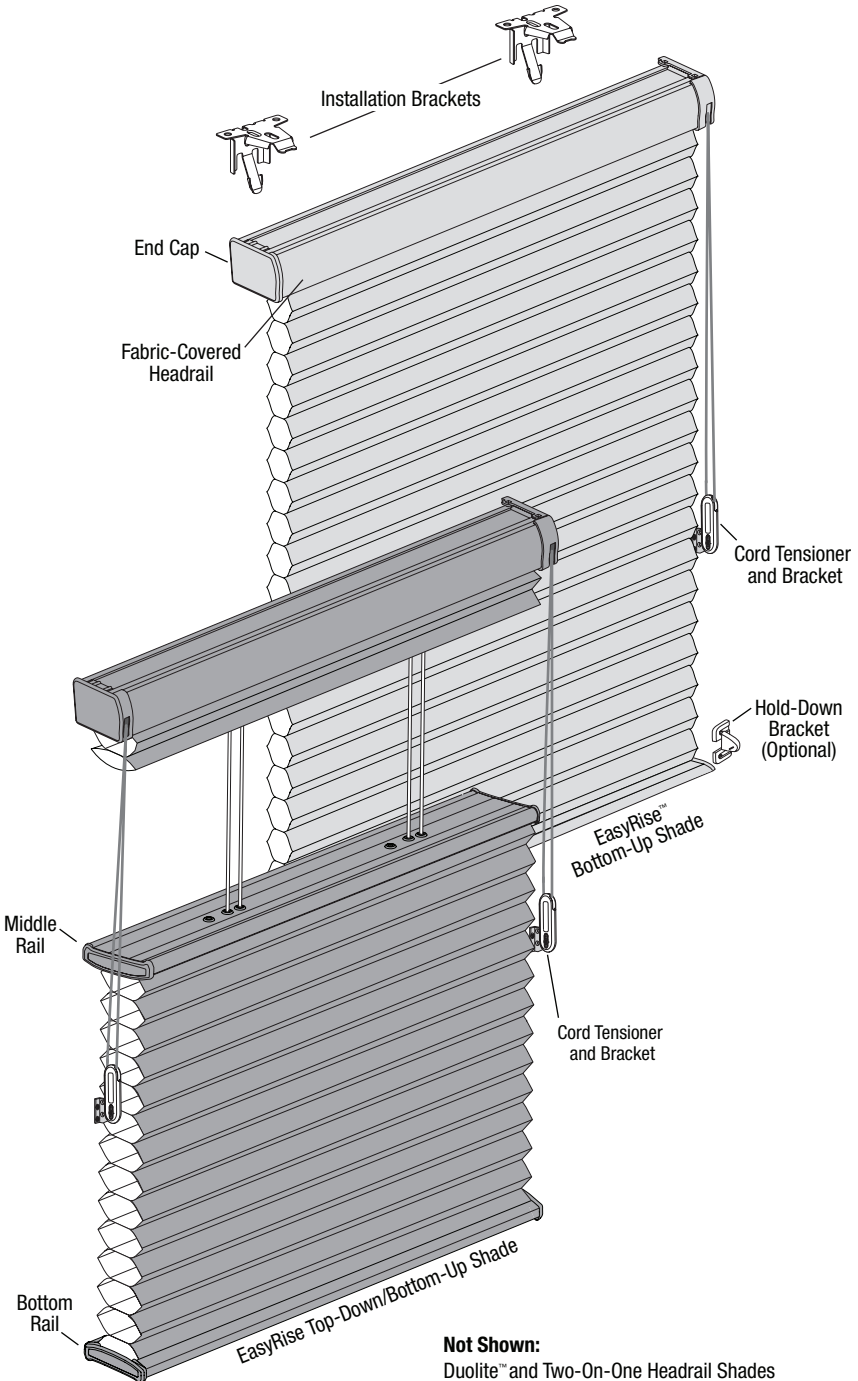
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## Questions?

Contact a Customer Service representative at  
**1-800-727-8953.**



Product View



## GETTING STARTED

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Thank you for purchasing Hunter Douglas Duette® or Applause® EasyRise™ 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. If your shade has a protective plastic cover on the fabric-covered headrail, keep the plastic in place until the shade is installed.

