

HunterDouglas

Installation • Operation • Care



Duette[®] and Applause[®]
Honeycomb Shades
EasyRise[™] Lifting System

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Questions?

Call the Hunter Douglas Customer Information Center at
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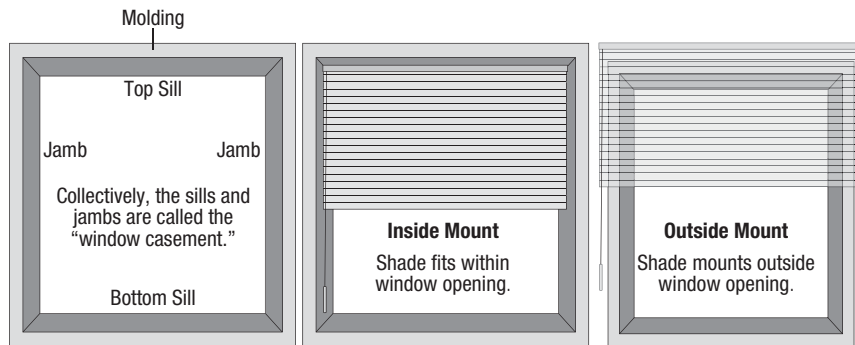
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GETTING STARTED

Thank you for purchasing Hunter Douglas Duette® or Applause® honeycomb shades. With proper installation, operation, and care, your new shades will provide years of beauty and performance. Please thoroughly review this instruction booklet before beginning the installation.

Mounting Types And Window Terminology

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



Installation Components Needed

Check the packaging to be sure you have all the components needed to install your shade. Keep the packaging until the shades perform to your satisfaction. If your shade has a protective plastic cover on the fabric covered headrail, keep the plastic in place until the shade is installed.

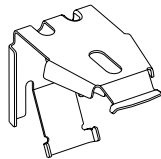
Shade Width	Brackets Required
12" - 36"	2
36 ¹ / ₈ " - 72"	3
72 ¹ / ₈ " - 108"	4
108 ¹ / ₈ " - 144"	5
144 ¹ / ₈ " - 174"	6

Required Components

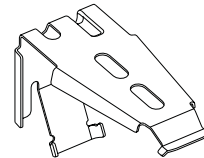
■ Installation Brackets.

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

³/₈" Pleat Size Installation Bracket



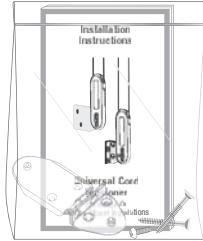
³/₄" And ¹/₄" Pleat Size Installation Bracket



IMPORTANT: For illustration purposes, the ³/₄" and ¹/₄" installation brackets are shown throughout the following instructions. The ³/₈" brackets follow these same installation procedures.

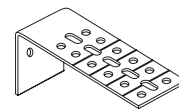
GETTING STARTED

- **Universal Cord Tensioner (UCT) Installation Kit.** The UCT functions as a safety device that makes the cords less accessible to children and pets. **The cord control will not function properly without the UCT installed correctly.**

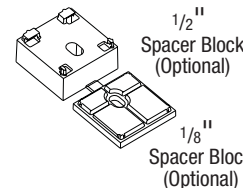


Optional Components

- **Extension Brackets.** Extension brackets can add up to 3 1/2" of clearance for outside and end mounts. If requested, there should be the same number of extension brackets as installation brackets.
- **Spacer Blocks.** Spacer blocks provide additional clearance to accommodate various molding widths. If ordered, Hunter Douglas provides both 1/2" and 1/8" width spacer blocks designed to work separately, or fit together, if desired. There should be a maximum of 1 1/2" of spacer blocks per installation bracket. Separate spacer blocks prior to use.
- **Hold-Down Brackets.** Hold-down brackets provide stability and prevent swaying by securing the bottom rail (i.e. often used in French door applications).



