

# HunterDouglas

Installation • Operation • Care

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**Skyline® Gliding Window Panels**  
PowerView® Gen 3 Automation

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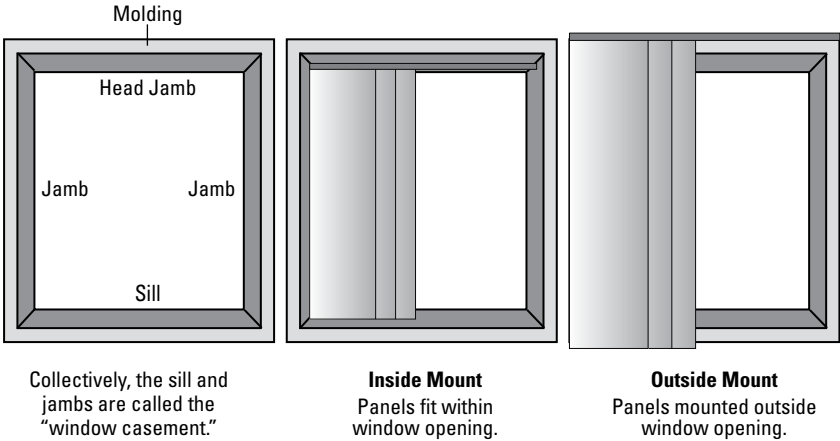
## Questions?

Call the Hunter Douglas Consumer Support at **(800) 789-0331**.

Thank you for purchasing Hunter Douglas Skyline® Gliding Window Panels with PowerView® Gen 3 Automation. With proper installation, operation, and care, your new unit 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.



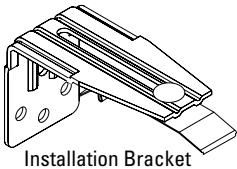
### Unpack the Box

- Carefully remove the rolled up fabric panels and set aside. Locate the panels marked "FRONT — INSTALL LAST" and "REAR — INSTALL FIRST." Do not unroll the panels until installation. Carefully remove the headrail and optional valance from the packaging. Keep all packaging until the unit operates to your satisfaction.
- Save these instructions for care and cleaning, unit removal, panel removal, and reinstallation procedures.
- Check the Product Views on pages 6 and 7 to make sure you have all of the necessary parts. Contents of the hardware package may vary depending upon how the unit was ordered and how it will be mounted.

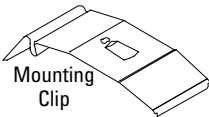
Installation Components Required

Valance and Headrail Mounting Brackets	
Width	Brackets/Clips Required
up to – 32"	2
32½" – 56"	3
56½" – 80"	4
80½" – 104"	5
104½" – 128"	6
128½" – 152"	7
152½" – 176"	8
176½" – 200"	9

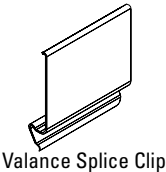
- **Installation Brackets.** This style of mounting bracket is used for outside mounts. The number of installation brackets required varies based on headrail width, as shown in the table above.



- **Mounting Clips.** This style of mounting clip is used for inside mounts. The number of mounting clips required varies based on headrail width, as shown in the table above.



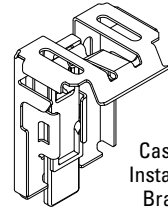
- **Valance Splice Clip.** A valance splice clip allows a long valance to be split in half during shipping, and reconnected during installation. Once installed, a spliced valance functions seamlessly as if it were one piece.



## ■ Large Cassette Installation Bracket.

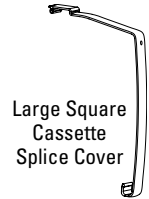
This style of installation bracket is used for Skyline® units ordered with the large cassette. The brackets are used in both inside and outside mount applications. The number of installation brackets required varies based on headrail width, as shown in the table below.

Cassette Installation Brackets Required	
Shade Width	Brackets Required
Up to 36"	2
36 $\frac{1}{8}$ " – 72"	3
72 $\frac{1}{8}$ " – 90"	4
90 $\frac{1}{8}$ " – 120"	5
120 $\frac{1}{8}$ " – 156"	6
156 $\frac{1}{8}$ " – 192"	8



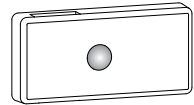
Cassette Installation Bracket

- **Large Cassette Splice Cover.** This is the decorative trim cover over the fabric seam in a spliced large cassette. It will also be used when the fabric is seamed. The fabric seaming is sometimes necessary to obtain the full width of the cassette. In this case, the splice cover will be installed by the fabricator. If you have not ordered the Skyline unit with a large cassette, you will not receive this component.

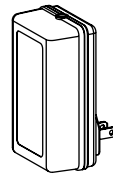


Large Square Cassette Splice Cover

- **PowerView® Gen 3 Receiver.** This device is used to receive Bluetooth® signals from PowerView® Gen 3 control components and provides a control button for shade testing. The control button can also be used in combination with the PowerView® App for control of advanced shade functions and home access. Simply open the app and then press and hold the control button to see a list of available functions. See "Operating the PowerView® App and Gen 3 Remote" on page 28 for more information on setup with the PowerView App.



- **DC Power Supply.** The power supply provides DC power to the unit motor assembly and the receiver. The power supply operates on power from 100-240 VAC and 47-63 Hz. Each unit needs enough wire length to allow the DC power supply to reach the wall outlet nearest the unit or in the least obtrusive location.



DC Power Supply

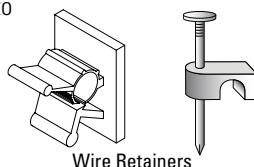
## GETTING STARTED

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- **PowerView® Gen 3 Remote.** Remote controls are used to control the unit. Replacements may be ordered should the remote control be lost or if an additional remote control is desired. It is available with the handheld Pebble (pictured) or the wall-mounted Surface.
- **PowerView® App.** The app is required in order to program and configure PowerView Gen 3 shades, accessories, adjust limits, and other functions. Download the free PowerView App for your smartphone or tablet at [hdpvapp.com](http://hdpvapp.com).



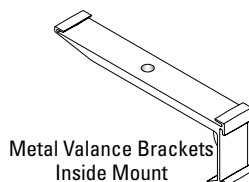
- **Wire Retainers.** These are used to secure the power cord to the wall. In some cases, they may also be used to secure the wire from the receiver to the wall. Both the nail-in and self-adhesive wire retainers are included.



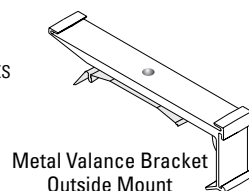
Wire Retainers

## Optional Components

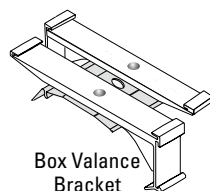
- **Valance Brackets Inside Mount.** The number of valance brackets will be the same as the number of installation brackets shown in the table on page 2.
- **Valance Brackets Outside Mount.** The number of valance brackets will be the same as the number of installation brackets shown in the table on page 2.
- **Box Valance Brackets.** *(Not available in CA.)* A box valance wraps around the entire headrail. The number of valance brackets will be the same as the number of installation brackets shown in the table on page 2.



Metal Valance Brackets  
Inside Mount



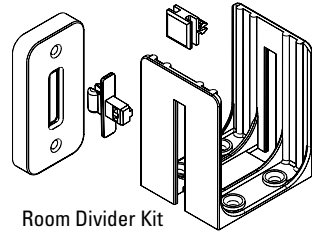
Metal Valance Bracket  
Outside Mount



Box Valance  
Bracket

### ■ **Room Divider Kit.** *(Not available in CA.)*

This set of parts holds the panels in place at each end of a Skyline® unit used as a room divider.



## Tools and Fasteners Needed

- Flat blade and Phillips screwdriver
- Measuring tape and pencil
- Power drill and drill bits (1/4" hex driver also recommended)
- Level (laser level is recommended)
- Needle nose pliers

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.
- **Wall Anchors (Not Provided).** Use wall anchors when mounting into drywall.



**#6 x 1½"  
Hex Head Screw  
(Provided)**

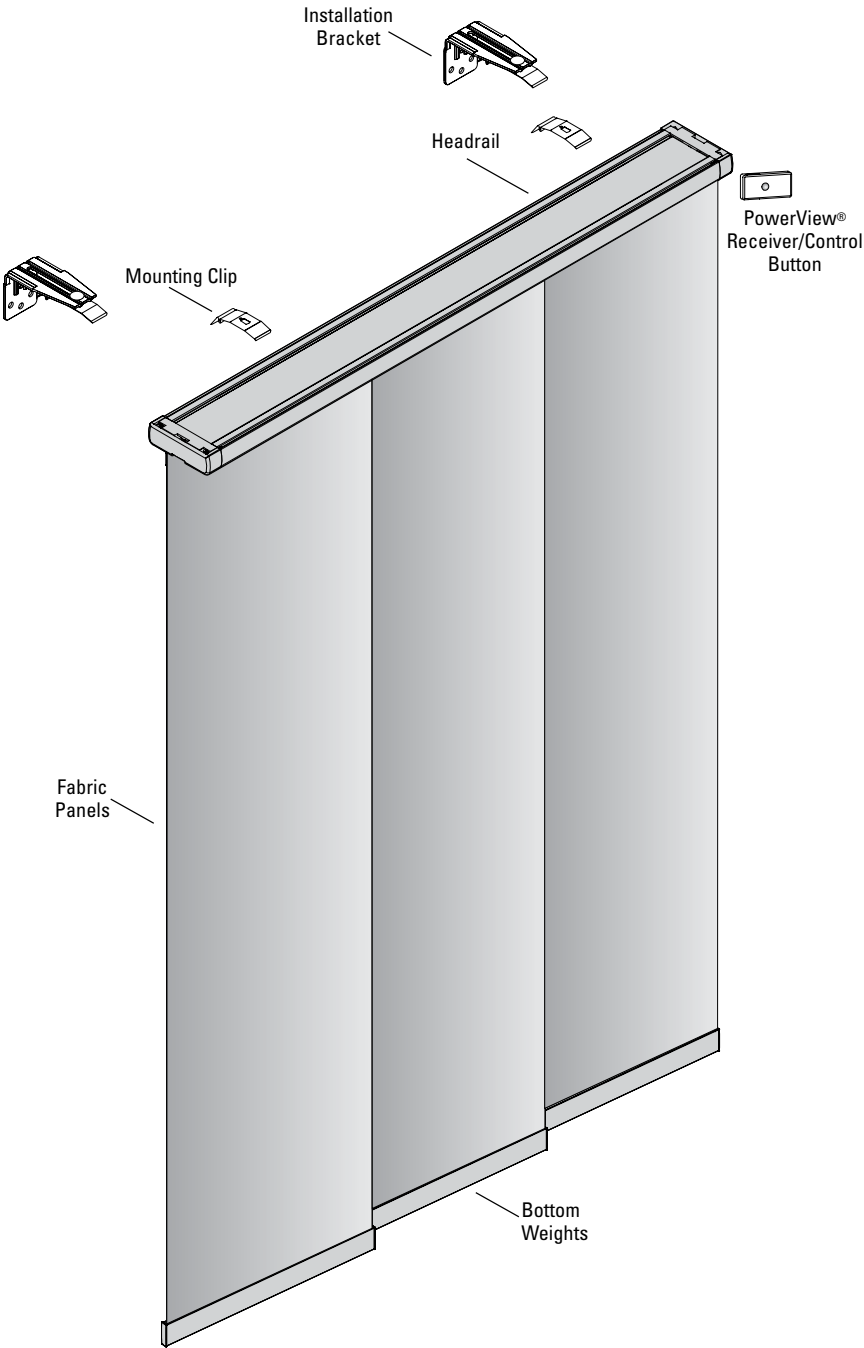


**Longer #6 Hex Head Screw  
For Use With Spacer Blocks  
(Not Provided)**

**GETTING STARTED**

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**Product View — Skyline® Gliding Window Panels**



