

# HunterDouglas

Installation • Operation • Care



## Provenance<sup>®</sup> Woven Wood Shades

Standard Cordlock And  
Clutch Operated Shades

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**Questions?**

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



## GETTING STARTED

Thank you for purchasing Hunter Douglas Provenance® Woven Wood 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.

### Installation Components Needed

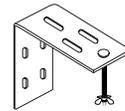
Check the packaging to be sure you have all the components needed to install your shade. Keep the packaging until the shade performs to your satisfaction.

### Required Components

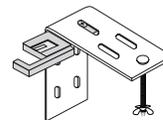
One of the following bracket sets is required depending on shade options ordered. The number of brackets required varies with shade width, as shown in the table above. Installation brackets and mounting screws are provided.

Width	Brackets Required
18" - 36"	2
36 1/8" - 72"	3
72 1/8" - 96"	5
2- or 3-on-1 Headrail	5

- **Standard Installation Brackets.** Included with standard cordlock and clutch operated shades.



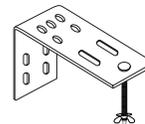
- **Micropleat Shade Brackets.** Included with all shades ordered with the micropleat opacity option.



- **Specialty Ceiling Installation Brackets.** Can be ordered for ceiling mount applications.



- **Extension Brackets.** Can be ordered for windows with larger mounting depths.



## GETTING STARTED

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### Tools And Fasteners Needed

- Flat blade and Phillips screwdriver
- Measuring tape and pencil
- Level
- Power drill and drill bits

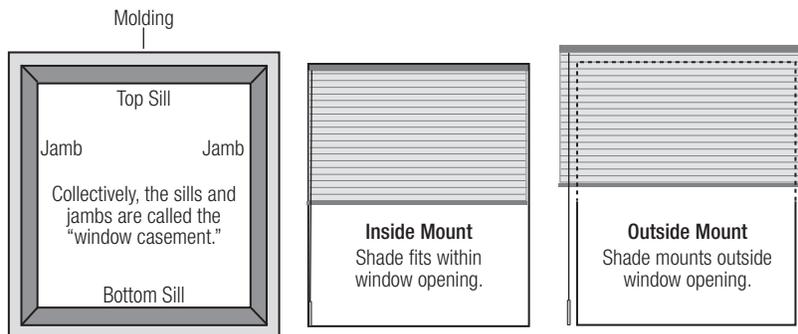
In addition, you will need fasteners designed to work with your specific mounting surface(s).

- **#6 hex head screws (provided).** Two 1½" screws are provided per installation bracket.
- **Wall anchors (not provided).** If mounting into drywall, you will need wall anchors to ensure a secure installation.