Extension Bracket
(Optional)



1/2"
Spacer Block
(Optional)

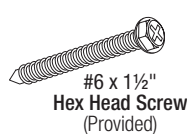
1/8"
Spacer Block
(Optional)



Hold-Down Bracket
(Optional)

Tools And Fasteners Needed

- Flat blade and Phillips screwdriver
- Measuring tape and pencil
- Power drill, 3/32" drill bit, and a 1/4" hex driver
- Level
- Needle-nose pliers
- In addition, you will need fasteners designed to work with your specific mounting surface(s).
- **#6 Hex Head Screws (Provided).** Two 1 1/2" screws are provided per installation bracket.
- **Longer #6 Hex Head Screws (Not Provided).** If using spacer blocks, use a #6 mounting screw long enough for a secure attachment.
- **Wall Anchors (Not Provided).** If mounting into drywall, you will need wall anchors to ensure a secure installation.
- **Speed Nuts and Screws (Provided).** Extension brackets come with screws and speed nuts.



#6 x 1 1/2"
Hex Head Screw
(Provided)



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



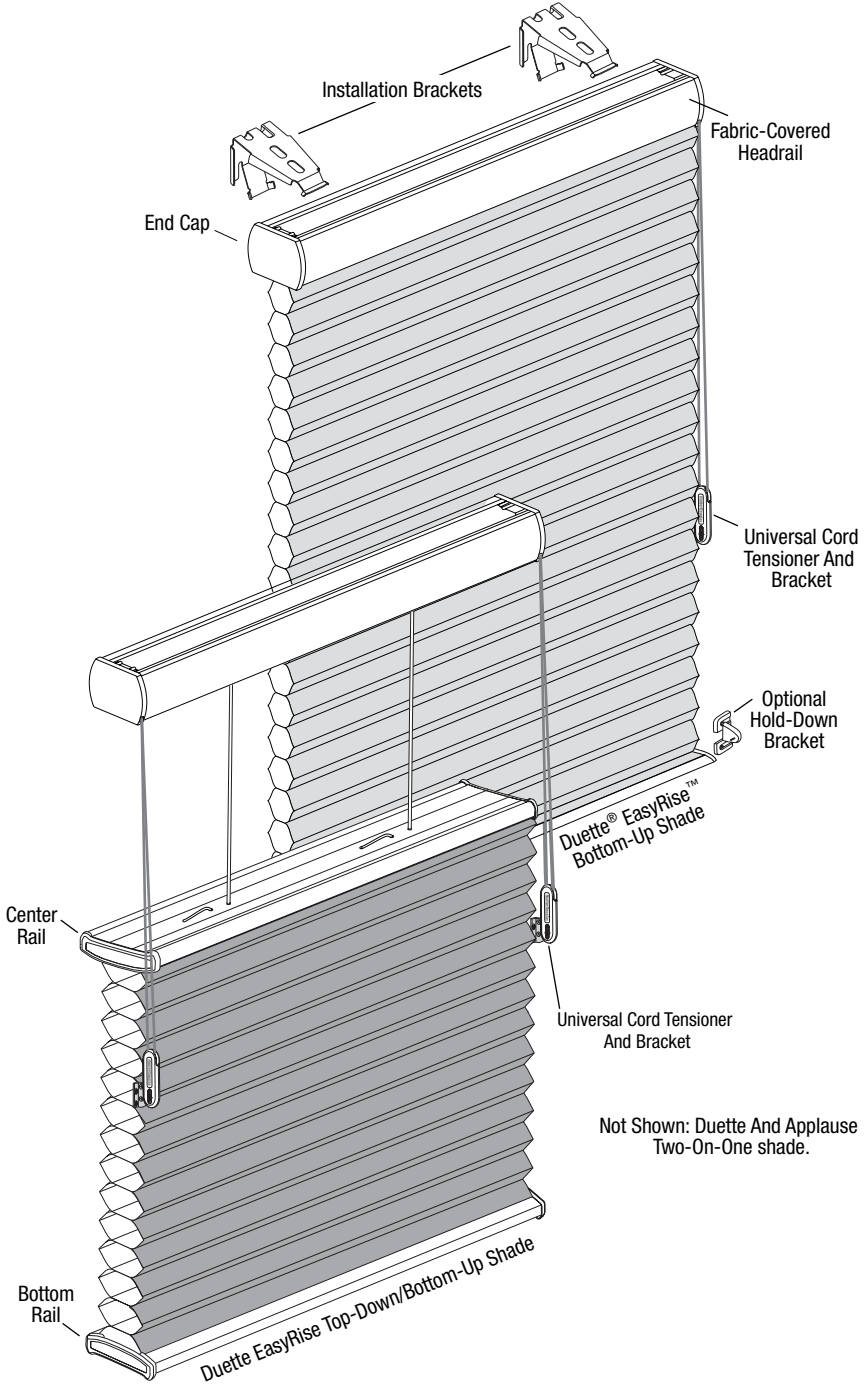
Wall Anchor Or
Expansion Bolt
(Not Provided)