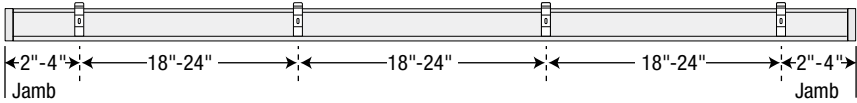


## Inside and Ceiling Mount Applications

For panel order without a valance continue below. If you ordered a valance, see "Inside and Ceiling Mount Applications With A Valance" on page 7.

### Inside and Ceiling Mount Applications Without a Valance

- Mark the mounting clip locations on the ceiling or inside the window casement. Use the figure below as a guide for locating the mounting clips.



- Use a  $\frac{3}{32}$ " drill bit to drill holes for the screws.

**CAUTION:** Do not mount into drywall, only mount into wood.

- Use a level to check that the mounting surface is level. Shim the brackets if necessary. Shims are not provided.

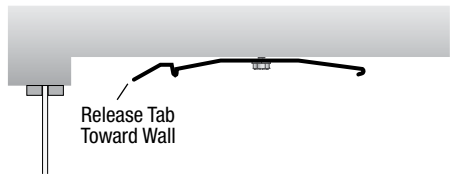
- Ensure the mounting clips are all facing the same direction.

- Standard Mount — The release tabs are toward to the window.
- Flush Mount — The release tabs are toward the room to allow for a flush mounting.

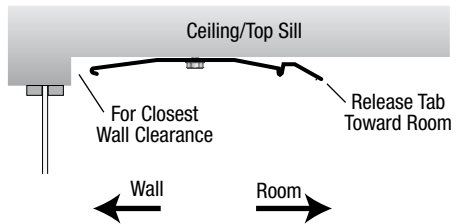
**IMPORTANT:** The mounting tabs will be visible on a flush mount unless concealed by a valance.

- Use the hex head screws provided to fasten the mounting clips to the mounting surface.
- Verify that the mounting clips are mounted level and are aligned to each other.

#### Inside Mount (Standard)



#### Flush Mount Option



Proceed to "Mount the Headrail" on page 13.

### Inside and Ceiling Mount Applications With A Valance

- Refer to the appropriate section below for your valance type:
  - Metal Valance with Returns — below
  - Metal Valance without Returns — page 8
  - Large Cassette — page 11
  - To mount your valance outside the window casement or to the wall — page 14

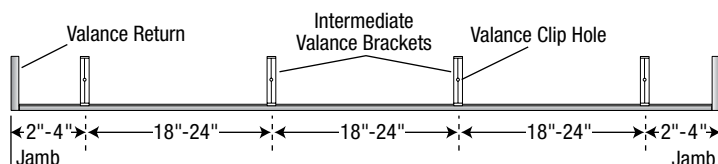
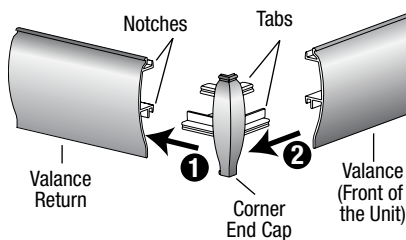
**IMPORTANT:** The assembled valance serves as a drilling template when marking the screw holes on the sill or ceiling.

## INSTALLATION

### Metal Valance with Returns

(Not available in CA.)

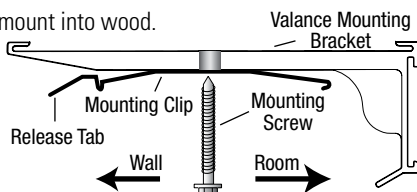
- Assemble the valance corners and returns.
  - Fit the tabs on the corner end caps into the notches on the end of the valance piece.
  - Fit the tabs on the corner end cap into the notches on the end of the valance return pieces.
- Snap the valance brackets onto the valance, spacing them 2" to 4" from each end with 18" to 24" between intermediate valance brackets.
- Center the valance inside the window opening (inside mount) or over the window opening (ceiling mount).



- Mark the drilling locations, using the valance clip holes as guides.
- Set the valance aside.
- Drill the holes at the mounting clip locations previously marked.

**CAUTION:** Do not mount into drywall, only mount into wood.

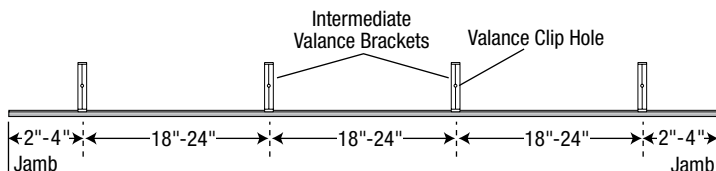
- Holding the valance in place over the drilled holes, insert a screw through each mounting clip and valance bracket. Ensure that the RELEASE TAB FACES THE WALL.



Proceed to "Mount the Headrail" on page 13.

### Metal Valance without Returns

- Snap the valance brackets onto the valance, spacing them 2" to 4" from each end with 18" to 24" between intermediate valance brackets.

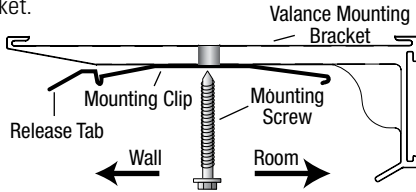


- Center the valance inside the window opening (inside mount) or over the window opening (ceiling mount).

- Mark the drilling locations, using the valance clip holes as guides.
- Set the valance aside.
- Drill the holes at the mounting clip locations previously marked.

**CAUTION:** Do not mount into drywall, only mount into wood.

- Holding the valance in place over the drilled holes, insert a screw through each mounting clip and valance bracket.

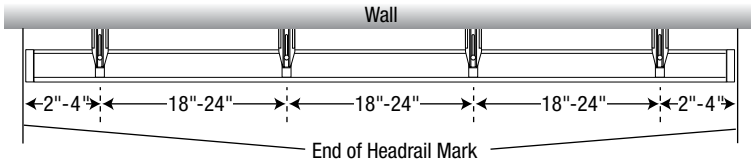


Proceed to "Mount the Headrail" on page 13.

## Outside Mount Applications

### Installation Bracket Placement

- Measure and mark the wall 2" to 4" in from each end of the headrail.
- Evenly space and mark the intermediate installation brackets at 18" to 24" intervals along the headrail. DO NOT exceed 24" between installation brackets.



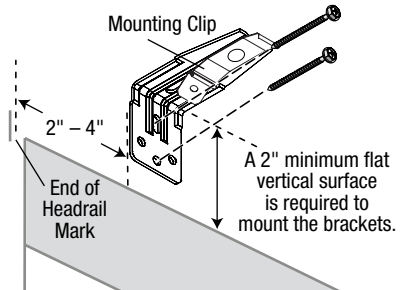
**CAUTION:** The installation brackets must be mounted level to a flat, vertical surface for the unit to operate correctly. Do not mount installation brackets on curved molding.

**IMPORTANT:** The top of the installation brackets need to be mounted at the outside mount ordered height plus an additional ½", for the desired floor clearance.

- Use a 3/32" drill bit to drill the screw holes.

**CAUTION:** Do not mount into drywall, only mount into wood.

- Attach each installation bracket to the mounting surface using two screws.
- Verify that the installation brackets are mounted level and aligned with each other.

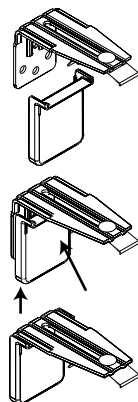


## INSTALLATION

### Attach the Installation Bracket Covers

**IMPORTANT:** Bracket covers are optional and do not have to be installed.

- Position the cover centered beneath the installation bracket.
- Slide the cover up as far as possible.
- Push against the cover to clip it onto the base of the installation bracket. The cover will snap over the installation bracket base in two locations (against the back and at the top).



Proceed to "Mount the Headrail" on page 13.

### Box Valances and Cassette Installation

- Refer to the appropriate section below for your valance type:
  - Metal Box Valance — below
  - Large Cassette — page 11

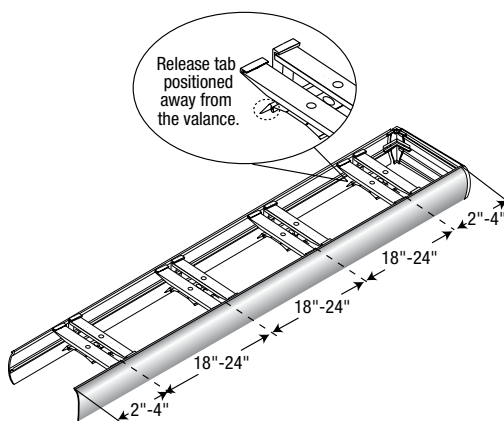
#### Metal Box Valance

*(Not available in CA.)*

- Assemble the valance using two corners, one return piece, and the front and rear pieces. Do not put the other return and corner pieces in place at this time.

**IMPORTANT:** The assembled valance serves as a drilling template when mounting the unit to the ceiling.

- Install valance hanger clips inside box valance as shown.
- Evenly space the intermediate valance box brackets at 18" to 24" intervals along the headrail. DO NOT exceed 24" between valance brackets.
- Slide the box valance brackets into the box valance as shown. Make sure all of the release tabs on the installation brackets are positioned away from the valance.
- Assemble the remaining return and two corner pieces and install them onto the valance.
- Position the valance assembly where it will be mounted against the ceiling.



- Use a  $\frac{3}{32}$ " drill bit, drill the center hole (or near the center) first and install a screw.

