HunterDouglas

Architectural

Installation • Operation • Care

EverWood®
Alternative Wood &
Parkland® Wood Blinds

SimpleLift™ with PowerView Gen 3
Automation Operating System

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Questions?
Contact Hunter Douglas Consumer Support at hdasupport@hunterdouglas.com

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Product View — SimpleLift™ with PowerView® Gen 3 Automation

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End Bracket

Intermediate Bracket Spacer Block [1]

Intermediate Bracket (If Required)

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12V Battery Wand

Headrail Bracket Shim (Optional)

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End Bracket

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[1] Required with 2½" slat size; optional with 2" slat size.

[2] Valance and slats vary by product.

GETTING STARTED

Thank you for purchasing Hunter Douglas Horizontal Blinds. With proper installation, operation, and care, your new blinds will provide years of beauty and performance.

Please thoroughly review this instruction booklet and the enclosed packing list before beginning the installation.

Tools and Fasteners Needed

- Ballpoint pen
- ¼" hex and Flat blade screwdrivers
- Level (laser level is recommended)
- Measuring tape and pencil
- Power drill, ³⁄₃₂" drill bit, and ¼" hex driver

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

- **#7 Hex Screws, Square-Drive Head (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.
- **Nuts and Screws (Provided).** Extension brackets come with screws and nuts.
- **Wire Retainers (Not Provided).** If using 18V DC Power Supply, satellite battery mount or rechargeable battery wand, wire retainers are recommended to secure the power cable.
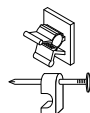
#7 x 1½"
Hex Head Screw
(Provided)

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

Nut
and Screw
(Two Provided with
Each Extension Bracket)

Wire Retainers
(Not Provided)

Unpack the Blind

- Remove the blind from the package. Keep the packaging until the blind operates to your satisfaction.
- Refer to the packing list and check for all necessary parts.
- Contents of your hardware package may vary depending upon the options chosen.
- Do not remove the slat protector tape (if applied). Doing so will damage the slat finish.

Installation Overview

To install your blind, you will need to perform the following four steps:

STEP 1: Install the Brackets

STEP 2: Connect the Power Cable

STEP 3: Install the Blind
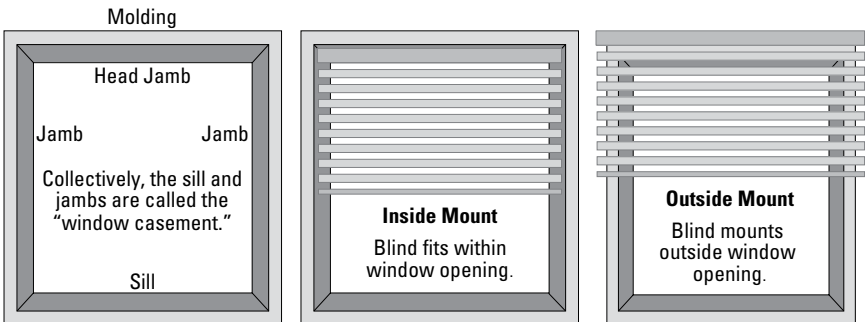
STEP 4: Connect the Power Source, If Applicable

STEP 1 — Install the Brackets

■ Two end brackets are used to mount horizontal blinds. Wider blinds also require one or two intermediate brackets, as shown in the tables below.

Width of Blind	Intermediate Brackets
Up to 48"	0
48⅛" – 60"	1
60⅛" – 96"	2

Mounting Types and Window Terminology

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

Molding

Head Jamb

Jamb   Jamb

Collectively, the sill and jambs are called the "window casement."

Sill

Inside Mount
Blind fits within window opening.

Outside Mount
Blind mounts outside window opening.

■ Refer to the appropriate page below based on your order:

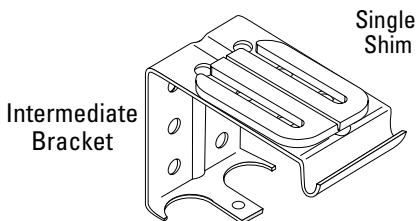➤ **Inside or Ceiling Mount — page 6**

➤ **Outside Mount — page 8**

Mount the Installation Brackets — Inside or Ceiling Mount

Headrail Bracket Shims (Optional)

Headrail bracket shims are used to gain clearance for valance clips with inside or ceiling mounts. One shim for each end bracket and two shims for each intermediate bracket are included.

- With each end bracket, first fold the shim and then position it on top of the end bracket to gain the required clearance.

- With each intermediate bracket, stack two unfolded shims.

NOTE: Headrail bracket shims may also be used to level the blind whenever the mounting surface is uneven. The shims can be cut along their fold line to make them fit.

Single Shim

Intermediate Bracket

Attach the End Brackets

With inside or ceiling mounts, attach the two end brackets flush against the sides of the window casement or to the ceiling. Choose the most appropriate of the following mounting methods:

- **Side/Top Mount (Inside mount only):** Mount the end brackets with one screw through a side hole and one screw through a top hole, as shown below left.

- **Side Mount (Inside mount only):** Mount the end brackets with two screws through diagonal side holes.

- **Top Mount (Inside or ceiling mount):** Top mount the end brackets with screws through the two top holes, as shown below right.

- **Ceiling mount only:** If the end brackets are flush with the back wall, attach them with one screw through a top hole and one screw through a rear hole.


Side/Top Mount

Top Mount
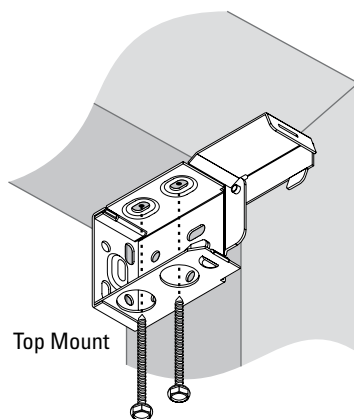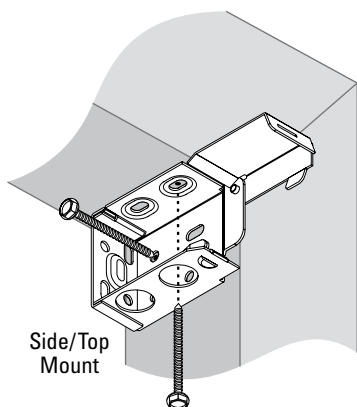
- Mark each required screw hole.

IMPORTANT: The front edges of the end brackets must align.

■ Use a ³⁄₃₂" drill bit to drill holes for the mounting screws.