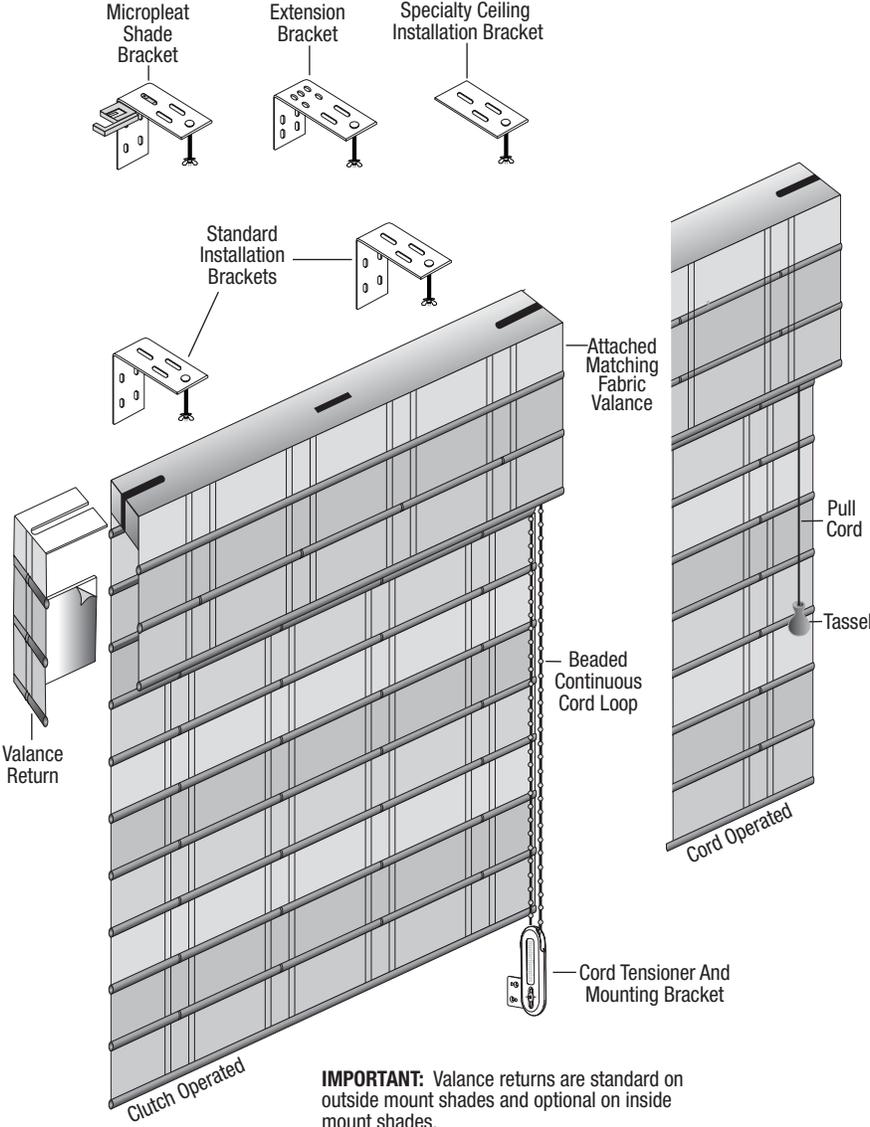


### Mounting Types And Window Terminology

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.



Product View



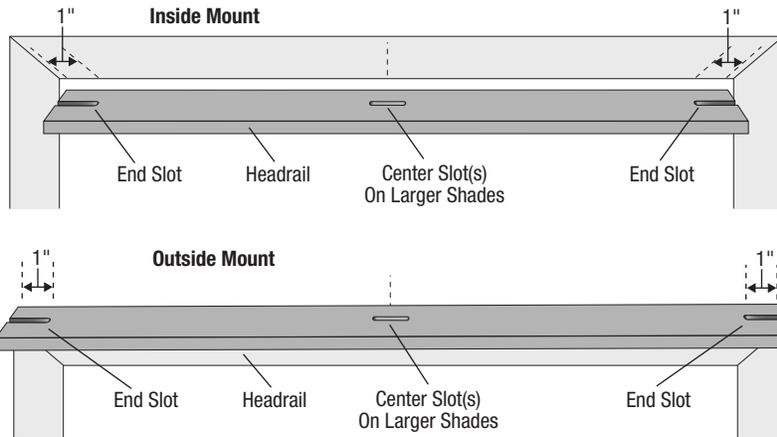
## INSTALLATION

### Bracket Placement

#### Standard, Micropleat And Extension Bracket Installation

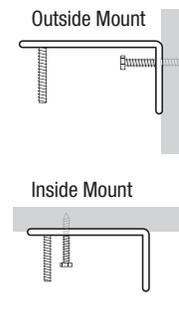
**IMPORTANT:** Bracket placement is the same for inside and outside mounts.

- Hold the shade inside the window opening for inside mounts or above the molding for outside mounts.
- Mark the ends of the headrail.
- Measure 1" from the end of the headrail and make a mark on the mounting surface.
- On the shade, measure from the end of the headrail to the center of the additional slots on the headrail (if any). Make a mark on the wall for each slot measurement.



- Remove the wing nuts from the installation bracket studs.
- Center each bracket over the previously made mark on the mounting surface.
- Adjust bracket placement to gain clearance to avoid any obstructions, such as window cranks or handles.
- Attach the installation brackets using two screws through the top holes for inside mount or through the rear holes for outside mount.