### Tools and Fasteners Needed

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

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

- **#6 Hex Head Screws (Provided).** Two 1½" screws are provided per installation bracket.
- **Longer #6 Hex Head Screws (Not Provided).** If using spacer blocks, use #6 screws long enough for a secure attachment.
- **#6 Flat Head Screws (Provided).** If end mounting the shade, use two 1½" screws per installation bracket.
- **Speed Nuts and Screws (Provided).** Extension brackets come with speed nuts and screws.
- **Drywall Anchors (Not Provided).** Use drywall anchors when mounting into drywall.



#6 x 1½"  
Hex Head Screw  
(Provided)



Longer #6 Hex Head Screw  
for Use with Spacer Blocks  
(Not Provided)



#6 Flat Head Screw  
for Use with End Mounts  
(Provided)



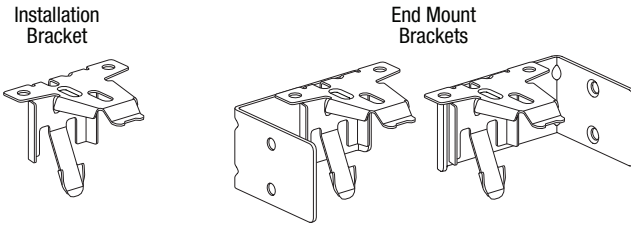
Speed Nut  
and Screw  
(Provided with Each  
Extension Bracket)

**Installation Overview**

■ Your order will include the correct number of installation brackets for your shade width, as shown in the table.

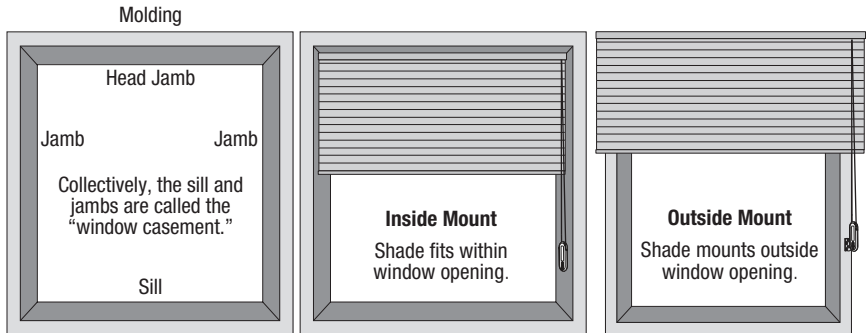
- There are two sizes of installation brackets, one for 3/8" and 3/4" pleat sizes and a larger one for 1 1/4" pleat size.
- For end mounts, only two brackets are used up to the maximum width of 72".

Shade Width	Brackets Required
12" – 36"	2
36 1/8" – 72"	3
72 1/8" – 108"	4
108 1/8" – 144"	5
144 1/8" – 174"	6



**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.



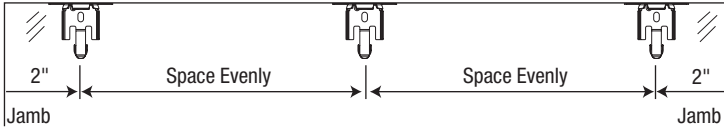
Refer to the appropriate page below based on your order:

- **Inside Mount — Page 4**
- **Outside Mount — Page 5**
- **End Mount — Page 7**

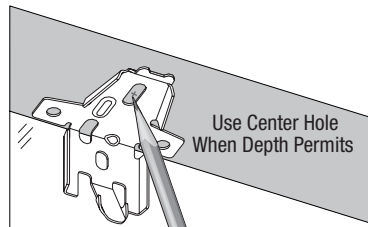
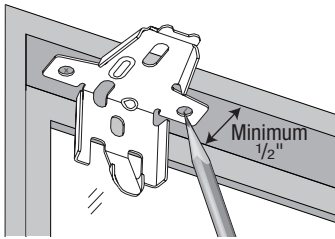
## INSTALLATION

### Mount the Installation Brackets — Inside Mount

- Measure 2" 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 location of the screw holes.
  - The minimum casement depth for mounting the installation brackets is  $\frac{1}{2}$ ". With shallow mounting depths, mark both of the winged screw holes.
  - The minimum casement depth for a fully recessed mount is  $2\frac{1}{4}$ " for  $\frac{3}{8}$ " and  $\frac{3}{4}$ " pleat sizes; and 3" for the  $1\frac{1}{4}$ " pleat size. Mark the center screw hole when depth permits.