■ Attach the end brackets using the screws provided.

NOTE: For blinds with 2½" slats, spacer blocks are used with inside mounts to position the end brackets a minimum of ³⁄₈" away from the glass. The spacing prevents the slats from rubbing the glass when they are tilted open.

Attach the Intermediate Brackets (If Required)

■ Evenly space the intermediate bracket(s) between the two end brackets.

➤ Adjust spacing if needed to avoid interference with internal headrail mechanisms.

End
Bracket   ←——— Space Evenly ———→   Intermediate
Bracket   ←——— Space Evenly ———→   End
Bracket
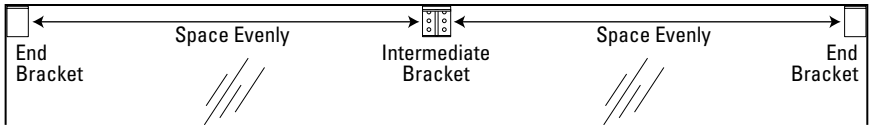
■ Attach the intermediate bracket(s) with two screws through diagonal top holes.

**IMPORTANT:** The rear of the end brackets and intermediate bracket(s) must align.

Mount the Installation Brackets — Outside Mount

To attach the end brackets, a flat vertical surface of at least 1¾" is required.

Mark the End Bracket Locations

■ Mark where the ends of the headrail will be located.

➤ Center the headrail over the window opening at the desired height. Use a pencil to lightly mark each end of the headrail.

➤ Alternatively, measure the width of the headrail and use that width to mark the headrail end points over the window opening.

■ Make a second mark ¼" to the outside of the headrail end marks. The outer marks are where the outside edges of the end brackets will be located.

Mark

Mark

Measure and Mark ¼" Out from Ends of Headrail
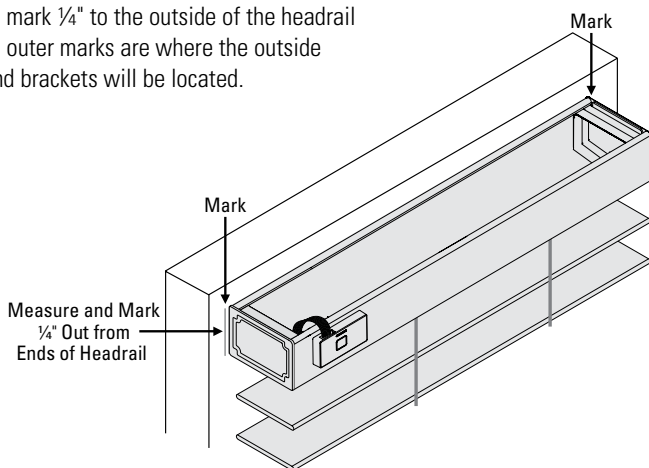
Attach the End Brackets

NOTE: The illustrations in this section show spacer blocks mounted with the end brackets. Spacer blocks are required for all outside mount 2½" blinds, unless extension brackets are used. Spacer blocks are optional for 2" slat size.

■ Align the outside edge of each end bracket with the outer marks.

■ Mark diagonal screw holes.

■ Use a ³⁄₃₂" drill bit to drill holes for the mounting screws.

■ Attach the end brackets using two screws through diagonal holes.

➤ If using spacer blocks, use #6 screws long enough for a secure installation (2½" long screw is recommended).
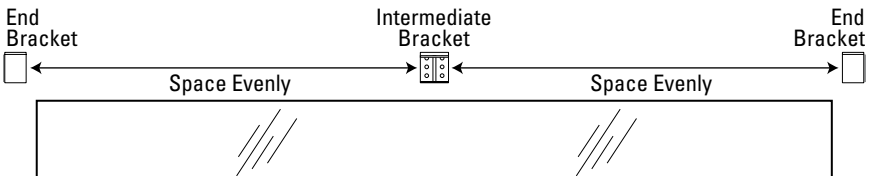
IMPORTANT: The tops of the end brackets must align.

CAUTION: The rear of the end brackets or spacer blocks must be flush against a flat mounting surface. Do <u>not</u> mount end brackets on a curved molding.
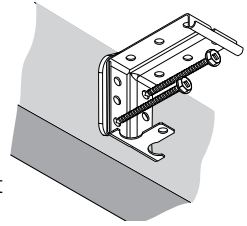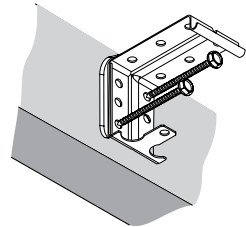
Attach the Intermediate Brackets (If Required)

■ Evenly space the intermediate bracket(s) between the two end brackets.

➤ Adjust spacing if needed to avoid interference with internal headrail mechanisms.

End Bracket | Intermediate Bracket | End Bracket
← Space Evenly → | ← Space Evenly →

■ Attach the intermediate bracket(s) with two screws through diagonal holes.

**IMPORTANT:** The tops of the end brackets and intermediate bracket(s) must align.

Extension Brackets (Optional)

Attach 2" or 4" extension brackets to the mounting surface in the same locations where the end brackets and intermediate brackets would be attached.
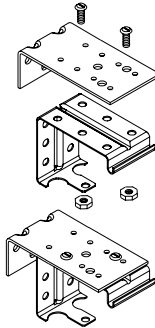
■ Use the provided screws to mount each extension bracket.

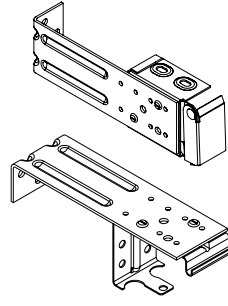   **IMPORTANT:** The tops of the end brackets and intermediate bracket(s) must align.

■ Attach the installation brackets to the extension brackets using the screws and nuts provided, as shown below.
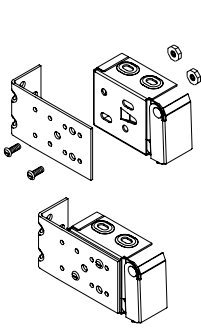
End Bracket
with 2" Extension Bracket

Intermediate Bracket
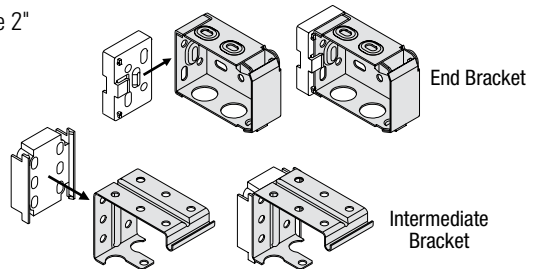with 2" Extension Bracket

End and Intermediate Brackets
with 4" Extension Bracket

Spacer Blocks for 2½" Slat Size

NOTE: Spacer blocks are required for the 2½" slat size and are optional for the 2" slat size.

