HunterDouglas

Installation • Operation • Care

Alustra® Woven Textures® Roller Shades, Designer Roller and Screen Shades with Custom Clutch
Standard, Cassette, Dual Roller Standard, Fascia, and Pocket Shades
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Questions?
Call the Hunter Douglas Customer Information Center at 1-888-501-8364.

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Product View — Standard and Cassette
Product View — Dual Roller Standard
Product View — Fascia

- End Cap
- Fascia Panel
- Notch for Beaded Cordloop
- Clutch-Side Fascia Bracket
- Beaded Cordloop
- Cord Tensioner and Bracket
- Standard Hold-Down Bracket (Optional)
- Magnetic Hold-Down Bracket (Optional)
- End Cap
Product View — Pocket

Pocket
Pocket End Cap
Idle-Side Installation Bracket
Pocket Bottom
Pocket End Cap
Clutch-Side
Beaded Cordloop
Cord Tensioner and Bracket
Magnetic Hold-Down Bracket (Optional)
Standard Hold-Down Bracket (Optional)
End Cap

L Brackets not shown
Thank you for purchasing Hunter Douglas Roller or Screen 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.

**Identify the Shade Type — Standard Shades Only**

Standard shades may come with M brackets or L brackets. To identify the tools needed for installation, use the illustration to identify your shade type.

**Tools and Fasteners Needed**

- #1 Flat blade and #2 Phillips screwdriver
- Level (laser level is recommended)
- Measuring tape and pencil
- **For Standard M, Designer Metal, Cassette Shades and Pocket Shades.** Power drill, \( \frac{1}{32} \)" drill bit and a \( \frac{1}{4} \)" hex driver
- **For Standard L.** Power drill, \( \frac{1}{6} \)" drill bit for cassette shades, and \( \frac{1}{4} \)" hex driver
- **For Dual Roller Standard and Fascia Shades.** Power drill, \( \frac{1}{6} \)" drill bit for cassette shades, and \( \frac{5}{32} \)" hex driver

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

- **For Standard M Clutch, Designer Metal, Cassette Shades and Pocket Shades — #6 Hex Head Screws (Provided).** Two \( 1\frac{1}{2} \)" screws are provided per installation bracket.
- **For Standard L Clutch — #10 Hex Head Screws with Washer (Provided).** Two \( 1\frac{1}{2} \)" screws are provided per installation bracket.
- **For Dual Roller Standard and Fascia Shades — #10 Hex Head screws (Provided).** Two \( 1\frac{1}{2} \)" screws are provided per installation bracket.
- **For Pocket Shades — #10 Hex Head Screws (Not Provided).** See “Pocket Installation” on page 16.
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.

- Refer to the appropriate page below based on your order:
  - Inside Mount for Designer Metal/Standard Shades — below
  - Outside Mount for Designer Metal/Standard Shades — page 8
  - Inside Mount for Cassette — page 9
  - Outside Mount for Cassette — page 10
  - Inside for Dual Roller Standard — page 12
  - Outside for Dual Roller Standard — page 13
  - Fascia — page 15
  - Pocket — page 16

Mount the Installation Brackets Designer Metal/Standard — Inside/End Mount

The installation brackets are supplied in pairs: clutch side with the beaded cord loop and idle. Identify which side each of the brackets will go on the shade based on your order. Standard M brackets are shown, all other brackets follow the same installation instructions.

- Check the orientation of the chain guide. The chain hangs from the bottom of the chain guide. If it is not, see “Change the Chain Guide Orientation” on page 23.

- Place each of the brackets on the inside of the window casement, oriented as shown. Mark the screw holes.

  - For end mount shades. See illustration below for screw placement.
The minimum mounting depth required and fully recessed depth is 2" or 2 7/8" for Standard L shades.

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

- Drill the screw holes using a 3/32" drill bit or 1/8" bit for standard L shades.
- Use a level to check that the mounting surface is level.
- **For Designer Metal Shades.** Install the end cap into the back of the bracket.
- Attach the installation brackets using the screws provided.

**WARNING:** Product is heavy. Mount into wood/metal studs or into concrete with concrete anchors. Drywall anchors are not recommended.