**CAUTION:** Do not mount into drywall, only mount into wood.

- Install the rest of the box valance brackets and screws.

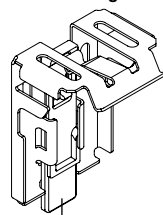
Proceed to "Mount the Headrail" on page 13.

## Large Cassette Installation (Inside and Outside Mounts)

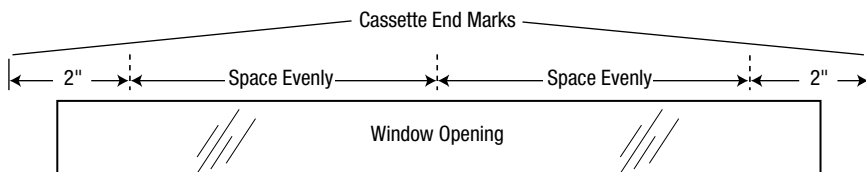
### Mount the Installation Brackets

- Bracket spacing is the same for inside and outside mounted panels.
  - Measure 2" in from where the ends of the cassette will be located and mark the bracket locations on the mounting surface.
  - If more than two installation brackets came with your order, make additional marks to space the other bracket(s) evenly between the two end brackets.
  - The minimum mounting depth is  $1\frac{1}{4}$ " or  $1\frac{3}{16}$ " with back cover. Fully recessed mounting depth is  $4\frac{1}{6}$ " or  $4\frac{5}{8}$ " with back cover.
  - Adjust bracket placement to gain clearance to avoid any obstructions, such as window cranks or handles.

Cassette Mounting Bracket



Release Tab



- Center an installation bracket on each mark. Then mark where to drill holes for the screws.

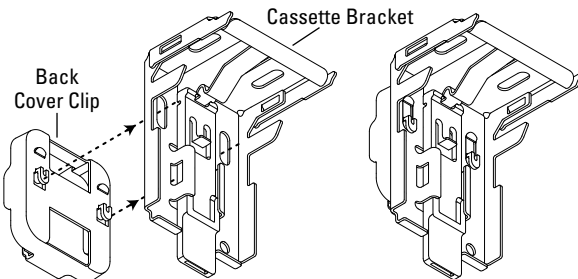
**IMPORTANT:** The installation brackets must be mounted level to operate properly.

### Install the Back Cover Clips (Optional)

- If you ordered shades with the back cover option, snap on each back cover clip that you received to the back of each installation bracket. This will ensure that the back cover remains straight and properly secured.

**IMPORTANT:** Allow an additional  $\frac{1}{4}$ " spacing between the clip and the window to install the back cover.

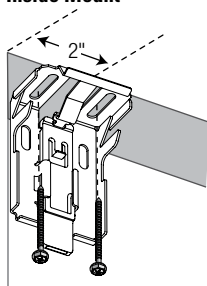
- Align the hooks of the clips to the slots in the bracket and snap down to secure the clip to the brackets.



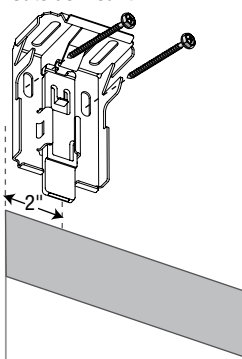
## INSTALLATION

- Secure bracket with two screws.

Inside Mount



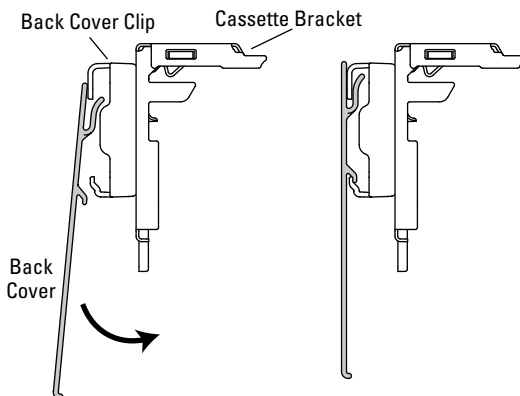
Outside Mount



### Install the Back Cover (Optional)

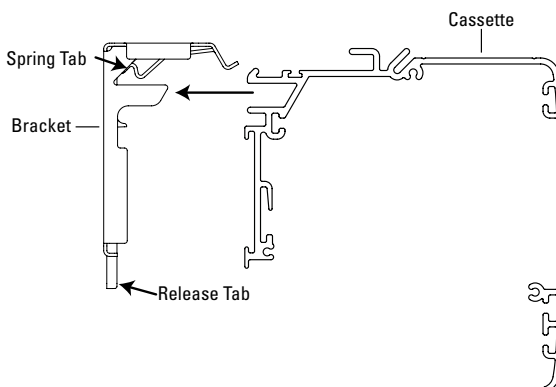
**NOTE:** For shades with the optional back cover, install the back cover onto the clips before installing the cassette into the brackets.

- Angle the back cover towards the window to hook the top feature of the back cover with the top tab of the clip.
- Rotate the back cover towards the room until the bottom feature snaps into the bottom tab of the clip.
- Check each clip and ensure the back cover is properly snapped and secured before proceeding to install the cassette.



### Mount the Large Cassette

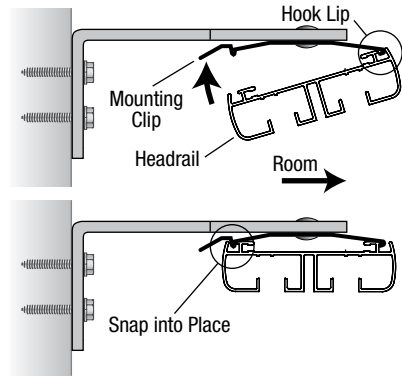
- Install the cassette straight into the bracket as shown to ensure the features on the bracket align with the open sections in the back of the cassette.
- Push the cassette back to snap the spring tab on the bracket.



## Mount the Headrail

**IMPORTANT:** The headrail must be mounted level for the panels to operate correctly. Use your level to check that the mounting clips are aligned and level.

- Orient the headrail so that the control side is located on the correct side.
- Center the headrail underneath the mounting clips.
- Starting with the center, tilt the headrail and engage it under the lip of the mounting clips.
- Rotate the headrail upward and snap it into place.
- Make sure the headrail is secure.

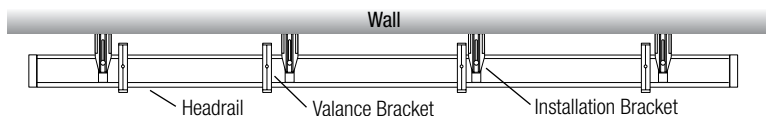


## INSTALLATION

### Outside Mount Valance Installation (Optional)

#### Metal Valance

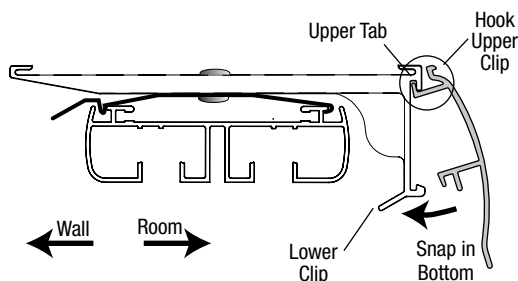
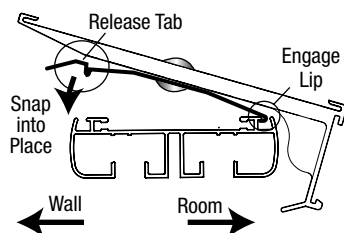
- Use the valance brackets provided and put them adjacent to the outside mounting brackets as shown.



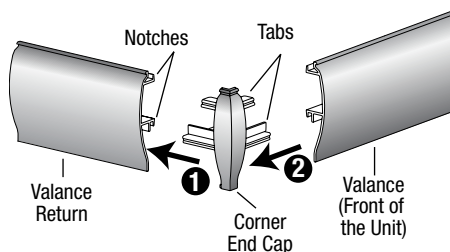
- Ensure that the release tabs on the mounting clips, attached to the valance bracket, are facing the wall as you snap them onto the headrail.

**CAUTION:** DO NOT put valance returns on the valance before installing the valance.

- Hold the valance up to the headrail.
- Hook the upper clip of the valance into the upper tab of the valance bracket.
- Snap the bottom of the valance into place in the lower clip.
- Repeat for all valance brackets.



- Install the valance returns (if used):
  - Fit the tabs on the corner end cap into the notches on the end of the return. Repeat with the other return.
  - Carefully push the return and corner end cap into place on the valance.





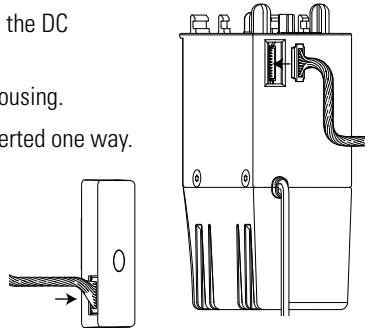
## Connect the Receiver (If Not Already Connected)

**IMPORTANT:** Connect the receiver before connecting the DC power supply.

- Plug the 10-pin receiver connector into the motor housing.

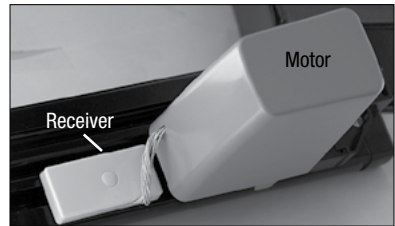
**CAUTION:** The receiver connector can only be inserted one way. Do not force the connector into the motor housing.

- Snap the cover into place over the motor.
- Plug in the 10-pin receiver connector to the receiver.



## Mount the Receiver

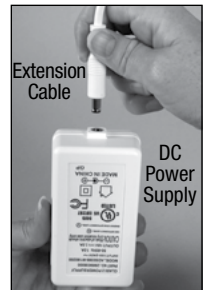
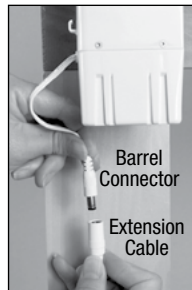
- Remove the double-sided tape from the back of the receiver.
- We recommend mounting the receiver to the headrail beside the motor.
- Check that the wire is not caught or pinched in the mounting brackets or the headrail.



## Install the DC Power Supply

**CAUTION:** Make sure the PowerView® receiver is plugged into the motor before connecting the DC power supply.

- Plug the power cable with the barrel connector from the motor into the extension cable.
- Plug the other end of the extension cable into the DC power supply.



## INSTALLATION

- Secure the DC power supply wire using the C-clips provided. Hide the wire behind the fabric, making sure it does not impede operation.
- Space the C-clips approximately 15" apart along the DC power supply wire, as shown.
- Plug the DC power supply into the power source.