Speed Nut
And Screw
(Provided With Each
Extension Bracket)

GETTING STARTED

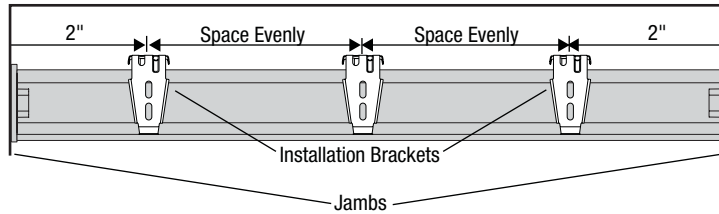
Product View



INSTALLATION

Mount The Installation Brackets For Inside Mount

- Measure in 2" from each jamb for bracket location.
- If more than two installation brackets came with your order, space additional bracket(s) on studs, evenly between the two end brackets.



- Mark the location of the screw holes.
 - The depth required for a minimum mounting or a fully recessed mounting will vary depending on the fabric pleat size. For fully recessed mounting, the fabric will be flush with the front of the sill, when raised. Refer to the chart for depth requirements.
 - Fully recessed inside mounting is best for energy efficiency.

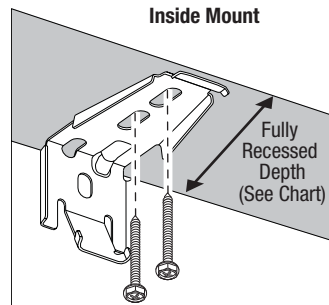
Fabric Pleat Size	Minimum	Fully Recessed
$\frac{3}{8}$ "	$\frac{1}{2}$ "	$2\frac{1}{4}$ "
$\frac{3}{4}$ "	$\frac{1}{2}$ "	$2\frac{7}{8}$ "
$1\frac{1}{4}$ "	$\frac{1}{2}$ "	$3\frac{5}{8}$ "

- If mounting to a heavily textured surface, use the $\frac{1}{8}$ " spacer block as a shim between the installation bracket and the mounting surface.
- Use a $\frac{3}{32}$ " drill bit to drill holes for the mounting screws.

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

- Use a level to check that the mounting surface is level. Shim the brackets if necessary. (Shims not provided.)
- Use the hex head screws provided to fasten the installation brackets to the mounting surface.

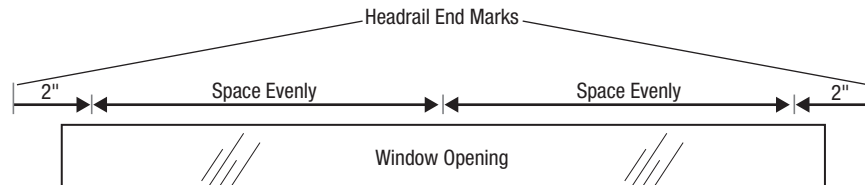
IMPORTANT: The front edges of the installation brackets must be level and aligned to each other.



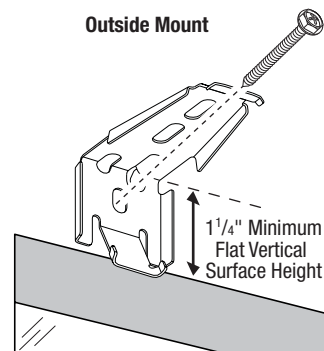
INSTALLATION

Mount The Installation Brackets For Outside Mount

- With the shade lowered, center it 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 to determine its centerpoint. Measure the width of the window and determine its centerpoint.
- Lower the shade and align these centerpoints, then mark each end of the headrail at the desired height.
- Measure and mark 2" in from each end of the headrail.
- If more than two installation brackets came with your order, space additional bracket(s) evenly on studs, between the two end brackets and mark their location.
- Center each installation bracket on the marks and locate where to drill the screw holes.
 - A minimum of 1¹/₄" flat vertical height is required from the top of the window sill.
 - The top of the installation brackets should be at the desired height. The brackets should be level and aligned.