**Designer Metal Brackets Only.** Install the screw covers over screw holes by pushing into place.

---

Proceed to “Install the Shade” on page 17.
Mount the Installation Brackets Designer Metal/Standard — Outside Mount

The installation brackets are supplied in pairs: clutch side with the beaded cord loop and idle. Identify which side each of the brackets will go on the shade based on your order. Standard M brackets are shown, all other brackets follow the same installation instructions.

- Check the orientation of the chain guide. The chain hangs from the bottom of the chain guide. If it is not, see “Change the Chain Guide Orientation” on page 23.
- Center the ordered width measurement over the window and mark its location.
- Place the outside edge of the brackets on the previously made marks.
- Mark the screw holes and drill the screw holes using a $\frac{3}{32}$" drill bit or $\frac{1}{8}$" bit for standard L shades.

➤ A minimum 2$\frac{1}{8}$" flat vertical surface for M shades and 3" for L shades is required to mount the brackets.

➤ The top of the installation brackets should be at the desired height. The brackets should be level and aligned.

- Use a level to check that the mounting surface is level.
- For Designer Metal Shades. Install the end cap into the back of the bracket.
- Attach the installation brackets using the screws provided.

**WARNING:** Product is heavy. Mount into wood/metal studs or into concrete with concrete anchors. Drywall anchors are not recommended.

- Designer Metal Brackets Only. Install the screw covers over screw holes by pushing into place.

Proceed to “Install the Shade” on page 17.
Mount the Installation Brackets Cassette — Inside Mount

The number of installation brackets required varies depending on the shade width, as shown in the table.

<table>
<thead>
<tr>
<th>Shade Width</th>
<th>Brackets Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to 36&quot;</td>
<td>2</td>
</tr>
<tr>
<td>36½&quot; – 66&quot;</td>
<td>3</td>
</tr>
<tr>
<td>66½&quot; – 90&quot;</td>
<td>4</td>
</tr>
<tr>
<td>90½&quot; – 120&quot;</td>
<td>5</td>
</tr>
</tbody>
</table>

- Mark 2½" in from each jamb for bracket location.
  - If more than two installation brackets came with your order, space additional bracket(s) evenly between the two end brackets and mark their location. Mount into wood whenever possible.

- Center the brackets on your marks and mark the screw holes.
  - The minimum depth required for mounting is 1½". Fully recessed mounting requires 4" for the large cassette and 3½" for the small cassette to be flush with the front of the window opening.

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

- Drill the screw holes with a ⅜" drill bit.

  **WARNING:** Product is heavy. Mount into wood/metal studs or into concrete with concrete anchors. Drywall anchors are not recommended.

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

- Attach the installation brackets using the screws provided.

---

Proceed to “Install the Shade” on page 17.
Mount the Installation Brackets Cassette — Outside Mount

The number of installation brackets required varies depending on the shade width, as shown in the table.

<table>
<thead>
<tr>
<th>Cassette Shade</th>
<th>Brackets Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to 36&quot;</td>
<td>2</td>
</tr>
<tr>
<td>36⅛&quot; – 66&quot;</td>
<td>3</td>
</tr>
<tr>
<td>66⅛&quot; – 90&quot;</td>
<td>4</td>
</tr>
<tr>
<td>90⅛&quot; – 120&quot;</td>
<td>5</td>
</tr>
</tbody>
</table>

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

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

Mark 2½" in from each end of the cassette.

➤ If more than two installation brackets came with your order, space additional bracket(s) evenly between the two end brackets and mark their location. Mount into wood whenever possible.

Center the brackets on your marks and mark the screw holes.

➤ A minimum 4" flat vertical surface is required for large cassettes and 3¼" for small cassettes to mount the brackets.

➤ The top of the installation brackets should be at the desired height. The brackets should be level and aligned.

**IMPORTANT:** The front edges of the installation brackets must be level and aligned to each other.
Drill the screw holes with a 3/32" drill bit.

**WARNING:** Product is heavy. Mount into wood/metal studs or into concrete with concrete anchors. Drywall anchors are not recommended.

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

Attach the installation brackets using the screws provided.

---

Proceed to “Install the Shade” on page 17.
Mount the Installation Brackets — Dual Roller Inside/End Mount

The installation brackets are always mounted so that the inner surfaces face each other, as shown. The brackets must be mounted so the shade is level when installed.

Place the left-side bracket against the left jamb of the window opening. Mark the screw holes.