■ Attach a spacer block to each of the two end brackets.

■ If one or more intermediate brackets is required (see chart on page 4), attach a spacer block to each intermediate bracket.

End Bracket

Intermediate Bracket

■ If extension brackets will be used, it is not necessary to attach spacer blocks.

Proceed to
"STEP 2 — Connect the Power Cable, If Applicable" on page 11.

STEP 2 — Connect the Power Cable, If Applicable

NOTE: When power is connected to the motor, a blue LED inside the control button housing will flash to indicate the blind is ready for operation.

■ Refer to the appropriate page based on your order.

➤ For a battery wand, see below.

➤ For any other power options, the blind is installed first – see page 15.

NOTE: The rechargeable battery wand is only available as satellite mount.

For the Battery Wand

Plug the Power Cable into the Battery Wand

■ **Inside of the headrail:** Connect the power cable (coming from the motor) into the socket on the battery wand.

Place the Battery Wand Inside the Headrail

■ **From the top of the headrail:** Place the battery wand inside the headrail in a location where it will not interfere with the operation of the blind. Position its smooth, curved side toward the tiltrod.

■ Carefully tuck excess wire into the headrail. Be sure to avoid interference with internal headrail mechanisms.

Back   Overhead View

Tiltrod

Battery Wand

Front   Transceiver
Assembly
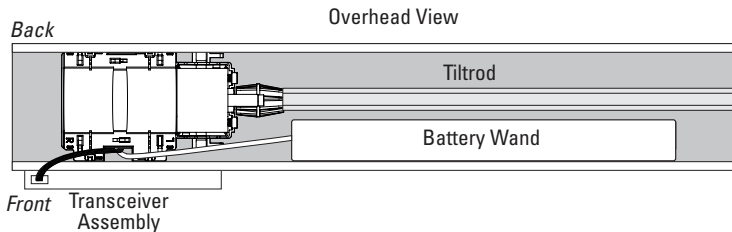
Proceed to "STEP 3 — Install the Blind" on page 12.

STEP 3 — Install the Blind

Adding Projection to the Magnetic Valance Clips

The magnetic valance clips have a projection adjustment feature. By pulling the clips outward, the clips can provide an additional ¼" projection.

The clips offer two projection positions. When the clips are fully compressed, the narrowest projection is ⅝". The widest projection is ⅞".

⅝" ⅞"
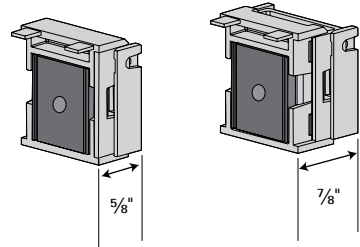
Narrow Projection   Wide Projection

■ Insert a small flat blade screwdriver into the slot on one side of the magnet making sure the screwdriver is all the way down in the slot.
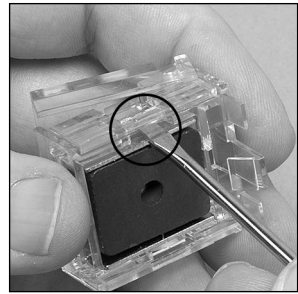
■ Push the screwdriver in toward the magnet and then pull out to extend the clip.

■ Repeat on the other side until the magnet is level.

Attach the Magnetic Valance Clips to the Valance

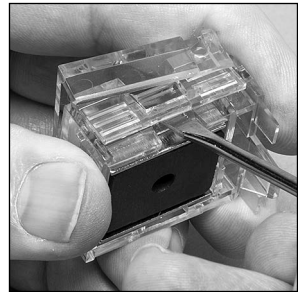■ Lay the valance face down on a protected surface with the back side up.

■ Insert the clip dovetail into the valance groove.
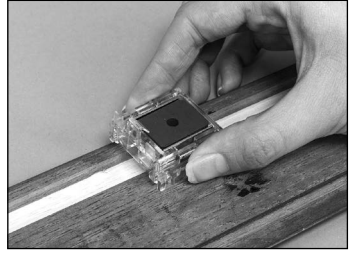
■ Twist the clip until it is straight with the clear tabs at the top of the valance.

➤ There are at least two clips per valance. For valances narrower than 36", position clips 5½" in from the ends of the valance. For valances 36" or wider, position the clips 10" in from the ends of the valance. Additional clips should be spaced evenly between the two end clips.
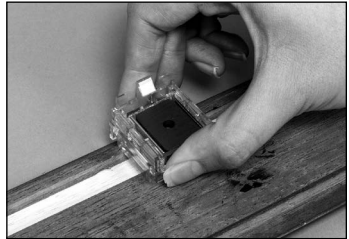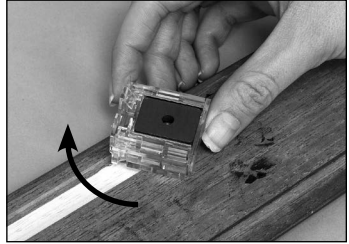
INSTALLATION

Attach the Corner Clips (If Required)

If the valance came with returns, connect the returns to the valance using the corner clips provided.

The notches on the back of the valance and valance returns fit into the grooves of the corner clips.

- Slide one end of each clip onto the back of the valance until the center of the clip aligns with the edge of the miter cut at each end.

- Slide a return onto each corner clip until its miter is flush against the miter on the valance.

    NOTE: Valance design varies by product.

Mitered Edges Meet

Valance

Notch

Valance Return (Cross-Section)

Notch

Corner Clip
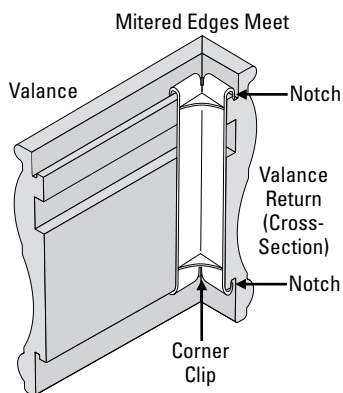
Attach the Valance Splice (If Required)

For valances that are spliced, join the two mitered valance pieces together by sliding the valance splice clip over the back of the valance where the two halves meet.