**WARNING:** Keep cables and small parts out of the reach of children. They can wrap cables around their necks and STRANGLE. They can also put small parts in their mouths and CHOKe.

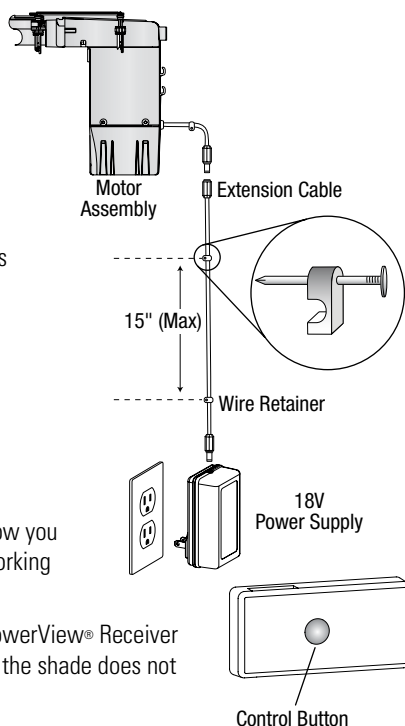


**WARNING:** Electric shock and/or a fire hazard may occur if not properly installed.

### Test Headrail Operation (Prior to Panel Installation)

Testing the shade with the control button will allow you to ensure that the motor and power source are working correctly.

- Press and release the control button on the PowerView® Receiver located next to the motor, to test operation. If the shade does not operate, see "Troubleshooting" on page 34.
  - Press and release the button to test track operation.
- The control button can also be used in combination with the PowerView® App for control of advanced shade functions and home access. Simply open the app and then press and hold the control button to see a list of available functions. See "Operating the PowerView® App and Gen 3 Remote" on page 28 for more information on setup with the PowerView App.

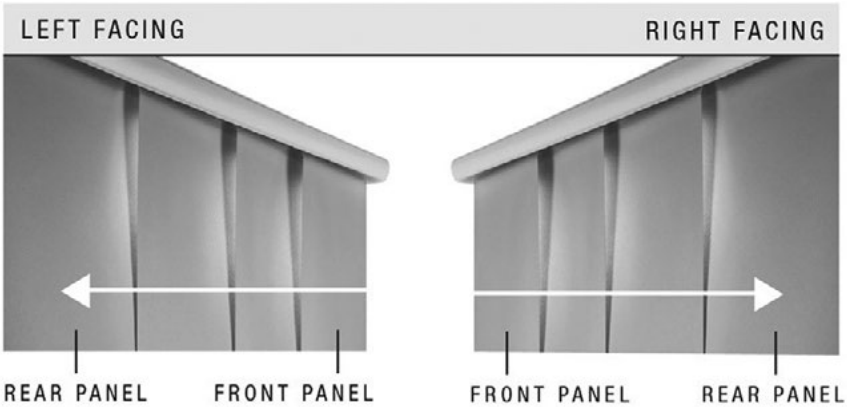


## Fabric Panel Installation

There are four different Skyline® Gliding Window Panels configurations available:

- Right Stack/Right Facing Motor on Right
- Split Stack/Right Facing Motor on Right
- Left Stack/Left Facing Motor on Left
- Split Stack/Left Facing Motor on Left

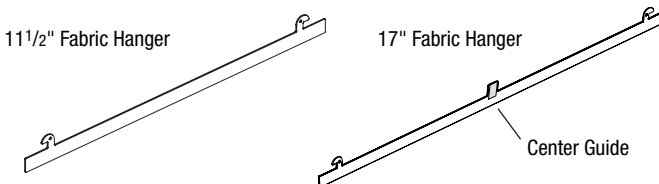
The “facing” direction, right or left, indicates the **Panel Orientation**.



The order of panel installation differs depending on the configuration selected. Refer to the label on the top of the headrail (see figure below or your original order) to determine which configuration you ordered. In the figure below the “Panel Orientation = R” means that this is a right facing unit.



In addition, the panels are available in 11½" and 17" widths, depending on the headrail width. The 17" inch panels have an additional center guide to install in the headrail; 11½" panels have no center guide.

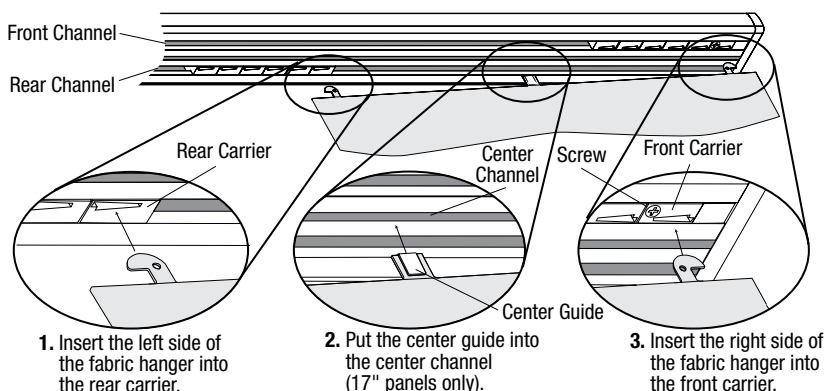


## INSTALLATION

### Right Stack/Right Facing Assembly

**IMPORTANT:** Use the button on the receiver to traverse the unit open and closed to test for proper operation.

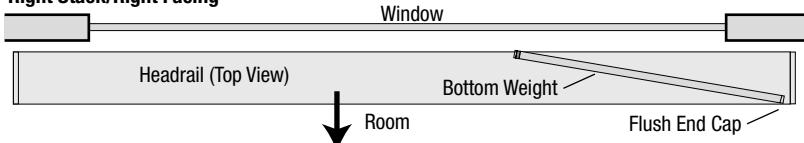
- Use the button on the receiver to traverse the carriers to the stacked position.
- Manually stack the free carriers in the front channel to the right end. Reposition these as needed while installing each panel.
- Locate the panel marked “REAR PANEL — INSTALL FIRST.” This is the first panel to install.
- Locate the temporary plastic fabric hanger installed in the headrail. You will install the first panel into the same carriers. Remember the carriers into which the hanger is installed, remove the temporary hanger. Twist it gently to remove.
- With the front side of the rear panel facing you, insert the LEFT side of the fabric hanger into the carrier in the REAR channel (see No. 1).



- If you have 17" panels, slide the center guide into the center channel in the headrail (see No. 2).
- Gently twist the fabric hanger inward and insert the RIGHT side of the fabric hanger into the carrier in the FRONT channel (see No. 3).

**IMPORTANT:** After you have installed the first panel, verify that the flush end cap on the bottom weight is on the RIGHT side. The flat side of the bottom weight should face the room.

#### Right Stack/Right Facing



- Continue installing panels, rear channel first. The last panel you install will be marked “FRONT PANEL — INSTALL LAST.”

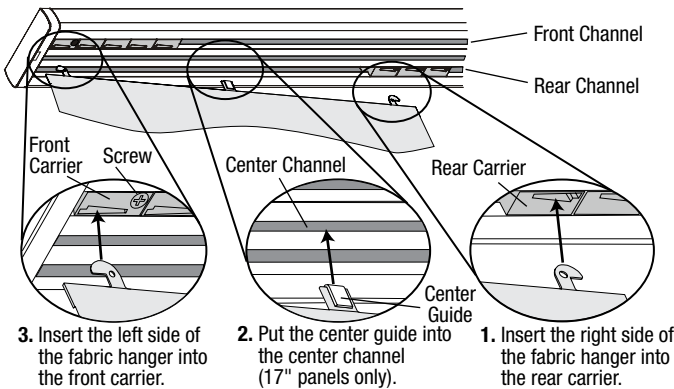
**IMPORTANT:** This panel has two flush end caps on the bottom weight.

- Test traverse (use the button on the receiver).

## Left Stack/Left Facing Assembly

**IMPORTANT:** Use the button on the receiver to traverse the unit open and closed to test for proper operation.

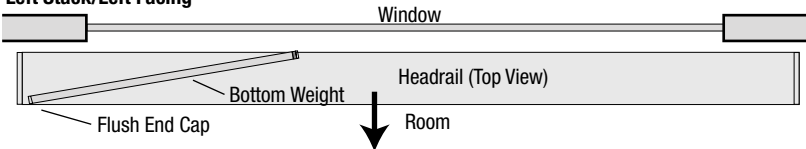
- Use the button on the receiver to traverse the carriers to the stacked position.
- Manually stack the free carriers in the front channel to the left end. Reposition these as needed while installing each panel.
- Locate the panel marked “REAR PANEL — INSTALL FIRST.” This is the first panel to install.
- Locate the temporary plastic fabric hanger installed in the headrail. You will install the first panel into the same carriers. Remember the carriers into which the hanger is installed, remove the temporary hanger. Twist it gently to remove.
- With the front side of the rear panel facing you, insert the RIGHT side of the fabric hanger into the carrier in the REAR channel (see No. 1).



- If you have 17" panels, slide the center guide into the center channel in the headrail (see No. 2).
- Gently twist the fabric hanger outward and insert the LEFT side of the fabric hanger into the carrier in the FRONT channel (see No. 3).

**IMPORTANT:** After you have installed the first panel, verify that the flush end cap on the bottom weight is on the LEFT side. The flat side of the bottom weight should face the room.

### Left Stack/Left Facing



- Continue installing panels, rear channel first. The last panel you will install will be marked “FRONT PANEL — INSTALL LAST.”

**IMPORTANT:** This panel has two flush end caps on the bottom weight.

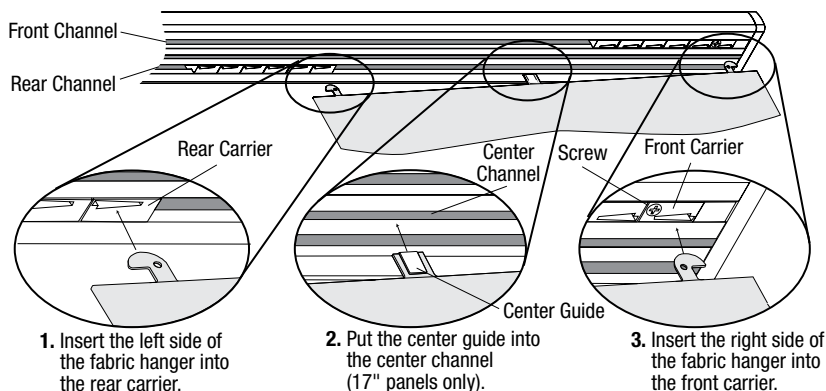
- Test traverse (use the button on the receiver).