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

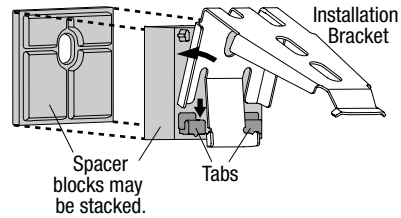
- Using a $\frac{3}{32}$ " drill bit, drill holes for the mounting screws.

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

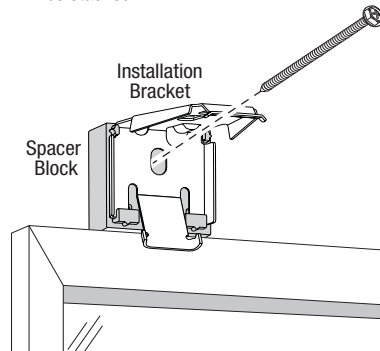
- Fasten installation brackets to the mounting surface using the hex head screws provided.

INSTALLATION

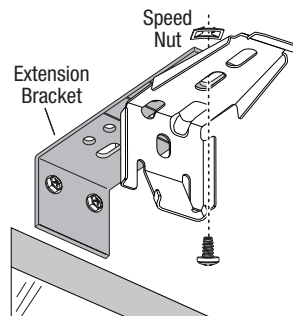
- If using spacer blocks, first attach the installation bracket to the spacer block before stacking additional spacer blocks together.
 - Insert the legs of the installation bracket into the tabs on the spacer block.
 - Then rotate the bracket back.



- Attach the spacer block/installation bracket to a flat vertical mounting surface with a #6 mounting screw long enough for a secure installation (screws not provided).



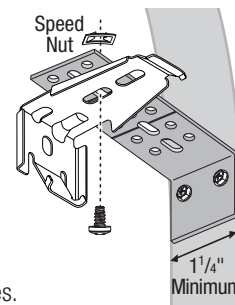
- When using extension brackets, attach an installation bracket to the underside of each extension bracket using the provided screws and speed nuts.



Mount The Installation Brackets For End Mount

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

- Mount the extension brackets on a surface at least 1 1/4" wide.
- Attach the installation brackets to the extension brackets using the provided screws and speed nuts.

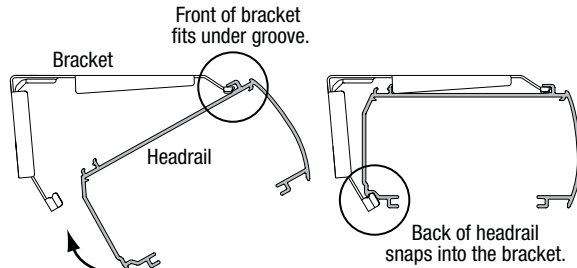


IMPORTANT: This feature is not available for Two-On-One shades.

INSTALLATION

Install The Shade

- Position the shade so that the cords face you.
- Slip the headrail into the installation brackets so the front of the bracket slides under the front groove on the top of the headrail.

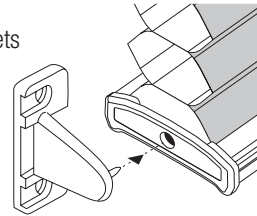


- Gently roll the back of the headrail up and push back to snap into place.

Attach The Hold-Down Brackets (Optional)

Hold-down brackets are only used on outside mounted shades.

- Lower the shade and place the pins from the hold-down brackets into the bottom rail end caps.
- On the mounting surface, mark the bracket hole locations.
- Check that the brackets are level and aligned, and attach them to the mounting surface using two screws.

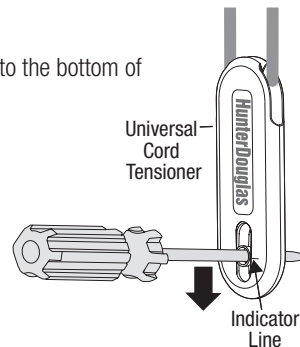


IMPORTANT: Disconnect the bottom rail from the hold-down brackets to raise the shade.