Miters

Valance Splice Clip
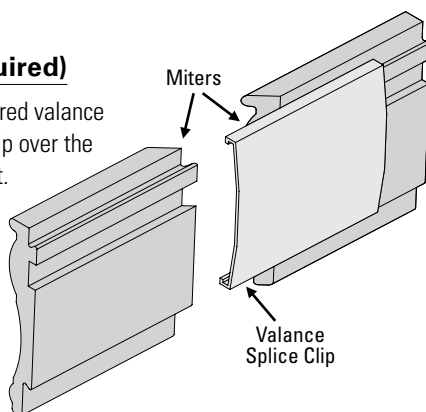
Mount the Headrail

IMPORTANT: If placing the battery wand inside the headrail, follow the instructions under "Place the Battery Wand Inside the Headrail" on page 10. If installing a battery wand with satellite mount on an inside mount blind, pull the power cord out of the headrail before inserting the headrail into the bracket.

■ Tilt the headrail so that its back lip slides under the front lip of the end brackets and intermediate bracket(s).

■ Push the headrail against the back of the end brackets.

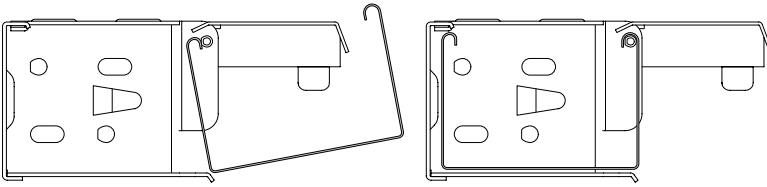■ Check that the front lip of the intermediate bracket(s) is under the front lip of the headrail.

End Bracket
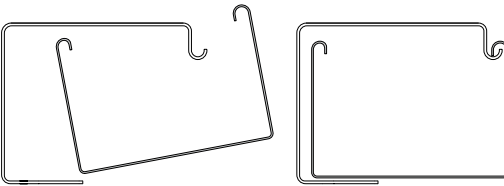
Intermediate Bracket

Adjust the Headrail Tightness

■ If the headrail is loose in the end brackets, bend the tabs on the end brackets outward.

   NOTE: The tabs may also be bent inward if the headrail is difficult to install into the end brackets.

Close the End Brackets

■ Push the cover down until it snaps over the locking tab on the bottom of the end bracket.

Open the End Brackets (If Necessary)

■ To open the end brackets, insert a flat blade screwdriver between the bottom of the cover and the quick release tab, and twist.

➤ You can also push up on the bottom of the end bracket to release the locking tab.
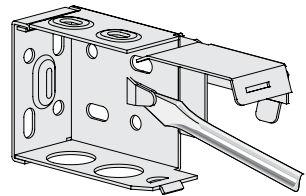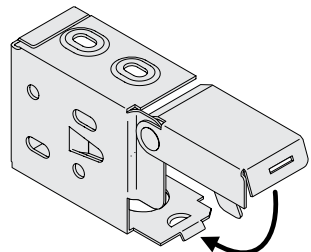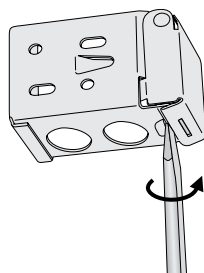
STEP 4 — Connect the Power Source, If Applicable

NOTE: When power is connected to the motor, the blue LED under the control button housing will flash blue to indicate the blind is ready for operation.

■ For an optional satellite battery pack, see below.

■ For an optional rechargeable battery wand, see page 16.

■ For an optional 18V DC Power Supply, see page 18.

■ For an optional 18V DC Power Supply with daisy-chain connections, see page 19.

■ For any other Hunter Douglas power options, see the instructions that came with the unit.

Satellite Battery Pack

Mount the Satellite Battery Wand

Wall Mount Bracket

■ Decide where you want to attach the wall mount bracket. A satellite battery wand may be mounted in any orientation.

➤ Make sure the provided cable is long enough to connect the satellite battery pack and the blind.
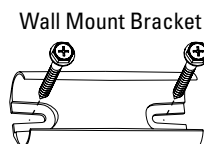
CAUTION: The rear of the wall mount must be flush against a flat mounting surface. Do not install bracket on curved molding.

■ Mark the screw holes.

■ Drill the screw holes using a ³⁄₃₂" drill bit.

■ Remove the backing from the double-sided tape. Press the bracket into place.

■ Attach the bracket using the screws provided.

■ Position the battery wand so the power cable is easily connected to the socket.

■ Snap the battery wand into the bracket.
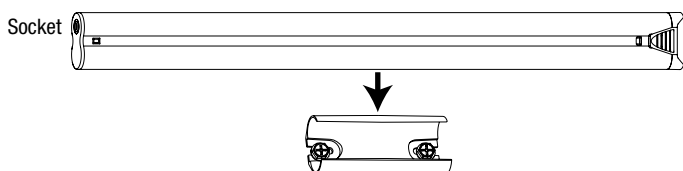
Socket

■ Install the battery wand cover with the slot aligned to the socket in the battery wand.

Slot

Battery Wand Cover
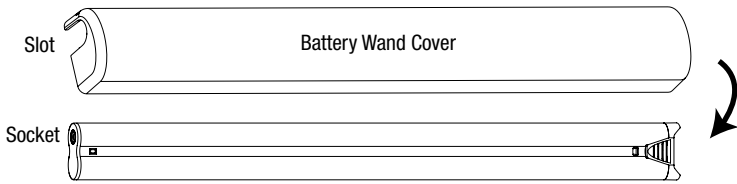
Socket

■ Plug the power cable from the blind into the extension cable.

Battery Wand Cover

■ Plug the other end of the extension cable into the socket in the battery wand.

Extension Cable

■ Secure the power supply cable using wire retainers (not provided). If hiding the cable behind the blind, make sure it does not impede the operation of the blind.

Power Cable from Blind
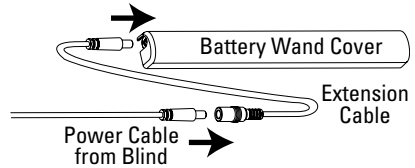
Rechargeable Battery Wand

Install the Rechargeable Battery Mount

■ Decide where you want to install the rechargeable battery mount. This may be mounted behind the headrail, or in any desired location near the window covering. A satellite battery mount may be installed in any orientation.

➤ Make sure the provided cable is long enough to connect the satellite battery mount and the blind.