## INSTALLATION

### Split Stack/Right Facing (Motor on the Right only)

**IMPORTANT:** Use the button on the receiver to traverse the unit open and closed to test for proper operation.

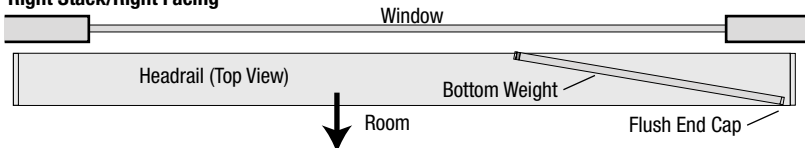
- Use the button on the receiver to traverse the carriers to the stacked position.
- Manually stack the half of the free carriers in the front channel to the left end and the other half to the right end. Reposition these carriers as needed while installing each panel.
- Locate the panel (you had previously set aside) marked “REAR PANEL — INSTALL FIRST.” This is the first panel to install.
- Locate the temporary plastic fabric hanger installed in the headrail. You will install the first panel into the same carriers. Remember the carriers into which the hanger is installed, remove the temporary hanger. Twist it gently to remove.
- With the front side of the rear panel facing you, insert the LEFT side of the fabric hanger into the carrier in the REAR channel (see No. 1).



- If you have 17" panels, slide the center guide into the center channel in the headrail (see No. 2).
- Gently twist the fabric hanger outward and insert the RIGHT side of the fabric hanger into the carrier in the FRONT channel (see No. 3).

**IMPORTANT:** After you have installed the first panel, verify that the flush end cap on the bottom weight is on the right side. The flat side of the bottom weight should face the room.

#### Right Stack/Right Facing

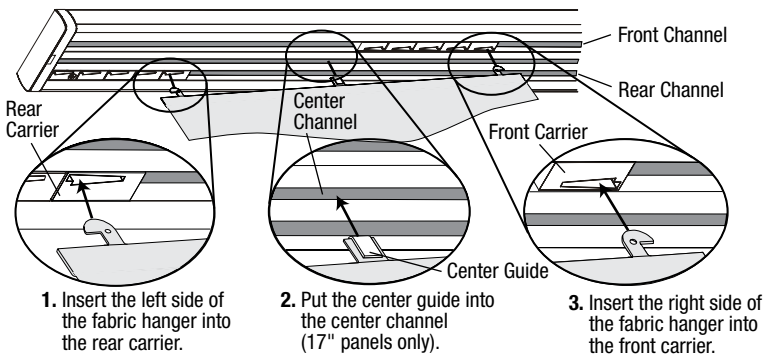


- Continue installing panels, rear channel first. The last panel you install will be marked “FRONT PANEL — INSTALL LAST.”

**IMPORTANT:** This panel has two flush end caps on the bottom weight.

- Test traverse (use the button on the receiver).
- Continue with the stack on the left, and ensure the carriers have been traversed to the left, and the free carriers in the front channel have been stacked to the left.
- Locate the panel (you had previously set aside) marked "REAR PANEL — INSTALL FIRST." This is the first panel to install.
- Locate the temporary plastic fabric hanger installed in the headrail. You will install the first panel into the same carriers. Remember the carriers into which the hanger is installed, remove the temporary hanger. Twist it gently to remove.
- With the front side of the rear panel facing you, insert the LEFT side of the fabric hanger into the carrier in the REAR channel (see No. 1).

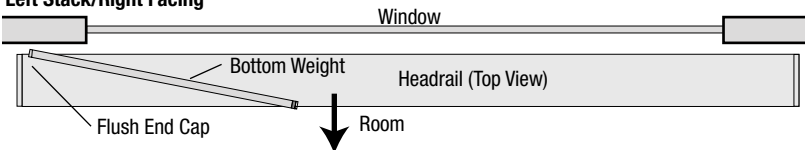
## Left Stack/Right Facing



- If you have 17" panels, slide the center guide into the center channel in the headrail (see No. 2).
- Gently twist the fabric hanger inward and insert the RIGHT side of the fabric hanger into the carrier in the FRONT channel (see No. 3).

**IMPORTANT:** After you have installed the first panel, verify that the flush end cap on the bottom weight is on the LEFT side. The flat side of the bottom weight should face the window.

## Left Stack/Right Facing



- Continue installing panels, REAR channel first. The last panel for the right stack will be marked "FRONT PANEL — INSTALL LAST."

**IMPORTANT:** This panel has two flush end caps on the bottom weight.

- Test traverse (use the button on the receiver).

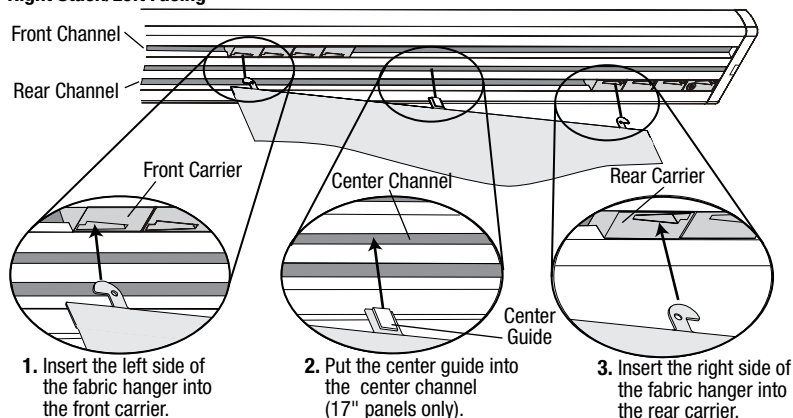
## INSTALLATION

### Split Stack/Left Facing (Motor on the Left Only)

**IMPORTANT:** Use the button on the receiver to traverse the unit open and closed to test for proper operation.

- Use the button on the receiver to traverse the carriers to the stacked position.
- Manually stack the half of the free carriers in the front channel to the left end and the other half to the right end. Reposition these carriers as needed while installing each panel.
- Locate the panel marked “REAR PANEL — INSTALL FIRST.” This is the first panel to install.
- Locate the temporary plastic fabric hanger installed in the headrail. You will install the first panel into the same carriers. Remember the carriers into which the hanger is installed, remove the temporary hanger. Twist it gently to remove.
- With the front side of the rear panel facing you, insert the LEFT side of the fabric hanger into the carrier in the FRONT channel (see No. 1).

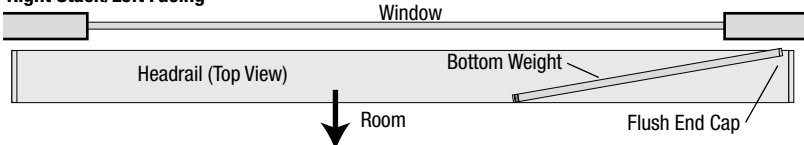
#### Right Stack/Left Facing



- If you have 17" panels, slide the center guide into the center channel in the headrail (see No. 2).
- Gently twist the fabric hanger inward and insert the RIGHT side of the fabric hanger into the carrier in the REAR channel (see No. 3).

**IMPORTANT:** After you have installed the first panel, verify that the flush end cap on the bottom weight is on the LEFT side. The flat side of the bottom weight should face the window.

#### Right Stack/Left Facing

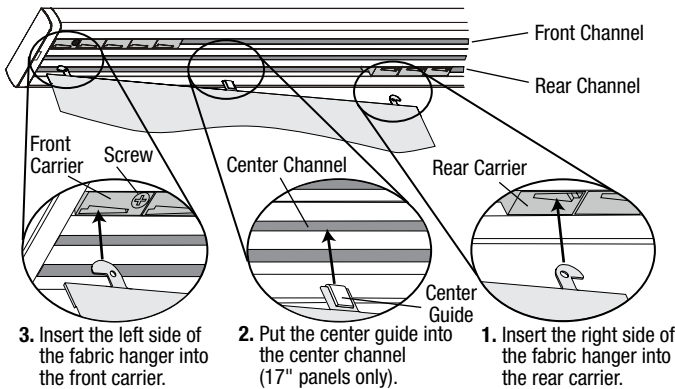




- Continue installing panels, FRONT channel first. The last panel you install will be marked "FRONT PANEL — INSTALL LAST."

**IMPORTANT:** This panel has two flush end caps on the bottom weight.

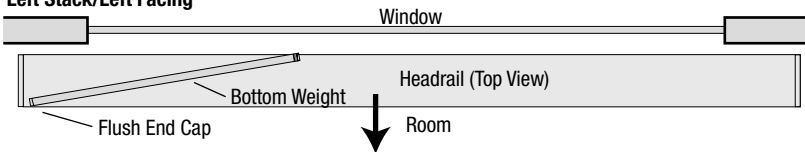
- Test traverse (use the button on the receiver).
- Continue with the stack on the right, and ensure the carriers have been traversed to the right, and the free carriers in the front channel have been stacked to the right.
- Locate the panel (you had previously set aside) marked "REAR PANEL — INSTALL FIRST." This is the first panel to install.
- Locate the temporary plastic fabric hanger installed in the headrail. You will install the first panel into the same carriers. Remember the carriers into which the hanger is installed, remove the temporary hanger. Twist it gently to remove.
- With the front side of the rear panel facing you, insert the RIGHT side of the fabric hanger into the carrier in the REAR channel (see No. 1).



- If you have 17\"/>
- Gently twist the fabric hanger inward and insert the LEFT side of the fabric hanger into the carrier in the FRONT channel (see No. 3).

**IMPORTANT:** After you have installed the first panel, verify that the flush end cap on the bottom weight is on the LEFT side. The flat side of the bottom weight should face the room.

## Left Stack/Left Facing



- Continue installing panels, REAR channel first. The last panel you will install will be marked "FRONT PANEL — INSTALL LAST."

**IMPORTANT:** This panel has two flush end caps on the bottom weight.

- Test traverse (use the button on the receiver).