➤ The minimum depth required for mounting is 3¼". The fully recessed depth is 5½".

Place the right-side bracket against the right jamb of the window opening. Mark the screw holes. End mount shades use the same holes shown above.

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

Use a ⅛" drill bit to drill the screw holes.

**WARNING:** Product is heavy. Mount into wood/metal studs or into concrete with concrete anchors. Drywall anchors are not recommended.

Check that the mounting surface is level. Shim the brackets if necessary. Shims are not provided.

Attach the installation brackets using the screws provided.

---

**Proceed to “Install the Shade” on page 17.**
Mount the Installation Brackets — Dual Roller Outside Mount

Installation Brackets for Standard Shades. The installation brackets are supplied in pairs.

The installation brackets are always mounted so that the inner surfaces face each other, as shown. The brackets must be mounted so the shade is level when installed.

- Center the rear shade (the clutch is on the left) over the window opening at the desired height and make a mark on the end of the clutch side of the shade.

- Measure and mark the ordered width of the shade from the previously made mark.

- Place the outside edge of the left-side bracket on the first mark, then mark the screw holes.

  ➤ A minimum 5½" flat vertical surface is required to mount the brackets.

  ➤ The top of the installation brackets should be at the desired height. The brackets should be level and aligned.
INSTALLATION

■ Place the outside edge of right-side bracket on the second mark, then mark the location of the screw holes.

➤ The top of the installation brackets should be at the desired height.

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

■ Use a ¼" drill bit to drill the screw holes.

WARNING: Product is heavy. Mount into wood/metal studs or into concrete with concrete anchors. Drywall anchors are not recommended.

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

■ Attach the installation brackets using the screws provided.

Proceed to “Install the Shade” on page 17.
Mount the Installation Brackets — Fascia

- Assemble the two end brackets and the fascia panel.
  - Place the top of the fascia panel into the top indentation of the brackets. Rotate the panel down and snap it into place.

- Check that the outer surfaces of the brackets are flush with the ends of the panel.

- Hold the bracket and panel assembly in place at the window.

- Use a level against the bottom edge to make sure the assembly is level. Inside mounts may require a shim between the brackets and the mounting surface.

  - **For Outside Mount.** Use a pencil to mark the bottom and outside edges of the brackets on the mounting surface.

  - **For Inside Mount.** Use a pencil to mark the outside edges of the brackets on the mounting surface.

- Remove the assembly from the window.

- Remove the brackets from the fascia panel.

- Use your marks to position each bracket and mark the screw holes.

  **IMPORTANT:** The brackets should be level and aligned.

- Drill the screw holes using a ⅛” drill bit.

- Attach the installation brackets to the mounting surface using the screws provided.

  **WARNING:** Product is heavy. Mount into wood/metal studs or into concrete with concrete anchors. Drywall anchors are not recommended.
Pocket Installation

**CAUTION:** Hunter Douglas strongly recommends that shades in a pocket be mounted through wood or metal studs by a professional installer.

The number of #10 x 1 1/2” Phillips hex washer head screws (not provided) required will vary depending on the width of the shade, as shown in the table below.

<table>
<thead>
<tr>
<th>Shade Width</th>
<th>Screws Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to 36”</td>
<td>4</td>
</tr>
<tr>
<td>36 1/8” – 66”</td>
<td>6</td>
</tr>
<tr>
<td>66 1/8” – 90”</td>
<td>8</td>
</tr>
<tr>
<td>90 1/8” – 120”</td>
<td>10</td>
</tr>
<tr>
<td>120 1/8” – 150”</td>
<td>12</td>
</tr>
<tr>
<td>150 1/8” – 180”</td>
<td>14</td>
</tr>
</tbody>
</table>

- Locate the studs or other substantial material for your mounting surface.
- Mark the pocket for the locations you have chosen for the screw holes.
- Drill the screw holes into the pocket and the mounting surface using a 1/8” drill bit.
- Fasten the pocket to the mounting surface using the screws.
Install the Shade

Standard, Designer Metal, Dual Roller Standard, Fascia and Pocket Shades

Standard brackets shown. All other brackets follow the same installation procedure.