Attach The Universal Cord Tensioner (UCT)

Before doing anything, you **must** first slide the cord tensioner to the bottom of the cord loop.

- Insert a small screwdriver, punch, or awl through the screw hole at the bottom of the cord tensioner.
- Move the screw hole down to the indicator line to release the safety mechanism.
- Slide the cord tensioner down to the bottom of the cord loop.



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

Furthermore, the shade will not operate properly unless the cord tensioner is secured. A cord tensioner installation kit has been included with your shade.

INSTALLATION

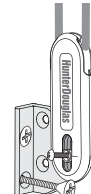
■ Choose A Mounting Options



Inside Mount
Without Mount
Bracket
(1 screw)



Inside Mount
With Mount
Bracket
(3 screws)

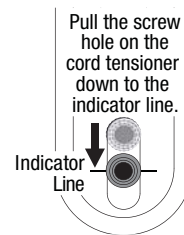


Outside Mount
(3 screws)

Inside Mount (Without Bracket)

■ Mark Screw Location:

- Insert an awl, punch, or small tip screwdriver into the screw hole on the cord tensioner.
- Pull the screw hole down so that its center aligns with the indicator lines on the cord tensioner.



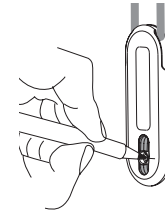
IMPORTANT: Hold the cord tensioner firmly in place and check that the cord can move freely through it.

- If the cord does not move freely through the cord tensioner, it is too tight and the cord tensioner and/or mount bracket should be moved up.
- If the cord tensioner locks onto the cord, it is too loose and the cord tensioner and/or mount bracket should be moved down.

■ Mark and pre-drill the screw hole.

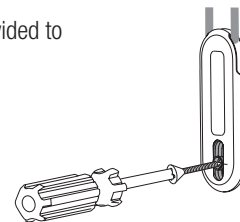
■ Mount The Cord Tensioner

- Use a Phillips screwdriver and one of the longer screws provided to attach the cord tensioner directly to the wall.



■ Final Check

- Ensure the cord can move freely through the cord tensioner without engaging the lock. The center of the screw hole should be aligned with the indicator line on the cord tensioner.

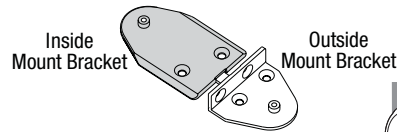


CAUTION: Do not pull the screw hole down to the bottom of the slot. This may cause the cord to become too tight, affecting the window covering function and increasing cord wear.

INSTALLATION

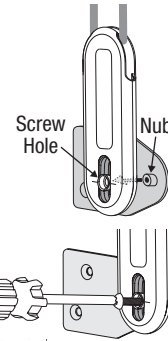
Inside Mount With Bracket:

- Break Off The Inside Mount Bracket



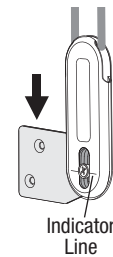
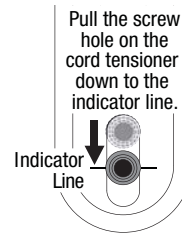
- Mark Screw Locations

- Attach the inside mount bracket to the cord tensioner.
- The nub on the inside mount bracket fits into the back of the screw hole in the cord tensioner.
- Insert the small screw into the front of the screw hole to secure the cord tensioner to the bracket.
- Pull down on the bracket, aligning the center of the screw hole with the indicator line on the cord tensioner.



IMPORTANT: Hold the cord tensioner firmly in place and check that the cord can move freely through it.

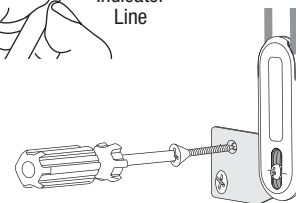
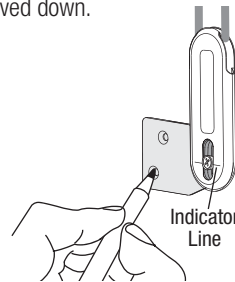
- If the cord does not move freely through the cord tensioner, it is too tight and the cord tensioner and/or mount bracket should be moved up.
- If the cord tensioner locks onto the cord, it is too loose and the cord tensioner and/or mount bracket should be moved down.