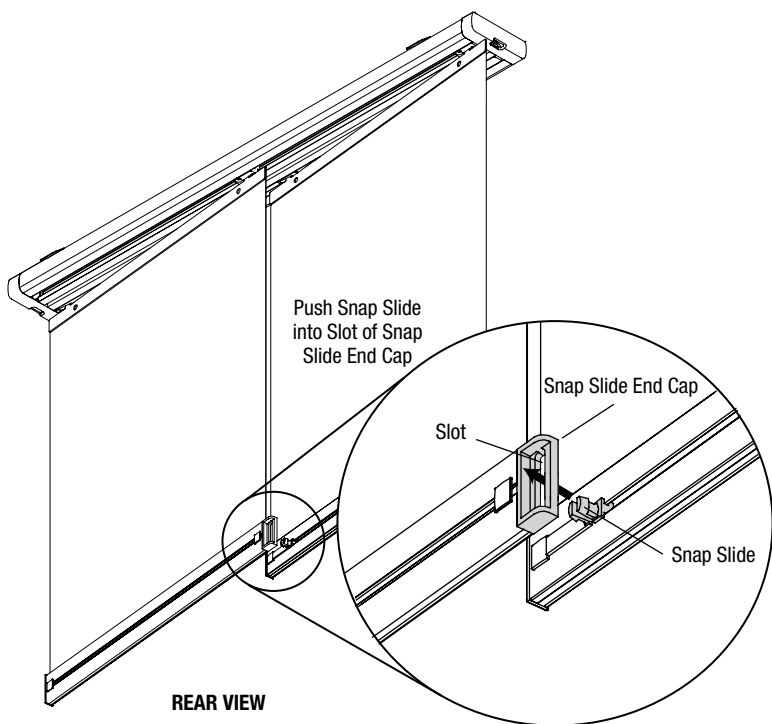
## INSTALLATION

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### Connect the Bottom Weights

Once you are satisfied with the operation, connect the bottom weights together. The bottom weights interconnect to stabilize the panels. Each bottom weight has a snap slide on the back side, which connects to the adjacent bottom weight.

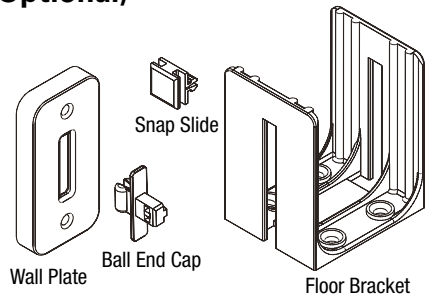
- Traverse the panels closed.
- Starting at the back panel, push the snap slide of the next panel into the slot of the snap slide end cap of the back panel (behind it). It should snap into place.
- Progressing across the track, continue connecting the snap slide of each panel to the snap slide end cap of the panel behind it.
- Once all panels have been connected, carefully check the operation of the track by traversing the panels open and closed.
- If you experience any binding at the bottom, spray a small amount of silicone spray in the groove on the back of the bottom weight.



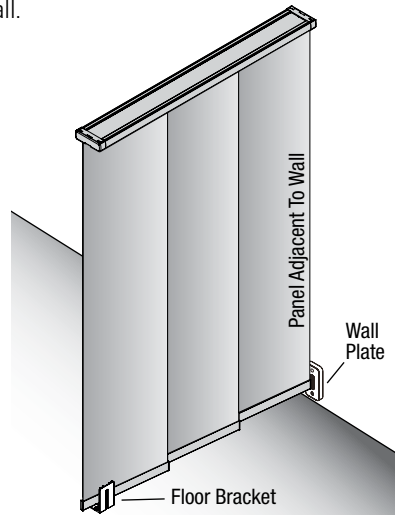
## Install the Room Divider Kit (Optional)

*(Not available in CA.)*

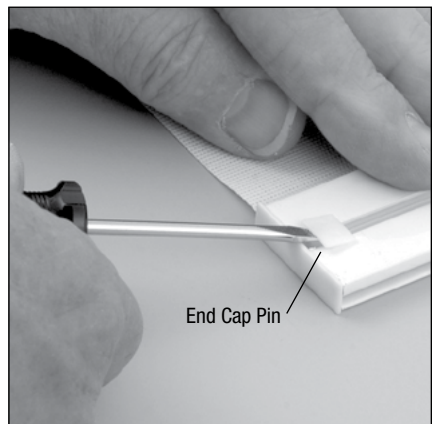
**IMPORTANT:** The floor bracket and snap slide can be mounted to the floor in a position to hold the panels in directly beneath the headrail. Once mounted, the snap slide is free to move up and down in its slot and can be attached to the last moving panel. The wall plate and ball end cap keep the panel adjacent to the wall in place.



- Locate the panel that will be adjacent to the wall.



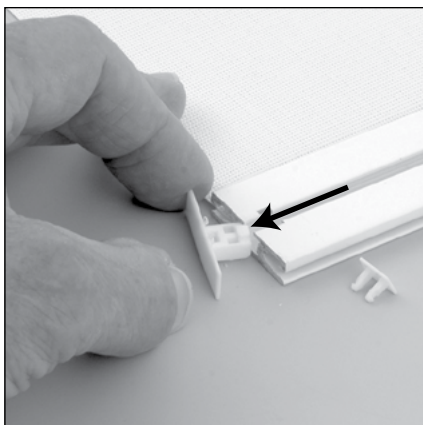
- Remove the end cap pin from the bottom weight.



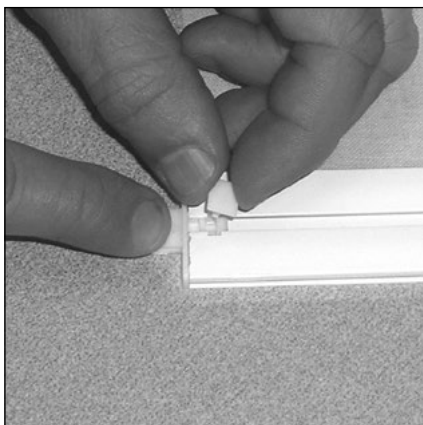
## INSTALLATION

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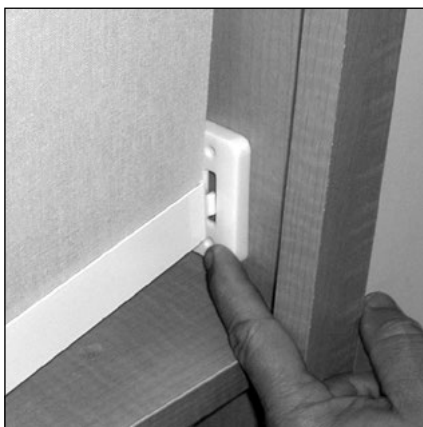
- Pull out the bottom weight flat end cap (next to the wall).



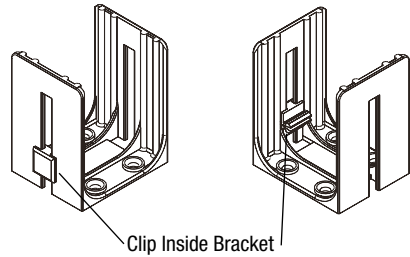
- Install the ball end cap in the end of the bottom weight.
- Reinstall the end cap pin.



- Be sure the bottom weight is free hanging to determine where the ball end cap aligns on the wall.
- Align the wall plate with the ball end cap, and secure it to the wall with two #4 flat head screws (and anchors if necessary).
- Insert the ball end cap into the slot in the wall plate.

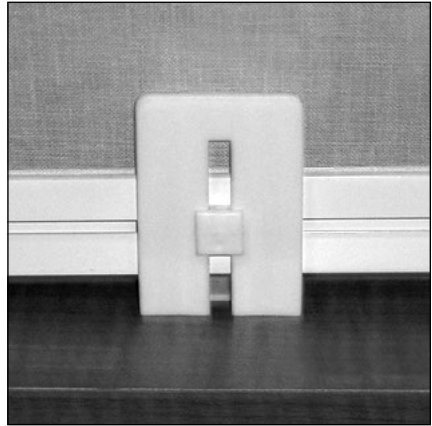


- Insert the snap slide into the floor bracket by aligning the slot of the bracket with the grooves in the snap slide. Be sure that the clip portion sits inside the slot of the floor bracket. This will allow the snap slide to slip into the groove in the back of the panel bottom weight, if desired.



**IMPORTANT:** When the snap slide is snapped to the bottom weight, the panels will only traverse the distance of one panel (see the figure on page 25). To completely traverse the panels, disconnect the snap slide from the bottom weight.

- Determine where you want the floor bracket placed (somewhere along the first panel), aligned at the same depth as the wall plate.
- Secure it in place with #6 flat head screws.



## OPERATION

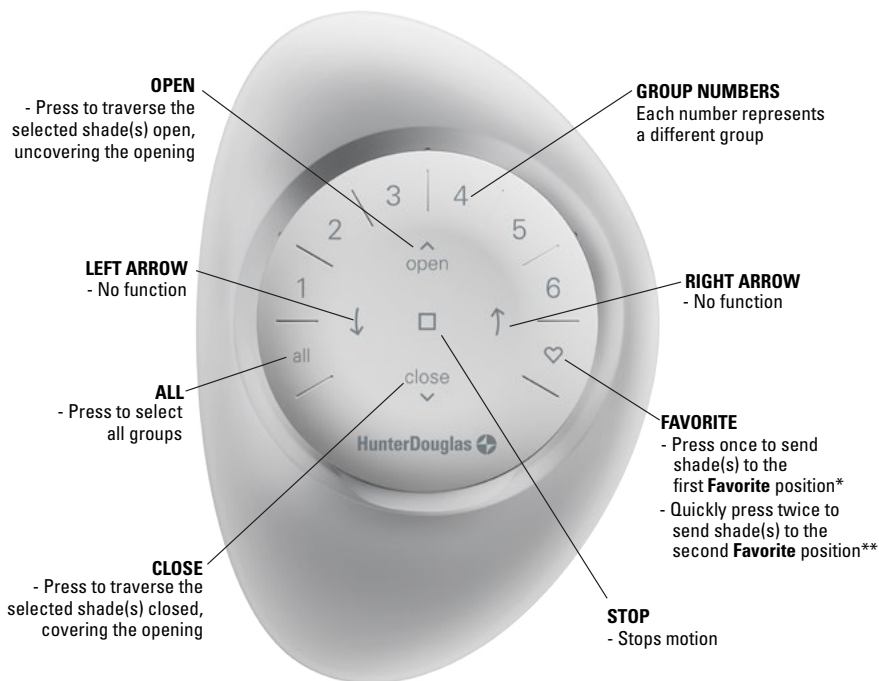
### Operating the PowerView® App and Gen 3 Remote

#### 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](http://hdpvapp.com).
- Open the PowerView App and follow the steps to set up your new shades and remote.
- Use the PowerView App to program and manage your PowerView Gen 3 remote(s) as accessories.
- For more details, refer to the digital [PowerView Gen 3 Automation Remote Control Guide](#).

#### 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.



\*The default first **Favorite** position for the shade is 50% open.

\*\*Both **Favorite** positions can be updated in the PowerView App > Shade Settings.

## **Further Operation and Programming Information**

### **PowerView® App Operation**

The PowerView® App is required to program PowerView Gen 3 shades, remotes, and gateways. The App is compatible with Apple® and Android™ smartphones and tablets. For more information regarding setup and operation using the PowerView App, refer to <https://help.hunterdouglas.com/s/powerview-gen-3-manuals>.

### **PowerView® Gen 3 Gateway**

The PowerView® Gen 3 Gateway is used to control shades in larger projects as well as integrate PowerView Gen 3 shades with third-party integration systems. For information regarding programming of PowerView Gen 3 Gateways, refer to the [PowerView Gen 3 Automation Gateway Guide](#).