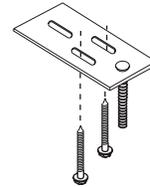
**IMPORTANT:** The shade must be mounted level to operate properly. Use a level to ensure that all brackets are level and aligned.



## INSTALLATION

### Specialty Ceiling Bracket Installation

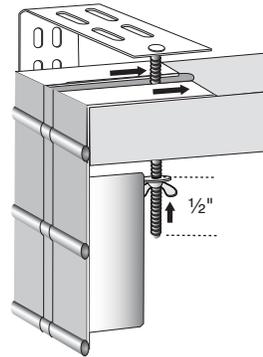
- Center each bracket over the previously made marks on the mounting surface.
- Remove wing nuts.
- Attach using two screws through the top holes.
- The shade must be mounted level to operate properly. Use a level to ensure that all brackets are level and aligned.



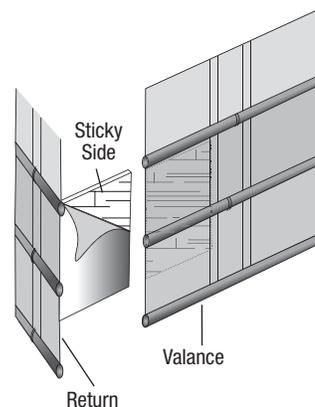
### Install The Shade

**IMPORTANT:** If micropleat opacity liner is included, use the latch on the installation bracket to lock the liner onto the brackets.

- Hold the shade so the valance faces you.
- Hold the shade up to the brackets, aligning the studs on the installation brackets with the slots in the headrail of the shade.
- Place the wing nuts onto the studs, tighten them about  $\frac{1}{2}$ ".
- If valance returns are included, slide the valance return between the headrail and the brackets.
- Tighten the wing nuts completely.
- Ensure the brackets securely hold the shade and the valance returns.



- Optional: Remove the paper from the pressure sensitive tape on the valance returns. Smooth the valance down the sticky portion of the tape.



## INSTALLATION

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### Secure The Cord Tensioner (Clutch Operated Shades)

- 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.

**IMPORTANT:** A cord tensioner installation kit has been included with your shade. Follow the instructions in the kit to correctly secure the cord tensioner. See the *Child Safety* section on page 10.



**Operate The Shade**

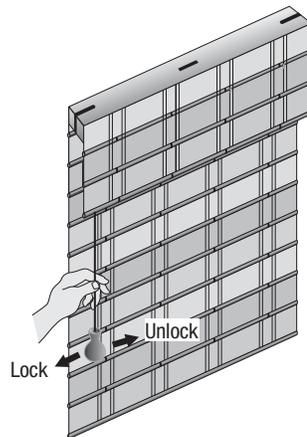
**Standard Cordlock Operated Shades**

**To raise the shade:**

- Hold the cord and pull until the shade is at the desired height.
- Pull the cord towards the outside of the shade to lock into position.

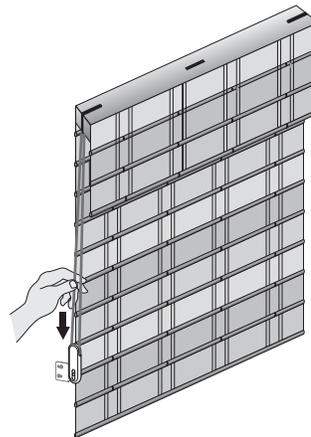
**To lower the shade:**

- Pull the cord towards the inside of the shade to unlock.
- Holding the cord, let the shade lower to the desired height.
- Pull the cord towards the outside of the shade to lock.



**Clutch Operated Shades**

- Pull one side of the cord loop to lower the shade.
- Pull the other side of the cord loop to raise the shade.
- If the cord tensioner moves up the cord, you have not secured it to the wall or window frame. You must do so for the shade to operate properly. *See the Universal Cord Tensioner installation kit instructions.*



## OPERATION

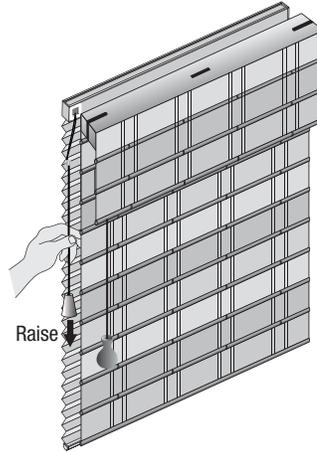
### Shades With Micropleat Opacity Option

#### To raise the Micropleat shade:

- Pull the cord straight down until the Micropleat shade is at the desired height.
- Release the cord to lock.