- Mark and pre-drill the screw holes.

- Mount The Cord Tensioner

- Pull down on the mounting bracket and align it to the drilled holes.
- Insert one of the two longer screws and loosely attach the bracket to the wall.
- Pivot the bracket to align it with the second screw and attach the second screw.
- Tighten both screws.



- Final Check

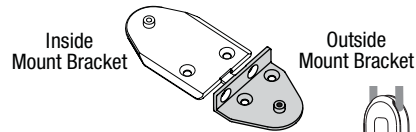
- Ensure the cord can move freely through the cord tensioner without engaging the lock. The center of the screw hole should be aligned with the indicator line on the cord tensioner.

CAUTION: Do not pull the screw hole down to the bottom of the slot. This may cause the cord to become too tight, affecting the window covering function and increasing cord wear.

INSTALLATION

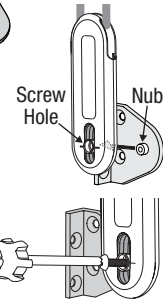
Outside Mount:

- Break Off The Outside Mount Bracket



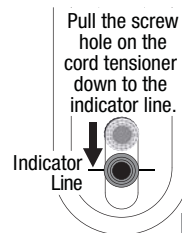
- Mark Screw Locations

- Attach the outside mount bracket to the cord tensioner.
- The nub on the outside mount bracket fits into the back of the screw hole in the cord tensioner.
- Insert the small screw into the front of the screw hole to secure the cord tensioner to the bracket.
- Pull down on the bracket, aligning the center of the screw hole with the indicator line on the cord tensioner.



IMPORTANT: Hold the cord tensioner firmly in place and check that the cord can move freely through it.

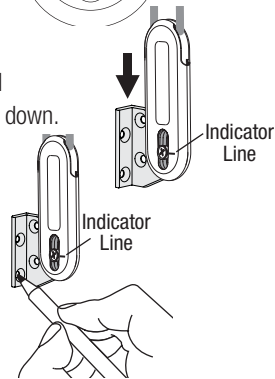
- If the cord does not move freely through the cord tensioner, it is too tight and the cord tensioner and/or mount bracket should be moved up.
- If the cord tensioner locks onto the cord, it is too loose and the cord tensioner and/or mount bracket should be moved down.



- Mark and pre-drill the screw holes.

- Mount The Cord Tensioner

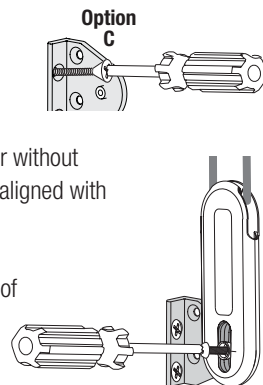
- Detach the cord tensioner from the bracket by removing the small screw.
- Use a Phillips screw-driver and the two longer screws provided to attach the outside mount bracket to the wall.
- Reattach the cord tensioner to the outside mount bracket using the smaller screw provided.



- Final Check

- Ensure the cord can move freely through the cord tensioner without engaging the lock. The center of the screw hole should be aligned with the indicator line on the cord tensioner.

CAUTION: Do not pull the screw hole down to the bottom of the slot. This may cause the cord to become too tight, affecting the window covering function and increasing cord wear.