### **PowerView Gen 3 Remote**

For more information regarding operation and programming of the PowerView Gen 3 Remote, refer to the digital [PowerView Gen 3 Automation Remote Control Guide](#).

## **Resetting the Shade**

### **Calibration Reset**

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

- Select Calibrate Shade in the Advanced Options section of the Shade Settings menu in the PowerView App. The shade will move to the traversed open position, then traversed closed position. When the shade stops moving, calibration is complete.

### **Resetting Shade Programming**

The PowerView App may be used to modify or reset any shade programming to PowerView Gen 3 remotes and gateways. Shades may be added to or removed from Rooms in the app at any time. If necessary, shades may also be deleted from the PowerView App in the Advanced Options section of the Shade Settings menu.

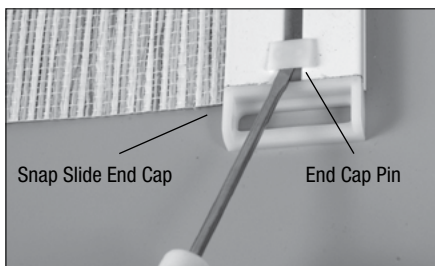
## OPERATION

### Adjustments

#### Adjust/Shorten Fabric Panel Length

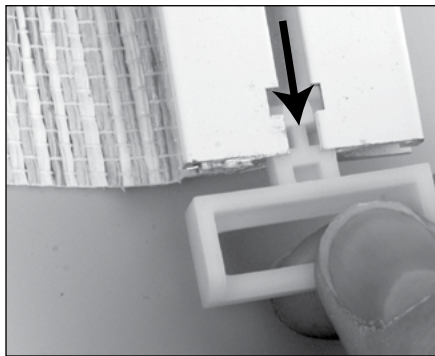
**CAUTION:** Some units may not be able to reuse the plastic adhesive strip mentioned in this process. If the strip will not stick in the new location, contact your Hunter Douglas dealer for a replacement.

- Measure and record the amount you want to shorten on a panel. Refer to this information for any remaining panels you want to shorten.
- If the bottom weights were connected together, disconnect them.
- Carefully remove the panel by releasing the fabric hanger from the carriers. See “Removing the Panels” on page 36.
- Place the panel on a clean, flat working surface. If it is not possible to spread the panel out flat, then carefully roll the panel up around the hanger (or preferably the shipping core), so that the bottom weight is accessible.
- Use a small flat-blade screwdriver to remove the end cap pin in the bottom weight.

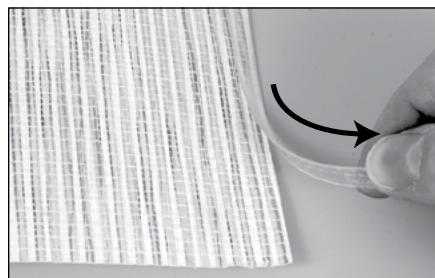


- Slide out the snap slide end cap from the bottom weight.
- Slide the panel out of the bottom weight.

**IMPORTANT:** Note the folded flap at the bottom of the panel and how it is folded.



- Unfold the fabric and carefully remove the plastic strip from the panel. Save it for later use.
- Holding the bottom end of the panel flat, mark the distance (previously recorded) at several locations across the bottom of the panel. Using a straight-edge, draw a line connecting these marks.





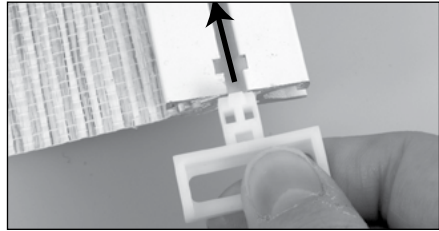
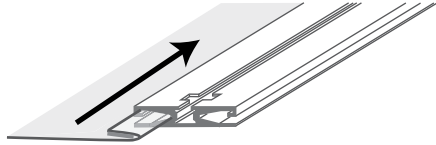
- Using a sharp pair of scissors, carefully cut straight across each panel along the line to remove the desired length from each panel.
- Replace the previously removed plastic adhesive strip along the bottom of the panel, aligning the strip with the bottom edge of the panel. Push on the plastic adhesive strip so it adheres to the panel.
- Carefully crease the panel along the upper edge of the strip.

**IMPORTANT:** Make sure there are no ripples in the fabric panel.

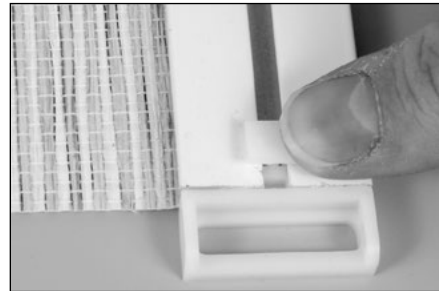
- Holding the folded panel and plastic strip, carefully insert the panel into the bottom weight until it is fully seated within the bottom weight.

**CAUTION:** Be careful NOT to pull on the fabric, as it can cause permanent distortion or damage.

- Re-install the snap slide end cap.



- Insert the end cap pins back into in the bottom weight and press into place.
- Reinstall the fabric panel into the headrail.
- Repeat this process for the other panels.
- Reconnect the bottom weights if required.
- Using the button on the receiver or remote, traverse the shade open and closed to test for proper operation.



## OPERATION

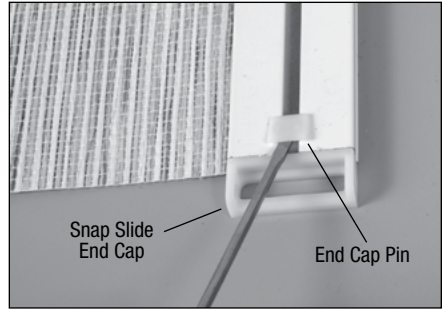
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### Straighten Panel Fabric from Bottom Weight

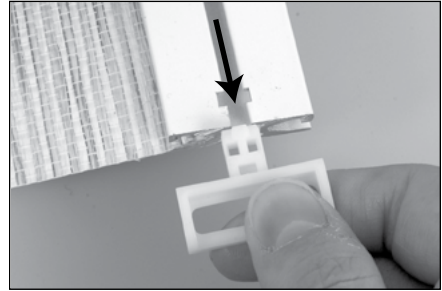
If the panel fabric is creased or wrinkled at the bottom it can be adjusted and straightened.

**CAUTION:** Some units may not be able to reuse the plastic adhesive strip mentioned in this process. If the strip will not stick in the new location, contact your Hunter Douglas dealer for a replacement.

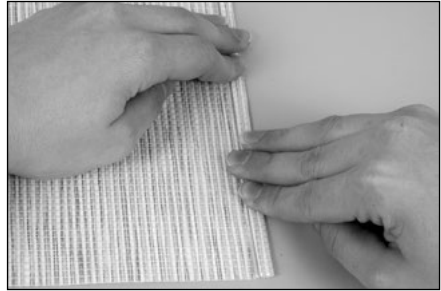
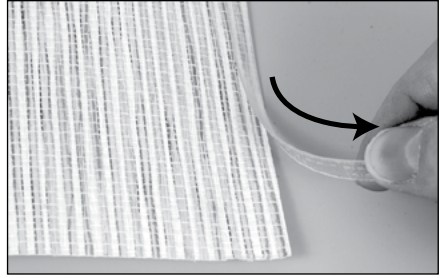
- Use a small flat-blade screwdriver to remove the end cap pin in the bottom weight of the affected panel.



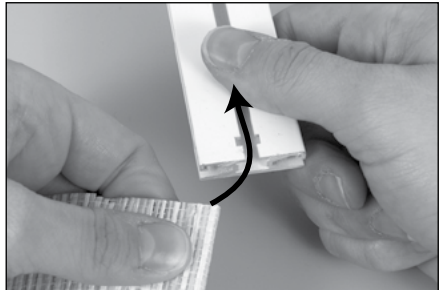
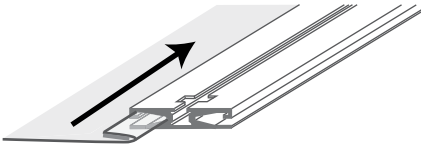
- Slide out the snap slide end cap from the bottom weight.
- Slide the panel out of the bottom weight.



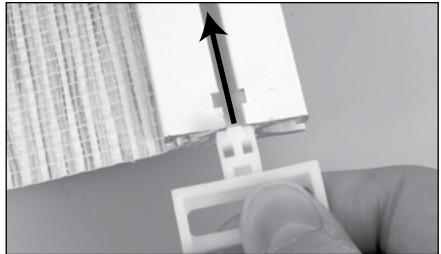
- Check the fold and the position of the plastic adhesive strip.
- To adjust, remove the plastic adhesive strip, adjust the fabric.
- Reattach the plastic adhesive strip, aligning it with the exact edge of the panel.
- Crease the fabric tightly along the strip. Do not fold more than the width of the plastic adhesive strip.



- Slide the panel back into the bottom weight, making sure the plastic adhesive strip fits in the groove in the track.



- Inspect the panel for folds or wrinkles.
- Once satisfied with the adjustment, slide the snap slide end cap back into the end of the bottom weight.



- Insert the end cap pin back into place in the bottom weight and press to secure it.



# TROUBLESHOOTING

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## Troubleshooting

If your shade is not operating correctly:

- Review the [digital support guide](#) for your control device.
- Refer to the following troubleshooting procedures for specific solutions for your shade.

If questions remain, please contact Hunter Douglas Consumer Support at **(800) 789-0331**.

<b>Problem</b>	The panel does not hang correctly.
<b>Solution</b>	<p>Check that the panel is installed correctly. Panels should be angled compared to the track, with each panel hanger connected to a carrier in both the front and back channels.</p> <p>Check that the headrail is level.</p> <p>Check that the bottom weight snap slides are installed and operating correctly. The bottom weights should slide together easily when connected using the snap slides.</p> <p>Check that there are no obstructions to the movement of the panels. Replace protruding window cranks with T-cranks.</p> <p>Wrinkling and folds in the panel fabric, due to packaging, will usually drop out within a few days. See "Straighten Panel Fabric from Bottom Weight" on page 32, for adjustment, if necessary.</p>
<b>Problem</b>	How to determine panel orientation (whether it was made as right or left facing).
<b>Solution</b>	The carriers in the headrail (where the panels hook in) will be <b>WHITE</b> for a right-facing headrail, and <b>GRAY</b> for a left-facing headrail. Panels will fall out of the headrail if installed improperly from the purchased configuration.
<b>Problem</b>	An opaque fabric panel is wrinkled, creased or is rippling.
<b>Solution</b>	Apply heat for 30 seconds with a hair dryer 6" away from the shade to release the creases, wrinkles or ripples in the fabric.