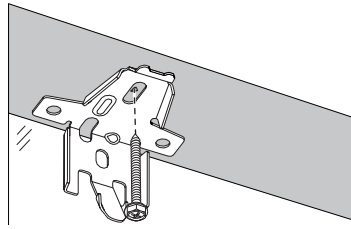
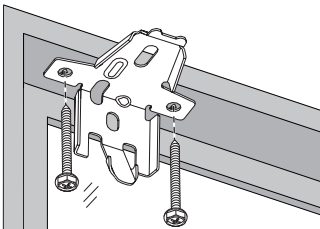


**IMPORTANT:** The front edges of the brackets must be level and aligned to each other.

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

**IMPORTANT:** Use drywall anchors when mounting into drywall.

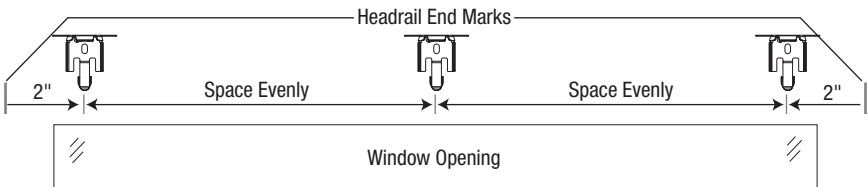
- Use a level to check that the mounting surface is level. Shim the brackets if necessary.
- Attach the installation brackets using the screws provided.



Proceed to "Install the Shade" on page 8.

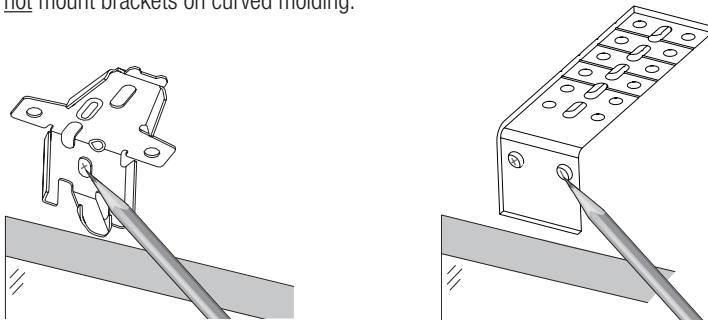
## Mount the Installation Brackets — Outside Mount

- Center the headrail over the window opening at the desired height. Use a pencil to lightly mark each end of the headrail on the mounting surface.
  - Alternatively, measure the width of the headrail and use that width to mark the headrail end points over the window opening.
- Mark 2" from each end of the headrail.
  - 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 installation brackets on your marks and mark the location of the screw holes.
  - A minimum flat vertical surface of 1 1/4" for installation brackets or extension brackets is required.
  - The top of the installation brackets or extension brackets should be at the desired height. The brackets should be level and aligned.
  - When using extension brackets, mark two screw holes per bracket.

**CAUTION:** The rear of the brackets must be flush against a flat mounting surface. Do not mount brackets on curved molding.



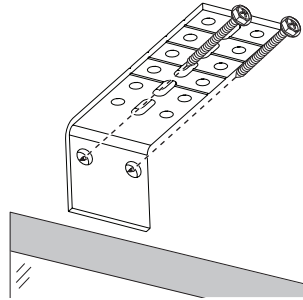
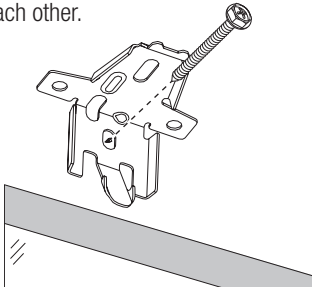
- Drill the screw holes using a 3/32" drill bit.