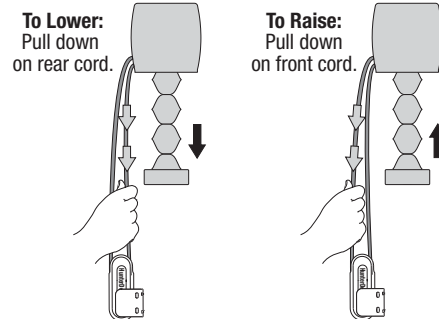
OPERATION

Operate The Shade

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

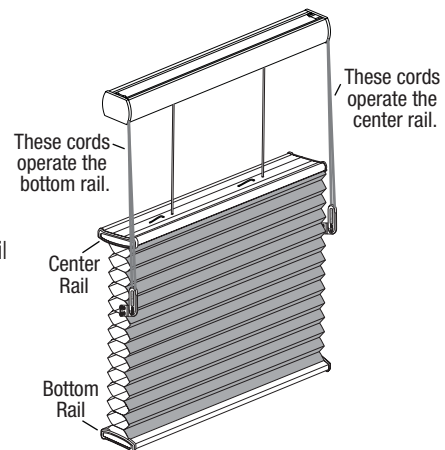
IMPORTANT: If the cord tensioner moves up the cord, you have not secured it to the wall or window frame. You must do so for the shade to operate properly.

See *Attach The Universal Cord Tensioner (UCT)* on page 7.



- To operate Top-Down/Bottom-Up shades, the right cord operates the center rail and the left cord operates the bottom rail.

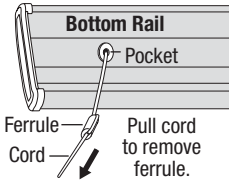
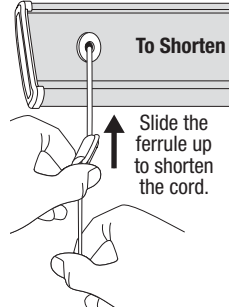
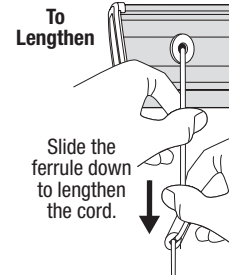
IMPORTANT: You must first lower the bottom rail before lowering the center rail. Likewise, you must first raise the center rail before raising the bottom rail.



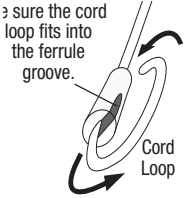
OPERATION

Troubleshooting

Problem	Solution
The shade is hard to raise or lower, or will not raise or lower.	<ul style="list-style-type: none">■ Check that the cord tensioner is mounted correctly. See <i>Attach The Universal Cord Tensioner (UCT)</i> on page 7.■ Make sure that the shade fabric is not caught between the installation bracket and the headrail.■ Check that the headrail and installation brackets are level and aligned in the window. The window may be out of square. To check if the window is square, measure the diagonals. Level the headrail by shimming the installation brackets, if necessary.■ Check that cord loops are not pinched or tangled.■ If hold-down brackets are used, make sure they have been released before operating the shade.
The universal cord tensioner has climbed to the headrail.	<ul style="list-style-type: none">■ Pull down on the spring to relieve tension and pull the universal cord tensioner to the bottom of the cord loop. Properly mount the cord tensioner. See <i>Attach The Universal Cord Tensioner (UCT)</i> on page 7.
The universal cord tensioner grabs onto the cord upon operation.	<ul style="list-style-type: none">■ Check that the universal cord tensioner is mounted properly. Reinstall, if necessary. See <i>Attach The Universal Cord Tensioner (UCT)</i> on page 7.
The shade will not fit into the installation brackets.	<ul style="list-style-type: none">■ 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 bracket.■ Check that the headrail is completely inserted into the installation brackets. See <i>Install The Shade</i> on page 7.