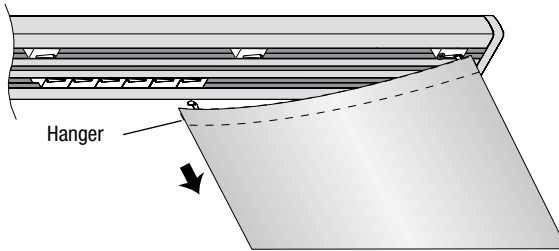
<b>Problem</b>	The shade does not operate using the control button.
<b>Solution</b>	<p>Unplug the power cable from the receiver, then plug it back in. A blue LED on the receiver, near the control button should flash to indicate the motor has power.</p> <p>Check that the DC power supply is securely connected to the barrel connector on the motor. See "Install the DC Power Supply" on page 15.</p> <p><b>CAUTION:</b> Be sure to unplug the DC power supply from the wall outlet before disconnecting the plug at the motor.</p> <p>Check that the receiver is securely connected into the motor housing. See "Connect the Receiver (If Not Already Connected)" on page 15.</p>
<b>Problem</b>	The shade is not responding to the PowerView® remote.
<b>Solution</b>	<p><b>IMPORTANT:</b> A shade will not operate until it is joined to a group. See "Basic Operation" on page 28.</p> <p>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 shade is joined to on the remote in the PowerView® App. You can find this under MORE &gt; ACCESSORIES in the app.</p> <p>Check if the batteries need to be replaced. If the batteries are completely drained, none of the lights will turn on. If the batteries are running low, the inner ring buttons (open, close, right arrow, left arrow, stop) light up RED. In either case, the batteries need to be replaced. The remote takes two CR2032 batteries.</p>
<b>Problem</b>	The unit does not traverse at all, does not traverse fully, or does not traverse correctly.
<b>Solution</b>	<p>Check that the mounting brackets are level, that their front edges are aligned, and that there are no obstructions to the movement of the panels.</p> <p>Reset the unit. See "Calibration Reset" on page 29.</p>

## Removal Procedures

### Removing the Panels

- Disconnect the bottom weights by gently pulling them apart.
- Grasp the panel hanger on the sides.
- Gently twist the panel hanger and pull downward to release the hooks from the carriers.

**Right Facing/Right Stack Shown — All Others Are Similar**



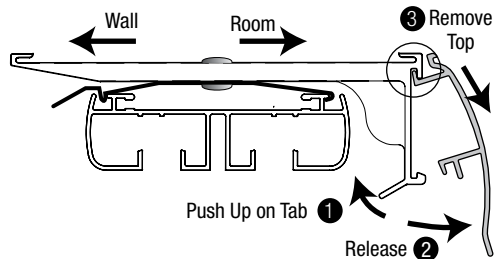
1. Gently Twist Panel Hanger

2. Pull Down to Release Hooks

### Removing the Optional Valance

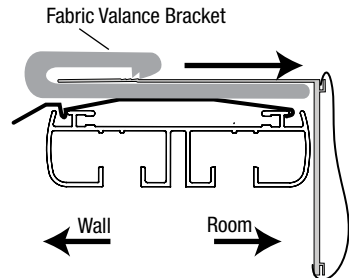
#### Standard Valance

- Release the bottom of the valance from the lower tab on the valance bracket by pushing up on the tab.
- Gently pull the bottom of the valance away from the mounting bracket to remove the valance from the upper tab.



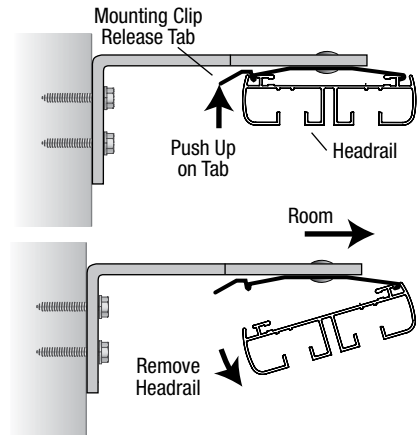
#### Fabric Valance

- Gently pull the fabric valance assembly straight out from the headrail, freeing it from the fabric valance brackets.



## Removing the Headrail

- Remove the cover on the motor by pulling it straight down.
- Remove the power and receiver cables from the cable hooks.
- Pull the connectors for the receiver out of the motor.
- Unplug the power supply
- Locate the release tab on the mounting clip.
- Firmly grasp the headrail.
- Push up on the release tab to release the headrail. Repeat for each mounting clip.
- Lift the headrail free from the mounting clips.

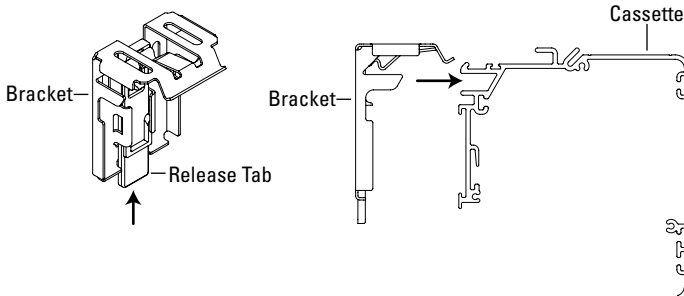


## Removing the Cassette

- While keeping one hand on the cassette at all times, push up on the plastic release tabs of the bracket until you hear it click and see that it stays in place.

**NOTE:** Push up on the release tabs of the end brackets first and then on the center bracket(s).

- Place both hands in the middle of the cassette (along the front bottom) and pull straight out.



### Cleaning Procedures

#### **Dusting**

- Regular light dusting with a feather duster is all the cleaning that is needed in most circumstances.

#### **Vacuuming**

- Use a hand-held vacuum with low suction for more thorough dust removal.

#### **Compressed Air Or Hair Dryer**

- Use to blow dust off the panels. Use a hair dryer on a cool setting.

#### **Spot-Cleaning**

- Dampen a clean cloth with a solution of warm water and a mild detergent then wring it out.
- Dab the spot with the dampened cloth until it is gone.

**CAUTION:** Keep all cleaning solutions away from the headrail system. Skyline® fabrics and headrail should never be ultrasonically cleaned, injection/extraction cleaned, steam cleaned, or immersed in water.

**CAUTION:** Do not steam panels in an attempt to remove wrinkles or cupping.

#### **Metal Valance Cleaning**

- Wipe the valance with a damp cloth and a mild detergent solution.

#### **Fabric Covered Valance Cleaning**

- Follow the same directions above for the fabric panels.



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**Product Notes and Disclaimers**

- Actual fabric color may vary slightly from the samples. All variations are within established industry standards.
- While opaque fabrics are blackout, due to the inherent light gaps between each panel, the application is room darkening, not blackout.
- Fabrics that contain patterns, stripes or rows when hung as panels will create random alignment from panel to panel.
- Many of the fabrics are fairly lightweight and will have varying levels of panel movement when installed near air-conditioning vents or windows.
- Depending on room conditions, wrinkles in product resulting from packaging should hang out.
- The standard panel overlap will prevent most tangling of panels. Based on individual room conditions, some panel tangling may occur.

**WARNING/  
ADVERTENCIA**



Window Blind Cord  
Can **STRANGLE**  
Your Child. To  
prevent strangulation, purchase  
cordless products or products  
with inaccessible cords.

La cuerda de la persiana puede  
**ESTRANGULAR** a su niño. Para  
evitar el estrangulamiento, com-  
pre alternativas cuerda o prod-  
uctos con cuerdas inaccesibles.

**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 immédiate-  
ment 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.

### ***FCC Statement***

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.
- 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.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference and (2) this device must accept any interference received, including interference that may cause undesired operation.

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### ***ICES-003***

This Class B digital apparatus complies with Canadian ICES-003.

- Operation is subject to the following two conditions: (1) this device may not cause harmful interference and (2) this device must accept any interference received, including interference that may cause undesired operation.
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### ***NMB-003***

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

- L'utilisation de ce dispositif est autorisée seulement aux conditions suivantes : (1) il ne doit pas produire de brouillage et (2) l'utilisateur du dispositif doit être prêt à accepter tout brouillage radioélectrique reçu, même si ce brouillage est susceptible de compromettre le fonctionnement du dispositif.
- 

### ***CE Statement***

Hunter Douglas Window Fashions, One Duette Way, Broomfield, CO 80020, USA

Hunter Douglas hereby declares that the PV23 is in compliance with the essential requirements and other relevant provisions of Electromagnetic Compatibility (EMC) Directive 2014/30/EU and Radio Equipment Directive (RED) 2014/53/EU. A copy of the DoC can be obtained online:

[www.hunterdouglas.com/RFcertifications](http://www.hunterdouglas.com/RFcertifications).



## LIFETIME GUARANTEE

The Hunter Douglas® Lifetime Guarantee is an expression of our desire to provide a thoroughly satisfying experience when selecting, purchasing and living with your window fashion products. If you are not thoroughly satisfied, simply contact Hunter Douglas at **(800) 789-0331** or visit **hunterdouglas.com**. In support of this policy of consumer satisfaction, we offer our Lifetime Limited Warranty as described below.

### COVERED

#### BY A LIFETIME LIMITED WARRANTY

- Hunter Douglas window fashion products are covered for defects in materials, workmanship or failure to operate for as long as the original retail purchaser owns the product (unless shorter periods are provided below).
- All internal mechanisms.
- Components and brackets.
- Fabric delamination.
- Operational cords for a full 7 years from the date of purchase.
- Repairs and/or replacements will be made with like or similar parts or products.
- Hunter Douglas motorization components are covered for 5 years from the date of purchase.

Hunter Douglas (or its licensed fabricator/distributor) will repair or replace the window fashion product or components found to be defective.

### 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) and discoloration or fading over time.
- Failure to follow our instructions with respect to measurement, proper installation, cleaning or maintenance.
- Shipping charges, cost of removal and reinstallation.

### TO OBTAIN WARRANTY SERVICE

1. Contact your original dealer (place of purchase) for warranty assistance.
2. Visit [hunterdouglas.com](http://hunterdouglas.com) for additional warranty information, frequently asked questions and access to service locations.
3. Contact Hunter Douglas at **(800) 789-0331** for technical support, certain parts free of charge, for assistance in obtaining warranty service or for further explanation of our warranty.

**NOTE:** In no event shall Hunter Douglas or its licensed fabricators/distributors be liable or responsible for incidental or consequential damages or for any other indirect damage, loss, cost or expense. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion or limitation may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Different warranty periods and terms apply for commercial products and applications.

**HunterDouglas**   
[hunterdouglas.com](http://hunterdouglas.com)