Install Clutch End

**IMPORTANT:** For Dual Roller Shades, install the rear shade first. (Clutch is on the left side.)

- Position the bead chain connector.
  - Ensure the bead chain connector is pulled to the back of the chain wheel for a standard shade (shade fabric rolls off the back) and to the front for a reverse roll (shade fabric rolls off the front).

- Push the clutch end of the roller with the clutch base on the bracket.

Install Idler End

- Push in the spring idler to compress.
- Slide the idler onto the bracket and slide to the center hole. Idler will expand and will engage the bracket to secure the shade into the bracket.
- After installing the shade, remove the paper banding that is used to prevent the shade from unrolling.
- If the light gap is not even. See “Troubleshooting” on page 21.
**Cassette Shades**

- Angle the cassette back and then bring the cassette forward to catch the front lip of the bracket.
- Push the cassette back to snap it into the lower lip on the bracket.

**Attach the Universal Cord Tensioner (UCT)**

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

- Insert a small screwdriver, punch, or awl through the screw hole at the bottom of the cord tensioner.
- While holding the cord tensioner, move screw hole all the way down to the bottom of the cord tensioner to release the safety mechanism.
- Slide the cord tensioner down to the bottom of the beaded cord loop.

**WARNING:** 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.

**CAUTION:** The shade will not operate properly unless the cord tensioner is secured. A cord tensioner installation kit has been included with your shade. Follow the instructions in the kit to correctly secure the cord tensioner.

**Install the Bracket Cover — Standard Brackets (Outside Mount Only)**

- Install the idle-side bracket cover by aligning the bracket with the channels in the bracket cover and sliding it onto the bracket. For shades standard L shades, the clutch-side bracket will install the same way, by sliding it onto the bracket. To determine if you have standard L shade, see “Identify the Shade Type — Standard Shades Only” on page 5.
- **Standard M shades only.** Install the clutch-side bracket cover by snapping it onto the bracket.
Attach the Standard Hold-Down Brackets (Optional)
The standard hold-down brackets may be used with outside mount shades only.

- With the shade fully lowered, insert the pin on the hold-down bracket into the hole on the bottom rail end cap.
- Mark the hole locations on the mounting surface.
- Center the hold-down brackets over the mounting hole locations and check their alignment. Attach using two screws.

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

Attach the End Caps — Fascia Shades Only (Optional)

- Attach the fascia panel.
- **For Outside Mount Shades Only.** Install the fascia end caps.
  - Remove the double-sided tape from the back of the fascia end caps.
  - Press the end cap onto the fascia bracket.

Install the Pocket — Pocket Shades Only (Optional)

- Attach the bottom of the pocket.
  - Place the bottom into the pocket at an angle.
  - Hook the bottom to the ledge inside the pocket.
  - Rotate it down to secure it into place.
INSTALLATION

Attach the Magnetic Hold-Down Brackets (Optional)

- Lower the shade.
- Place the magnetic hold-down bracket onto the bottom rail just inside the end cap, oriented as shown.
- Hold the bracket while opening and closing the shade slightly (it may be necessary to have someone assist you). Adjust the bracket to the best overall position using the mounting options shown below.

**Outside Mount**

- Mark the screw location.
  - The screw should be placed in the middle of the channel. This will allow for adjustment.
- Drill the screw holes using a $3/32"$ drill bit.
- Attach the hold-down brackets to the mounting surface using the screws provided.
- If necessary, adjust the bracket location in the channel for best operation.

**Inside Mount**

- Preferred
- Alternate
**Operate the Shade**

Standard shades shown. Reverse roll shades will operate opposite of what is shown.

**To Lower the Shade**
- Pull the back of the cord loop to lower the shade.
- Pull until the shade is at the desired height.

**To Raise the Shade**
- Pull the front of the cord loop to raise the shade.
- Pull until the shade is at the desired height.