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

15" Minimum Mounting Length

13"

2"

Power Socket End

Allow 2" at power socket end for the extension cable jack.
Minimum flat mounting area = 15" x 1"

1"
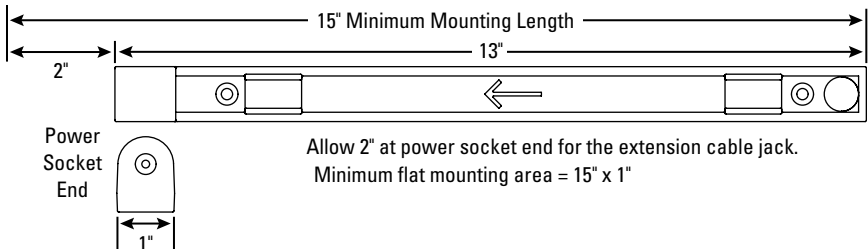
■ Mark the screw holes.

■ Drill the screw holes using a ³⁄₃₂" drill bit.

■ Attach the battery mount using the screws provided.

CAUTION: Only use the screws provided with the battery mount, designed so that the screws will install flush with the mount. Protrusion of the screws could result in either the battery wand not attaching properly causing a failure to connect, or the wand falling out of the mount. Do not over-tighten.

■ Connect the power cable from the motor side into the power socket on the rechargeable battery mount.

NOTE: With longer cables, wire retainers (not provided) are recommended to secure the cable.

Battery Mount

Power Cable from Blind

Extension Cable (If Needed)
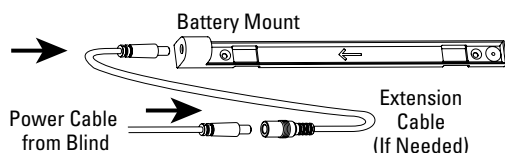
Insert the Battery Wand into the Battery Mount

NOTE: The rechargeable battery wand ships fully charged, so it is ready to install out of the package.

■ Match the direction of the arrow on the underside of the battery wand with the arrow on the battery mount.

■ Insert the nose of the battery wand into the cavity of the mount (the side plugged into the blind).
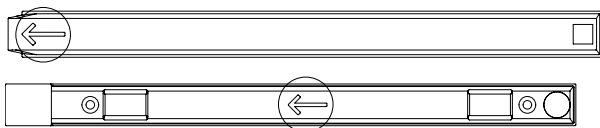
■ Push the battery wand flush into the mount until the battery snaps into place.
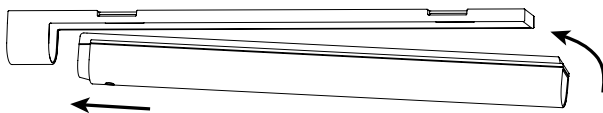
CAUTION: Failing to insert the wand properly may cause it to fall out of the mount, posing an injury risk and potentially damaging the wand. Additionally, when mounting on a door, closing the door with excess force may cause the battery wand to dislodge from the mount, also posing an injury risk and possibly damaging the wand.

18V DC Power Supply

Power cable
from blind motor

NOTE: When power is connected to the motor, a blue LED inside the control button housing will flash to indicate the blind is ready for operation.

- Plug the power cable from the blind motor into the extension cable.

- Plug the other end of the extension cable into the 18V DC power supply.

- Plug the 18V DC power supply into a power source.
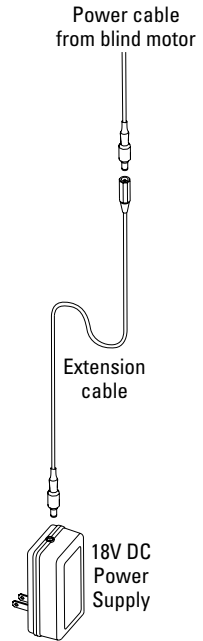
Extension
cable

18V DC
Power
Supply

Proceed to "Testing the Blind" on page 22.

18V DC Power Supply with Daisy-Chain Connections

The daisy-chain feature allows up to three PowerView® Gen 3 Automation blinds to be powered by a single 18V DC Power Supply. However, each blind has its own transceiver and can operate independently. The daisy-chain feature is only available with the 18V DC Power Supply option.

■ Route the power cables from each blind through the connector, using an extension cable, if necessary.

■ Plug an extension cable into the Y-connector and plug the cable into the 18V DC Power Supply. A two-blind configuration is shown below.

Power Cable from Blind

Extension Cable
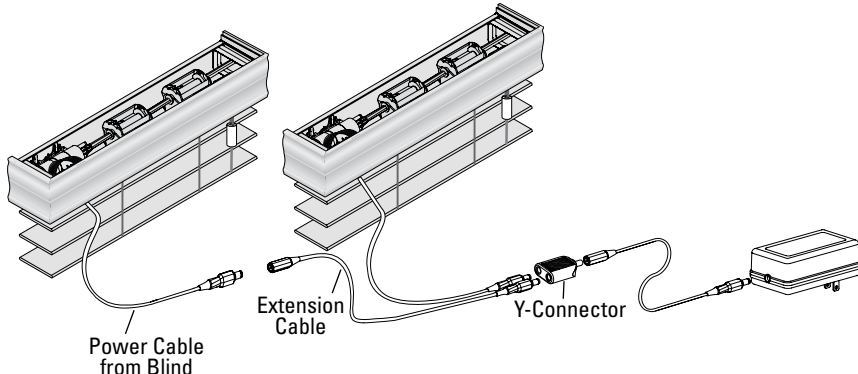
Y-Connector

■ An additional Y-connector and two additional extension cables are used for three blinds.

<div style="text-align:center">Proceed to "Testing the Blind" on page 22.</div>

Attach the Valance with Magnetic Valance Clips

■ Align the valance to the headrail.

■ Hold the valance securely from the front side with both hands.

■ Position the clips to the top-front lip of the headrail until it is level and in position.

■ Press the valance gently forward, just enough so the clips adhere to the headrail.

■ The magnetic valance clips allow for limited valance height adjustments by carefully sliding the clip up or down while the magnets are adhered to the headrail. The clip's tabs rest on the top-front lip of the headrail, keeping the valance level and preventing the valance from adjusting lower beyond that point.

■ To remove the valance, gently pull the valance up and toward you.
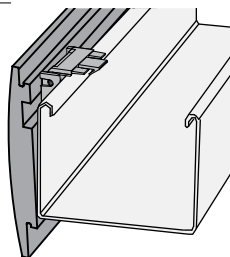
CAUTION: The entire surface area of the magnet inside each clip needs to maintain clean contact with the front surface area of the headrail at all times.