**IMPORTANT:** Use drywall anchors when mounting into drywall.

## INSTALLATION

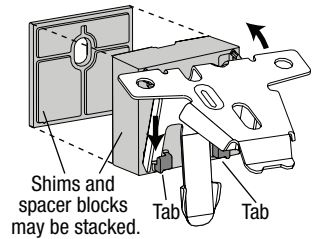
- Attach the installation or extension brackets using the screws provided.

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



- If using spacer blocks, first attach the installation bracket to the 1/2" spacer block before stacking additional spacer blocks together.

- Insert the legs of the installation bracket into the tabs on the spacer block.
- Then rotate the installation bracket back.



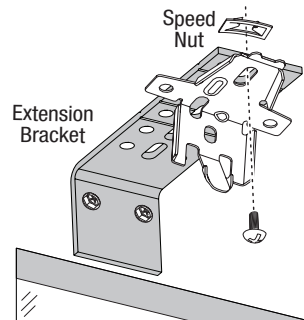
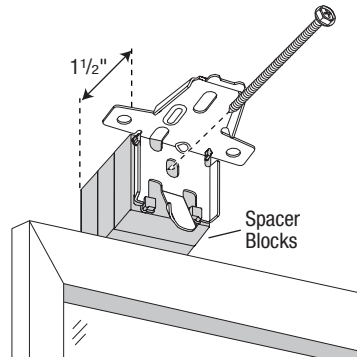
- Attach the spacer block installation bracket to a flat vertical mounting surface with a #6 mounting screw long enough for a secure installation.

- A maximum of 1 1/2" of spacer blocks per installation bracket is recommended.
- The top of the spacer blocks should be at the desired shade height.

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

**IMPORTANT:** Use drywall anchors when mounting into drywall.

- If using extension brackets, attach an installation bracket to the underside of each extension bracket using the provided screws and speed nuts.



Proceed to "Install the Shade" on page 8.



## Mount the Installation Brackets — End Mount

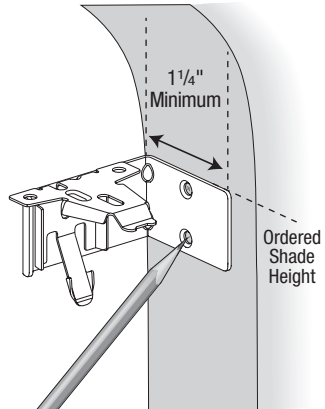
End mount the headrail when conventional mounting techniques will not work — for example, in an arched window opening.

- Position the end mount brackets so that the top of the attached installation brackets is at the ordered height of the shade.

**CAUTION:** Both brackets must be installed at the same depth and height.

- Mark both screw holes.

- The mounting surface must be vertical and flat, not part of an arched curve.
- Minimum mounting depth is 1 1/4" for 3/4" and 3/8" pleat sizes . Minimum mounting depth for a fully recessed end mount is 2 3/8" for 3/4" and 3/8" pleat sizes.
- Minimum mounting depth is 2" for the 1 1/4" pleat size. Minimum mounting depth for a fully recessed end mount is 3" for the 1 1/4" pleat size.

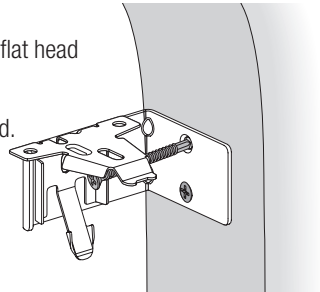


- Drill the holes using a 3/32" drill bit.

- Attach the end mount installation brackets using the flat head screws provided.

**IMPORTANT:** Drywall mounting is not recommended.

**IMPORTANT:** For instructions on installing an arch over a rectangular shade, see the *Installation, Operation, and Care* instructions that came with your arch shade.



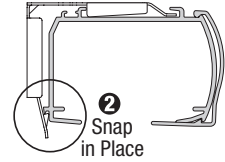
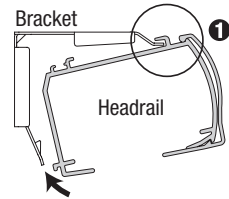
Proceed to "Install the Shade" on page 8.