Problem	Solution
<p>The shade raises or lowers unevenly or the bottom rail is uneven when fully raised.</p>	<ul style="list-style-type: none"> ■ Lower the shade completely, to allow it to “self-correct” skewing. Pull the cord loop slowly to prevent the shade from skewing. ■ For Top-Down/Bottom-Up shades both the center rail and the bottom rail may skew if the cord loop is pulled too quickly. Lower each rail completely, to allow them to “self-correct”. ■ Check that the headrail and installation brackets are level and aligned in the window. The window may be out of square. To check if the window is square, measure the diagonals. Level the headrail by shimming the installation brackets, if necessary.
<p>The bottom rail is not level, or the shade height is incorrect.</p>	<p>Shade Height Adjustment</p> <p>Shade height and adjustments to level the bottom rail can be made by adjusting the cord on the underside of the bottom rail.</p> <ul style="list-style-type: none"> ■ Locate the ferrule, seated in a pocket in the bottom rail. ■ Remove the ferrule by pulling on the excess cord. If the cord has been trimmed, you will need to use needlenose pliers to access it. ■ To shorten the cord, hold the cord tight under the ferrule. Then slide the ferrule up toward the pocket. ■ To lengthen the cord, hold the cord tight between the pocket and the ferrule. Then slide the ferrule down. ■ After adjusting, place the ferrule fully back into the pocket. ■ Once you are certain of the final adjustments, tape the extra cord length to the bottom rail, or into the groove on the bottom rail (for future adjustments). <div style="display: flex; align-items: center;">  <div style="margin-left: 20px;"> <p>Bottom Rail</p> <p>Pocket</p> <p>Ferrule</p> <p>Cord</p> <p>Pull cord to remove ferrule.</p> </div> </div> <div style="display: flex; align-items: center; margin-top: 20px;">  <div style="margin-left: 20px;"> <p>To Shorten</p> <p>Slide the ferrule up to shorten the cord.</p> </div> </div> <div style="display: flex; align-items: center; margin-top: 20px;">  <div style="margin-left: 20px;"> <p>To Lengthen</p> <p>Slide the ferrule down to lengthen the cord.</p> </div> </div>

OPERATION

Problem	Solution
The ferrule has come off the cord. How do I rethread the ferrule?	<ul style="list-style-type: none"><li data-bbox="586 443 1029 604">■ Thread the end of the cord into the tapered end of the ferrule. Loop the end around the ferrule and back through the tapered end. Make sure the loop fits into the groove on the side of the ferrule. 

Cleaning Procedures

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

Dusting

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

Vacuumping

- For deeper cleaning, vacuum gently with a brush attachment.

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

Compressed Air/Hair Dryer (Cool Setting)

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

Spot-Cleaning

- Prepare a solution of warm water and a mild detergent.
- Dampen a clean cloth in the solution and wring it out.
- Dab the spot with the dampened cloth until it is gone. Do not rub the fabric.
- Allow the shade to dry in the completely lowered position.

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

Bathtub Cleaning/Water Immersion

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

CAUTION: Do not immerse Commercial, Purescence, Royale, all opaque fabrics, and any fabric-covered valances.

CARE

Ultrasonic Cleaning

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

CAUTION: Do not ultrasonically clean Casuelle® , Commercial, fabric-covered valances, Opalescence™, Purescence™, all opaque fabrics, and any fabric-covered valances.

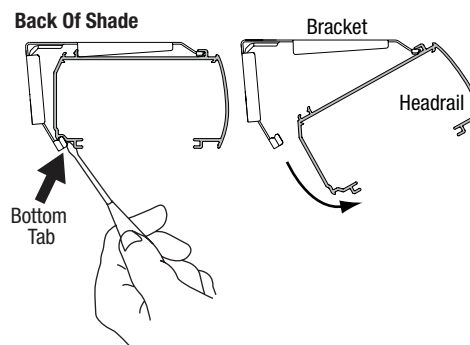
On Site Injection/Extraction Cleaning

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

CAUTION: Do not use injection/extraction cleaning on Purescence fabrics, and any fabric-covered valances.

Remove The Shade

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



IMPORTANT: If the bracket is stiff, the headrail may be difficult to remove. Use a small flat blade screwdriver and push the blade against the bottom tab of the mounting bracket.



! WARNING
For more safety information call 1-888-501-8364
in the U.S. or 1-866-662-0666 in Canada.

Young children can **STRANGLE** in cord loops. They can also wrap cords around their necks and **STRANGLE**.

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

Cord Loop Shades

- Attach the cord tensioner on the cord loop to the wall or window casement. See *Attach The Universal Cord Tensioner (UCT)* on page 7. This can prevent children from pulling cord loops around their necks.
- Hunter Douglas provides a cord tensioner installation kit with instructions for attaching the cord tensioner. For the shade to operate properly, the cord tensioner must be correctly mounted and secured.
- Only Hunter Douglas supplied cord tensioners and hardware should be used. Replacement parts may be obtained by contacting the Hunter Douglas Customer Information Center at 1-888-501-8364.