#### To lower the Micropleat shade:

- Pull the cord straight down to release.
- Holding the cord, let the shade lower to the desired height.
- Release the cord to lock.



### Troubleshooting

Problem	Solution
The shade raises or lowers unevenly.	■ Check that the installation brackets are level and aligned. Usually this indicates the shade is not level.
The universal cord tensioner has climbed to the top of the shade.	■ Pull down on the spring to relieve tension and pull the universal cord tensioner to the bottom of the beaded chain. Properly mount the cord tensioner. <i>See the Universal Cord Tensioner installation kit instructions.</i>
The universal cord tensioner grabs onto the cord upon operation.	■ Check that the universal cord tensioner is mounted properly. Reinstall, if necessary.

**Remove The Shade**

- Fully raise the shade.
- While holding the headrail, remove each wing nut from all screws on the brackets.
- If required, pull the micropleat opacity liner free from the mounting clips by releasing the latch.

**Cleaning Procedures**

For most 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. You may also use a hair dryer on a cool setting or compressed air set to a low pressure.

**Vacuuming**

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

**Spot-Cleaning**

Only the following Provenance® fabrics can be spot-cleaned:

- Adelaide
  - Aspen
  - Brisbane
  - Cabana
  - Kathay
  - Mali
  - Mindanao
  - Safari
- 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.

## CHILD SAFETY



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

### Standard Shades

Young children can STRANGLE in cord loops above the cord stop. 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.
- Do not tie cords together. Make sure cords do not twist together and create a loop.

Cord cleats are provided with the shade and we recommend their use.

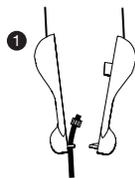
- Cord Cleats: Attach two cord cleats 6" to 12" apart at a height where they will be out of the reach of children. Take into account that a child may stand on furniture attempting to reach the cords. Be sure the cleats are firmly secured.
- Once the cleats are attached, wrap excess cord around them after each use of the shade.



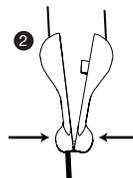
### Breakaway Cord Stop

To further reduce the hazards of entanglement and strangulation, breakaway cord stops are provided with Top-Down/Bottom-Up shades. They are designed to break apart when force is applied from the top.

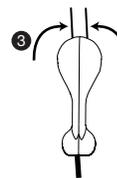
**CAUTION:** Should the Breakaway Cord Stop break apart, be sure to untangle the cords prior to reassembling.



Breakaway  
Cord Stop



Fit the bottom  
edges together.



Swing the top  
edges together  
and snap closed.

**Clutch Operated Shades**

Young children can STRANGLE in beaded chains. They can also wrap beaded chains around their necks and STRANGLE.

- Always keep cords out of the reach of children.
- Move cribs, playpens and other furniture away from beaded chains. Children can climb furniture to get to the beaded chain.
- Attach the cord tensioner on the cord loop to the wall or window casement. This can prevent children from pulling beaded chains 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.







## LIFETIME GUARANTEE

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

### COVERED

BY A LIFETIME LIMITED WARRANTY

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

### NOT COVERED

BY A LIFETIME LIMITED WARRANTY

- Any conditions caused by normal wear and tear
- Abuse, accidents, misuse or alterations to the product
- Exposure to the elements (sun damage, wind, water/moisture) or discoloration over time (with the exception of EverWood® Collection alternative wood blinds which carry a "Satisfaction Guarantee" covering fading, yellowing, warping and bowing for the life of the product)
- Failure to follow our instructions with respect to measurement, proper installation, cleaning or maintenance
- Shipping charges, cost of removal and reinstallation

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

### TO OBTAIN WARRANTY SERVICE

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

# HunterDouglas

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

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