Attach the Hold-Down Brackets (Optional)

■ The bottom rail will come with pre-drilled ³⁄₃₂" holes and hold-down pins that have been inserted in the center of the bottom rail ends.

   NOTE: Bottom rail design varies by product.

■ To mount the hold-down brackets, first fully lower the blind. Align the hold-down brackets with the hold-down pins in the bottom rail.

   ➤ Use the first slot with the 2½" slat size.

   ➤ Use the second slot with the 2" slat size.

First Slot
Second Slot
Jamb Mount
Sill Mount
Outside Mount
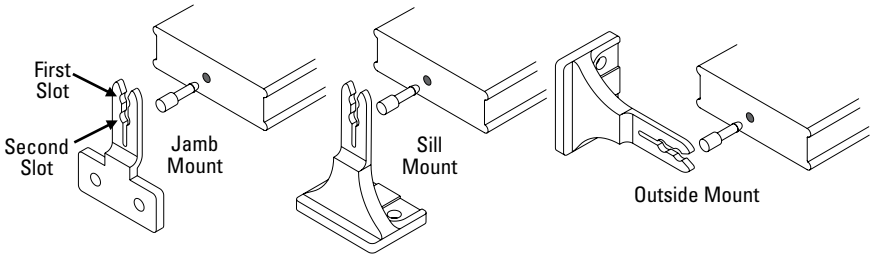
■ Maintain the correct slot alignment as you attach the hold-down brackets to the jamb, sill, or outside mounting surface.

■ Slide the hold-down pins into the appropriate slot or hole on the hold-down brackets.

■ If necessary with 2" outside mount blinds, the first slot of the hold-down brackets may be used in place of a spacer block.

Attach the SimpleLift™ Hold-Down Brackets (Optional)

■ Lower the blind and place the pins from the hold-down brackets into the bottom rail end caps.

■ Mark the screw holes on the mounting surface.

■ Check that the hold-down brackets are aligned.

■ Attach them using the two screws provided.

Testing the Blind

Test the blind with the control button to ensure that the motor and power source are working correctly.

■ Press the control button on the front side of the headrail to tilt the slats open and closed. If the blind does not operate, see "Troubleshooting" on page 26.

The control button can also be used with the PowerView® App for advanced blind functions and home access. Open the app, press and hold the control button to see a list of available functions. See "Operating the PowerView® App and Gen 3 Remote" for more information.

Front of Blind

Transceiver Assembly

Control Button
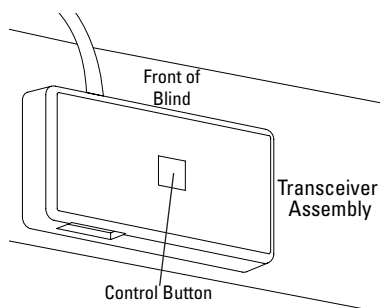
Operate the Blind

Raising and Lowering the Blind – SimpleLift™ with PowerView® Gen 3 Automation Operating System

IMPORTANT: Whenever raising or lowering the blind, the slats must be in the open position.

To Raise the Blind:

■ Grasp the bottom rail near the center with one hand while balancing the bottom rail with your other hand.

■ Fully press the center button with your thumb and gently lift the bottom rail.

■ Allow the slats to stack evenly by gradually lifting the bottom rail while the center button is fully depressed.

■ Hold the bottom rail stationary at the desired position while releasing the button.

■ **For inside mount blinds:** When raising the blind, pull the bottom rail slightly toward you. Press the center button and gently raise the bottom rail. Once the desired height is reached, hold the bottom rail in place while releasing the button. Place the blind back into the window opening and the blind will stay in that position.

To Lower the Blind:

■ Fully press the center button with your thumb and pull the bottom rail down to the desired height.

■ Hold the bottom rail stationary at the desired position while releasing the button.

■ **For inside mount blinds:** When lowering the blind, pull the bottom rail down and slightly toward you. Release the button and place the bottom rail onto the sill.
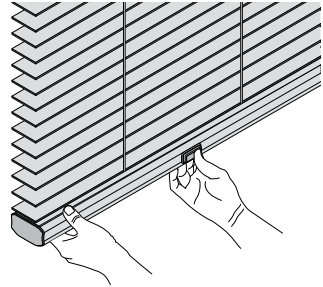
Operating the PowerView® App and Gen 3 Remote

Syncing and Programming Your Remote

- Activate the remote by pulling both plastic tabs from the back battery compartment.

- Download the PowerView® App for your smartphone or tablet at hdpvapp.com.

- Open the PowerView App and follow the steps to set up your new blinds and remote.

- Use the PowerView App to program and manage your PowerView Gen 3 remote(s) as accessories.

Basic Operation

- Wake up the remote by picking it up or pressing ■ STOP.

- Press group number(s) 1, 2, 3, 4, 5, and/or 6 to select one or more groups. Selected group numbers light up white on the remote.

- Press selected group number(s) 1, 2, 3, 4, 5 and/or 6 a second time to deselect one or more groups. Deselected group numbers are not lit.

OPEN
Tilt slats to open at 50%

Group Numbers
Each number represents a different group

LEFT ARROW
Tilt slats down to closed postion

RIGHT ARROW
Tilt slats up to closed position

Favorite
- Press once to send selected blind(s) to your favorite position*
- Quickly press twice to send selected blind(s) to your second preset favorite position**

CLOSE
Tilt slats down to closed position

STOP
Stops the blind's movement

* The default favorite position is the slats upward to 75% (tilted 45 degrees upward).
** Both favorite positions can be updated in the PowerView® App under the shading's settings.

Further Operation and Programming Information

Resetting the Blind (If Necessary)

Calibration Reset

The calibration reset is used to recalibrate the blind's travel limits. This action is performed in the PowerView® App.

- Select Calibrate Shades in the Advanced Options section of the Shade Settings menu in the PowerView App.

- The slats will tilt to their end limits, then finish in the closed position. When the slats stop moving, the calibration is complete.