## INSTALLATION

### Install the Shade

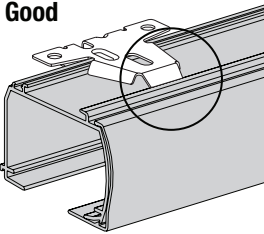
- Fit the front channel on top of the headrail onto the front lip of installation brackets.
- Push the headrail up and back until it snaps into place.
- Check to ensure the headrail is securely in the brackets.
  - Check that the bottom of the headrail is snapped into the base of each bracket.
  - Check that the front lip of each bracket is in the front channel of the headrail.
  - If any brackets are not installed correctly, release the shade and reinstall. See “Removing the Shade (If Necessary)” on page 13.

The front of the bracket fits under the groove.

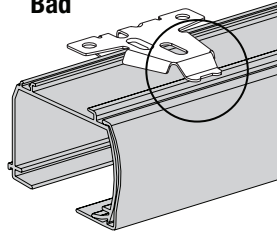


The back of the headrail snaps into the bracket.

#### Good



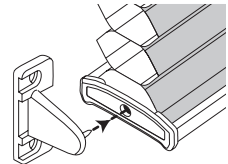
#### Bad



### Attach Hold-Down Brackets (Optional)

Hold-down brackets provide stability and prevent swaying by securing the bottom rail, for example in French door applications. Hold-down brackets can only be used on outside mount shades.

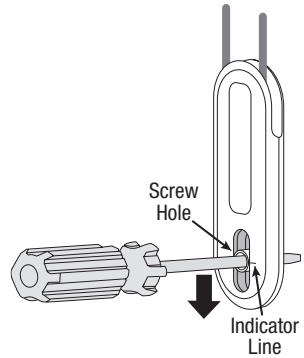
- Lower the shade and place the pins from the hold-down brackets into the bottom rail end caps.
- On the mounting surface, mark the screw holes.
- Drill the screw holes using a  $\frac{3}{32}$ " drill bit.
  - Check that the brackets are level and aligned.
- Attach the hold-down brackets to the mounting surface using the screws provided.



## Attach the Universal Cord Tensioner(s)

Before you proceed, you must first slide the cord tensioner(s) to the bottom of the cord loop.

- Insert a small screwdriver, punch, or awl through the screw hole at the bottom of the cord tensioner.
- Move the screw hole down to the indicator line to release the safety mechanism.
- Slide the cord tensioner down to the bottom of the cord loop.
- Attach the cord tensioner(s) according to the instructions provided with the *Universal Cord Tensioner Installation Kit*.



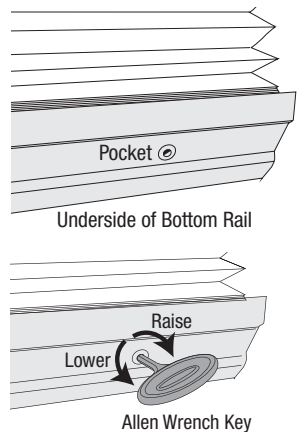
**WARNING:** It is imperative that the cord tensioner(s) be properly secured to the wall or window frame to reduce children's access to the cord loop. Young children can strangle in cord loops. They can also wrap cords around their necks and strangle.

**CAUTION:** The shade will not operate properly unless the cord tensioner(s) is secured. A *Universal Cord Tensioner Installation Kit* has been included with your shade. Follow the instructions in the kit to correctly secure the cord tensioner(s).

## Level the Bottom Rail (If Necessary)

- Lift the bottom rail to locate the pockets on the underside of the rail.
- Gently pull down on the bottom rail to fully insert the 7/64" Allen wrench key into the pocket. The key is fully inserted when the ring on the key abuts to the pocket.
  - Lift up the bottom rail slightly before turning the Allen wrench key. Turn the key clockwise to raise that side of the bottom rail, or counter-clockwise to lower it.
  - One quarter turn of the key equals approximately 1/4".

**IMPORTANT:** The Allen wrench key must be fully inserted to avoid stripping the mechanism. Do not pull down on the bottom rail while turning the key.



- If there are more than two pockets, adjust the outer pockets first. Then adjust inner pockets as necessary to maintain equal tension across the bottom rail. As pocket adjustments are made, raise and lower the shade to check that it is level.