**Troubleshooting**

<table>
<thead>
<tr>
<th>Problem</th>
<th>The shades raises or lowers unevenly.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Solution</strong></td>
<td>Check that the installation brackets are level and aligned. Shim the brackets, if necessary. Shims are not provided.</td>
</tr>
<tr>
<td></td>
<td>Roll up the shade until the bottom rail is fully raised. ➤ Reinstall the shade.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Problem</th>
<th>The universal cord tensioner has climbed to the top of the shade.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Solution</strong></td>
<td>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 <em>Universal Cord Tensioner Installation Instructions</em> in the kit included with your shade.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Problem</th>
<th>The universal cord tensioner grabs onto the cord upon operation.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Solution</strong></td>
<td>Check that the universal cord tensioner is mounted properly. Reinstall, if necessary. See the <em>Universal Cord Tensioner Installation Instructions</em> that came with your Cord Tensioner Kit.</td>
</tr>
<tr>
<td>Problem</td>
<td>Solution</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>--------------------------------------------------------------------------</td>
</tr>
<tr>
<td>The shade does not operate.</td>
<td>■ Check that the shade is installed so the bead chain hangs straight down from the clutch.</td>
</tr>
</tbody>
</table>
| Shade hangs too low at the top. | ■ Remove the shade from the brackets. See “Removing the Shade (If Necessary)” on page 24.  

  ■ Lay the shade on a clean surface; then roll the shade up completely.  

  ■ Install the shade. See “Install the Shade” on page 17. |
| The shade is slightly long or short. | Raise the shade completely (until the bead chain connector touches the back of the clutch).  

  ➤ For a shorter drop, move the bead stop two to four beads up.  

  ➤ For a longer drop, move the bead stop two to four beads down.  

  **IMPORTANT:** Maximum adjustment is 1¾”, or eight to nine beads. |
| The light gap is not even.     | ■ If the light gap is larger on idle side, move the clutch-side bracket in by half the distance to make it even.  

  ■ For end mount shades, shim (not provided) the clutch-side bracket. |
<table>
<thead>
<tr>
<th>Problem</th>
<th>The chain wheel orientation needs to be changed.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solution</td>
<td>Change the Chain Guide Orientation</td>
</tr>
<tr>
<td>■ Remove the screw and washer from the bracket. Be sure to keep the nut in place. A spare screw has been provided if needed.</td>
<td></td>
</tr>
<tr>
<td>■ Remove the chain wheel by pulling it up from the base of the bracket. Turn the chain wheel to the new orientation and press back onto the base.</td>
<td></td>
</tr>
<tr>
<td>■ Install the washer and the screw.</td>
<td></td>
</tr>
<tr>
<td>■ Replace the bracket cover.</td>
<td></td>
</tr>
</tbody>
</table>

**Inside Mount Orientation**  
Turn to Change Orientation to Outside Mount

**Outside Mount Orientation**  
Turn to Change Orientation to Inside Mount
CARE

Removing the Shade (If Necessary)

Standard, Designer Metal, Dual Roller Standard, Fascia and Pocket Shades

Standard brackets shown. All other brackets follow the same procedure.

■ While holding the top of the shade, insert a flat blade screwdriver into the idle installation channel between the spring idle and the bracket.

■ With the screwdriver, push the spring idle toward the shade to release it from the bracket.

■ Remove the shade from the brackets.

Cassette Shades

■ Insert the tip of a flat head screwdriver into the screwdriver slot provided on the bracket.

■ Press down to release the cassette.

■ Roll the cassette forward and then down to remove.

Cleaning Procedures

Roller Shades are made from dust-resistant materials which repel dirt and dust. The following options are available if your shade needs cleaning.

Dusting

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

Vacuuming

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

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

CAUTION: Do not spot-clean Alustra® Woven Textures® fabrics, Aerial, Antigua, Echo, Fiji, Fiji Dimout, and Raffia fabrics.

■ 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 removed. Do not rub the fabric.

■ Allow the shade to dry in the completely lowered position.
**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.

**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 18. This can prevent children from pulling cord loops around their necks.

- Hunter Douglas provides a cord tensioner installation kit with instructions for attaching the cord tensioner. For the shade to operate properly, the cord tensioner must be correctly mounted and secured.

- Fasteners provided in this kit may not be appropriate for all mounting surfaces. Use appropriate anchors for mounting surface conditions.

- Only Hunter Douglas supplied cord tensioners and hardware should be used. Replacement parts may be obtained by contacting the Hunter Douglas Customer Information Center at 1-888-501-8364.

**NOTE:** The warning labels on the bottom rails of corded window coverings contain important safety information. These warning labels are designed to be permanent, in accordance with the industry’s safety standards, and must not be removed.
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 (888) 501-8364 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 for additional warranty information, frequently asked questions and access to service locations.
3. Contact Hunter Douglas at (888) 501-8364 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.