Resetting Blind Programming

The PowerView App may be used to modify or reset any blind programming to PowerView Gen 3 remotes, gateways, and scene controllers. Blinds may be added to or removed from Rooms and Scenes in the app at any time. If necessary, blindsmay also be deleted from the PowerView App in the Advanced Options section of the Shade Settings menu.
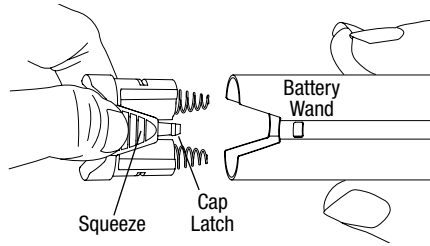
Electronic Limit Adjustments

Electronic limits are set at the factory and normally do not require readjustment. For window treatments that may need additional adjustment or to set custom limit positions, go to Shade Settings in the PowerView App to adjust limits.
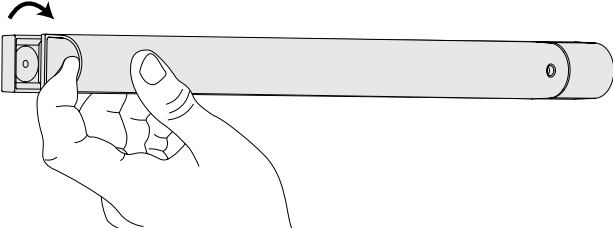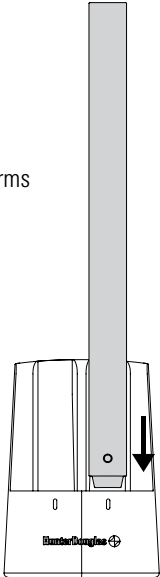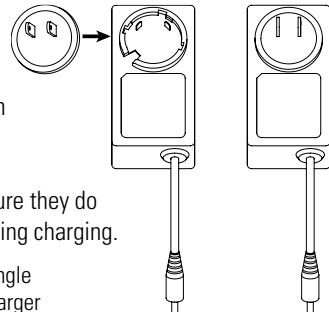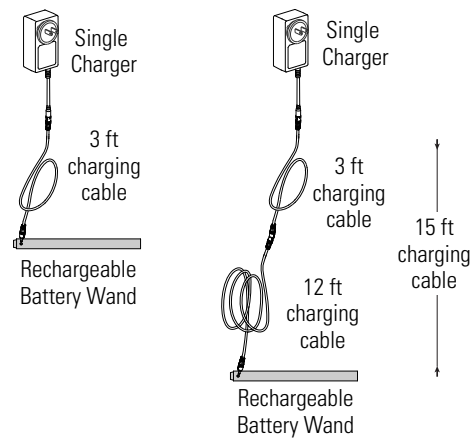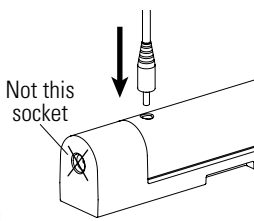
Troubleshooting

If your blind is not operating correctly:

Problem	The blind will not fit into the installation brackets.
Solution	Check that the installation brackets are level and aligned. Adjust and/or shim to level, if necessary. Be sure the heads of the mounting screws are flush against the installation brackets. Check that the headrail is completely inserted into the installation brackets. See "Mount the Headrail" on page 15.
Problem	Batteries in the battery wand need to be replaced.
Solution	Replace the batteries in the battery wand. 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. **NOTE:** Hunter Douglas recommends AA alkaline batteries for use with our battery-powered blinds. These will provide more than one year of operation, depending on usage. Lithium and rechargeable batteries are not recommended.

Problem	Rechargeable battery wand needs recharging.
Solution	There are two methods for charging the rechargeable battery wand — the dual charging station or the single charger.

CAUTION: Rechargeable battery wand can only be charged with these Hunter Douglas provided charging options. Attempting to charge battery wands with alternative charging devices may result in permanent damage.

Removing the Rechargeable Battery Wand from the Mount

■ Using the indentation on the end of the battery wand, use your index finger to pull the battery out of the mount.

   NOTE: The mount should remain installed and plugged into the shade cable during this process. You will simply remove the wand from the mount.

Recharging Via the Dual Charging Station

■ Plug the dual charging station into a standard AC outlet.
■ Insert the nose of the rechargeable battery wand into the dual charging station slot.
■ Battery snaps firmly into place. A red indicator light confirms the battery wand is properly inserted and is charging.
■ Once the battery has been fully recharged, the light indicator turns green. Charging may take up to three hours, depending on your battery level.
■ Remove the battery wand from the charger.

(Continued on next page.)

Problem	Rechargeable battery needs recharging (continued).
Solution	Recharging Via the Single Charger

Remove the rechargeable battery wand from the mount, or insert the single charger cable without removing the window treatment.

■ Attach the plug adapter to the charger.
■ Attach the female end of the charging cable to the charger, and the male end to the battery wand. If additional length is required to reach the battery, attach additional charging cables as needed.
■ Insert and twist cables together to ensure they do not accidentally become unplugged during charging.

Single Charger

3 ft charging cable

Rechargeable Battery Wand

Single Charger

3 ft charging cable

12 ft charging cable

Rechargeable Battery Wand

15 ft charging cable

■ Plug the charger into a standard AC outlet.
■ Plug the charging cable into the charging outlet on the rechargeable battery wand. The charging outlet is near the nose of the wand.
■ A red light indicator light confirms the battery wand is properly inserted and is charging.

Not this socket

   CAUTION: Do not attempt to plug the charging cable into the battery mount's power socket. Doing so will not only fail to charge the battery wand but could possibly cause damage to both the single charger and the battery mount.
■ Once the battery has been fully recharged, the red light indicator will turn green. Charging may take up to two hours, depending on your battery level.
■ Remove the charging cable from the battery wand.

(Continued on next page.)

Problem	Rechargeable battery needs recharging (continued).
Solution	Reinserting the Rechargeable Battery Wand into the Mount ■ Match the direction of the arrow on the underside of the battery wand with the arrow on the battery mount. ■ Insert the nose of the battery wand into the cavity of the battery mount. ■ Push the battery wand flush into the mount until the battery snaps into place.
Problem	The rechargeable battery wand is charged but the blind does not operate.
Solution	If your rechargeable battery wand is charged but not working, it may be due to its physical location in your window. The rechargeable battery wand can operate in temperatures up to 176°F (80°C). If the temperature in your window exceeds this, the safety feature will shut the battery off temporarily. The battery wand will turn back on, once the temperature lowers into the operable range. If you anticipate the rechargeable battery wand consistently exceeding this temperature limit, please reinstall in a location that avoids direct sunlight.
Problem	The blind does not raise or lower evenly.
Solution	Check inside the headrail. Make sure no obstructions keep the mechanism from turning. Check that the lift cords are not pinched or tangled.
Problem	Lift cords are bunching by the safety cord connector.
Solution	Make sure the slats are in the open position. Raise and lower the blind to straighten the lift cords.
Problem	Lift cords are stuck or jammed.
Solution	Check the cords and the moveable pin in the cordlock mechanism inside the headrail of the blind. Make sure the cords can move freely. If the cords are jammed, use a screwdriver or needle-nose pliers to move the pin and free the cords.
Problem	Decorative tapes are wrinkled after installation.
Solution	Use a steamer to steam out the wrinkles. Wave the steamer in front of the tapes for a few seconds. Do not touch the slats with the steamer. To avoid stretching the tapes, do not pull down on the bottom rail while steaming.