## OPERATION

### Operate the Shade

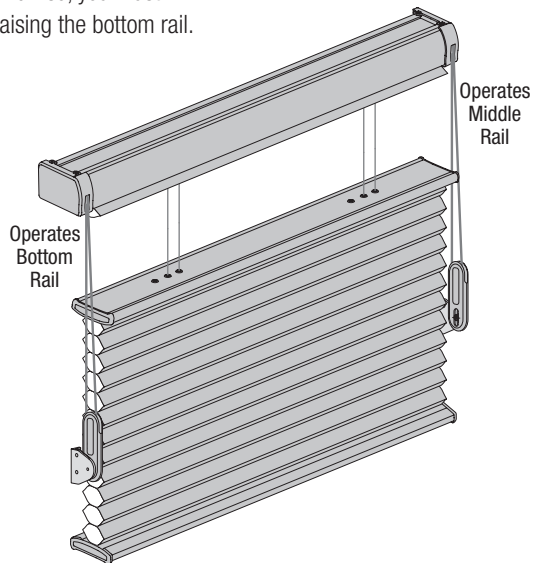
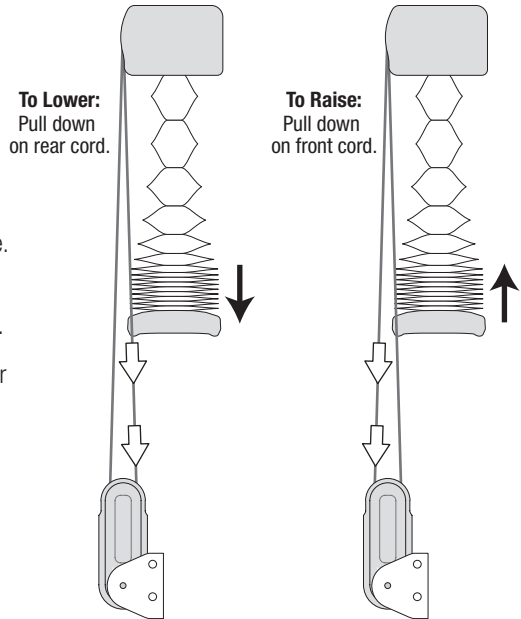
**IMPORTANT:** Duolite™, Top-Down/Bottom-Up, and Two-On-One Headrail shades have two operating cords. Standard Bottom-Up shades have one operating cord.

- Pull down slowly on the rear cord of the cord loop to lower the shade.
- Pull down slowly on the front cord of the cord loop to raise the shade.

**IMPORTANT:** If the cord tensioner moves up the cord, you have not secured it to the wall or window frame. You must do so for the shade to operate properly. See the instructions included with your *Universal Cord Tensioner Installation Kit*.

- To operate Duolite and Top-Down/Bottom-Up shades, the right cord operates the middle rail and the left cord operates the bottom rail (unless reverse controls were specified on the order).

**IMPORTANT:** You must first lower the bottom rail before lowering the middle rail. Likewise, you must first raise the middle rail before raising the bottom rail.



## Troubleshooting

<b>Problem</b>	The shade is hard to raise or lower, or will not raise or lower.
<b>Solution</b>	<p>Check that the cord tensioner is mounted correctly. See the instructions included with your <i>Universal Cord Tensioner Installation Kit</i>.</p> <p><b>For Duolite™ and Top-Down/Bottom-Up Shades:</b> The lift cords in the headrail may have “overturned.” Try the following:</p> <ul style="list-style-type: none"> <li>■ If both rails are in the raised stacked position, at the top of the window, pull down the <i>back</i> cord of the cord loop that operates the bottom rail.</li> <li>■ With all other problems, pull down the <u>front</u> cord of the cord loop that operates the middle rail.</li> </ul> <p>Make sure that the shade fabric is not caught between the installation bracket and the headrail.</p> <p>Check that the headrail and installation brackets are level and aligned. Shim the installation brackets to level the headrail, if necessary.</p> <p>Check that cord loops are not pinched or tangled.</p> <p>If hold-down brackets are used, make sure they have been released before operating the shade.</p>
<b>Problem</b>	The shade raises or lowers unevenly or the bottom rail is uneven when fully raised.
<b>Solution</b>	<p>Lower the shade <u>completely</u> to allow it to “self-correct” skewing. Pull the cord loop slowly to prevent the shade from further skewing.</p> <p>Check that the headrail and installation brackets are level and aligned. Shim the installation brackets to level the headrail, if necessary.</p> <p><b>For Top-Down/Bottom-Up Shades:</b> Both the middle rail and the bottom rail may skew if the cord loop is pulled too quickly. Lower each rail <u>completely</u> to allow them to “self-correct.”</p> <p>Adjust the bottom rail. “Level the Bottom Rail (If Necessary)” on page 9.</p>