TROUBLESHOOTING

Problem	When hanging, the slat pack appears to be shifted toward the cordlock side of the unit, particularly in an inside mount installation.
Solution	Slide the headrail in the end brackets in the opposite direction of the skew and adjust the tabs in the end brackets to maintain the position of the unit. This will center the slat pack in the window.
Problem	The blind does not operate using the control button.
Solution	Unplug the power cable from the motor, then plug it back in. A blue LED light inside the control button housing should flash to indicate the motor has power.
	Check that the batteries in the battery wand, satellite battery wand, or C-size satellite battery wand are correctly inserted and fresh.
	Check that the power source is securely connected to the power cable and the cables are not pinched or caught in the headrail or installation brackets. If you have the rechargeable battery wand, check to see that the battery wand is correctly positioned in the mount.
Problem	The blind is not responding to the PowerView® Gen 3 Automation remote.
Solution	**IMPORTANT:** A blind will not operate until it is joined to a group, using the PowerView App. See "Basic Operation" on page 24.
	Check that the correct group number is selected. The LED on that group number will light up. You can also check which group number the blind is joined to on the remote in the PowerView App. You can find this under MORE > ACCESSORIES in the app.
	Check if the batteries need to be replaced. If the batteries are completely drained, none of the lights will turn on. If batteries are running low, the numbered groups on the remote will begin to illuminate in sequence after each button press, similar to the action seen when syncing a remote. In either case, the batteries need to be replaced. The remote takes two CR2032 batteries.

Problem	The blind is operating slowly or does not tilt completely.
Solution	The batteries may be low in the battery wand, satellite battery wand, or C-size battery wand. Replace the batteries.
	Check that the battery wand, satellite battery wand, C-size satellite battery wand, or 18V DC power supply is securely connected to the power cable and the cables are not pinched or caught in the headrail or installation brackets.
	The blind may need to be reset. Refer to "Resetting the Blind (If Necessary)" on page 22.
Problem	The LED light behind the control button of the transceiver assembly signals 8 red blinks.
Solution	This is the low battery indicator. Replace the batteries in the battery wand or rechargeable battery wand.
Problem	When raising the blind, slats are not stacking evenly and falling over the bottom rail.
Solution	The blind was raised too quickly. Gently raise the bottom rail to give the lift cords time to retract. The slats will then stack evenly on the bottom rail.
Problem	The bottom rail is not level or the blind height is incorrect.
Solution	Check that the headrail and installation brackets are level and aligned. Adjust and/or shim the installation brackets to level, if necessary.

Under the last Solution cell:

Solution (continued)

Level the Bottom Rail or Correct Blind Height:

NOTE: All skew adjustment features are located under the headrail.

■ To level the blind, raise the low side of the bottom rail by turning the skew adjustment feature on the headrail clockwise with a coin or screwdriver, while lifting the weight from the bottom rail.

NOTE: Turn the skew adjustment that is on the same side as the low side of the bottom rail.

■ If the blind height is too long, turn all of the skew adjustment features clockwise to raise the entire bottom rail to the desired height while lifting the weight from the bottom rail.
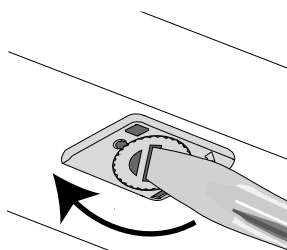
TROUBLESHOOTING

Problem	The blind makes a ratcheting noise while the center button is pushed in and the bottom rail is being raised.
Solution	Push harder on the center button. The button must be fully depressed to raise or lower the blind.

Removing the Blind (If Necessary)

■ Fully raise the blind.

■ To remove the valance gently pull the valance up and towards you.

■ Push up on the bottom of the end bracket to release the locking tab, see page 15.

■ Grab underneath the headrail using both hands and carefully pull the blind out of the end brackets.

Cleaning Procedures

Like any fine furnishings, Hunter Douglas wood and alternative wood blinds should be cleaned regularly to keep them looking new.

Recommended Cleaning Methods

■ Dust regularly. Use a soft clean cloth, chemically-treated dust cloth, or dusting mitt. Lower the blind to its full length, tilt the slats almost all the way down, and dust. Then tilt the slats almost all the way up and dust. (Not closing the slats all the way allows dusting where the slats overlap.)

■ Blinds may also be vacuumed. Use the brush attachment and tilt the slats up and down as described for dusting.

Wood Blinds Only

■ Stained blinds, like wood furniture, should be treated periodically with lemon oil or other wood preservative to protect their finish and enhance their luster.

IMPORTANT: Hunter Douglas does not recommend ultrasonic cleaning of wood or alternative wood blinds.

A Note About Wood and Alternative Wood Products

Blinds may feature subtle variations in color, grain, and texture. These variations are within established industry standards and should be expected.

⚠️ **WARNING**

STRANGULATION HAZARD – Young children can be strangled by cords. Immediately remove this product if a cord longer than 22 cm or a loop exceeding 44 cm around becomes accessible.

⚠️ **MISE EN GARDE**

RISQUE D'ÉTRANGLEMENT – Les enfants en bas âge peuvent s'étrangler avec des cordes. Enlevez immédiatement ce produit si une corde mesurant plus de 22 cm devient accessible ou si le contour d'une boucle de plus de 44 cm devient accessible.

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.

NOTE : Les étiquettes de mise en garde apposées sur le boîtier inférieur des stores avec cordon fournissent des informations précieuses en matière de sécurité. Ces étiquettes sont permanentes, conformément aux normes de l'industrie. N'essayez pas de les enlever.

FCC Compliance Statement

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

• Reorient or relocate the receiving antenna.

• Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

• Increase the separation between the equipment and receiver.

• Consult the dealer or an experienced radio/tv technician for help.

NOTE: Changes or modifications not expressly approved by the manufacturer responsible for compliance could void the user's authority to operate the equipment.

Responsible Party:
Hunter Douglas Window Fashions, Inc.
One Duette Way
Broomfield, CO 80020
USA

help.hunterdouglas.com.