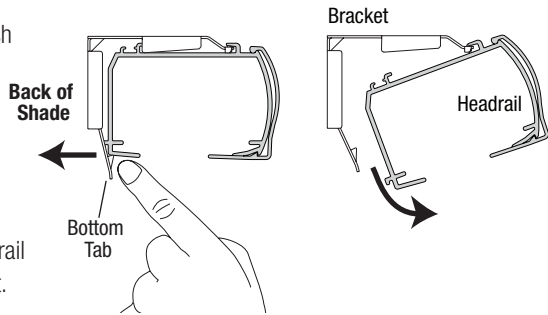
## OPERATION

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<b>Problem</b>	The shade will not fit into the installation brackets.
<b>Solution</b>	<p>Check that the installation brackets are level and aligned. Shim the installation brackets to level the headrail, if necessary.</p> <p>Be sure the heads of the screws are flush against the installation bracket.</p> <p>Check that the headrail is completely inserted into the installation brackets. See "Install the Shade" on page 8.</p>
<b>Problem</b>	The universal cord tensioner has climbed to the headrail.
<b>Solution</b>	<p>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 the instructions included with your <i>Universal Cord Tensioner Installation Kit</i>.</p>
<b>Problem</b>	The universal cord tensioner grabs onto the cord upon operation.
<b>Solution</b>	<p>Check that the universal cord tensioner is mounted properly. Reinstall, if necessary. See the instructions included with your <i>Universal Cord Tensioner Installation Kit</i>.</p>

## Removing the Shade (If Necessary)

- Lower the shade approximately 4".
- While holding the headrail, push back on the bottom tab of the installation bracket to release the bottom edge of the headrail.
- After releasing the bottom edge, roll the back of the headrail down and out from the bracket.



## Cleaning Procedures

Hunter Douglas Duette® and Applause® 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

**CAUTION:** Do not vacuum Elan® and Myst™ semi-opaque and opaque fabrics.

- 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 Batiste, Commercial Opaque, Elan, Macon™, Myst, and Opalescence™ fabrics; or the fabric-covered headrail.

- 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 closed position.

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

**CAUTION:** Do not immerse Batiste, Commercial, Elan<sup>®</sup>, India Silk, Macon™, Meritage™, Myst™, Opalescence™, Panache™, Renewal™, Royale Textured™, Venue™, Voyant™, and all opaque fabrics; or fabric-covered headrail.

- Immerse the shade in a basin or bathtub filled with warm water and a mild detergent.

**IMPORTANT:** 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.
- Dry the shade completely in the closed position.

### **Ultrasonic Cleaning**

**CAUTION:** Do not ultrasonically clean fabric-covered valances. Do not ultrasonically clean Batiste, Commercial, Myst, Voyant and all opaque fabrics.

- Some honeycomb fabrics can be ultrasonically cleaned by a professional.
- Specify that a mild detergent solution be used.

**IMPORTANT:** Never immerse the headrail into the solution.

- Dry the shade completely in the closed position.

### **Injection/Extraction Cleaning**

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

- Use only the dry method of injection/extraction for Architella<sup>®</sup> Elan  $\frac{3}{4}$ " and  $1\frac{1}{4}$ " pleats and Panache  $\frac{3}{4}$ " fabrics; or fabric-covered headrail.
- If using injection/extraction for Batiste Bamboo and Batiste Textured™ fabrics, specify that no chemicals are used (water only).





# 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.

## Cord Loop Shades

- Attach the cord tensioner on the cord loop to the wall or window casement. See “Attach the Universal Cord Tensioner(s)” on page 9. 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 the mounting surface conditions.
- Only Hunter Douglas supplied cord tensioners and hardware should be used. Replacement parts may be obtained by contacting the Hunter Douglas Customer Information Center at 1-888-501-8364.

