Silhouette® and Nantucket™
A Deux™ Window Shadings
EasyRise, LiteRise, and PowerView Automation Operating Systems
# CONTENTS

## GETTING STARTED
- Product Views ................................................................. 1
- Tools and Fasteners Needed ............................................ 2

## INSTALLATION
- Installation Overview ....................................................... 3
  - **STEP 1:** Mount the Installation Brackets .................... 3
    - Inside Mount .......................................................... 4
    - Outside Mount ....................................................... 6
  - **STEP 2:** PowerView® Only: Mount the Battery Wand, If Applicable .......... 8
  - **STEP 3:** Install the Shading ........................................ 10
    - Mount the Headrail ............................................... 10
    - Attach the Dust Cover (Optional) ................................ 10
    - EasyRise™ Only: Attach the Cord Tensioners ............... 11
    - LiteRise® Only: Install Pull Tassels (Optional) ............. 11
  - **STEP 4:** PowerView Only: Connect the Power Source, If Applicable .......... 12

## OPERATION
- Operate the Shading ..................................................... 17
  - EasyRise Shadings .................................................... 17
  - LiteRise Shadings ..................................................... 18
  - PowerView Shadings ................................................ 19
  - Troubleshooting ....................................................... 23

## CARE
- Removing the Shading .................................................. 30
- Cleaning Procedures ................................................... 30

## CHILD SAFETY
- Warning ........................................................................ 32
- Cord Loop Shadings ..................................................... 32

## POWERVIEW DECLARATIONS ........................................ 33

## WARRANTY ................................................................. Back Cover

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**Questions?**

Call Hunter Douglas Consumer Support at **1-888-501-8364**.
Product Views

- Optional Dust Cover
- Headrail
- Installation Brackets
- Cord Loop
- Cord Tensioner
- Rear Roller Shade
- Roller Shade Bottom Rail
- EasyRise™
- Cord Loop
- Cord Tensioner
- Front Shading
- Shading Bottom Rail
- Battery Wand
- Handle
- LiteRise®
- LiteRise® PowerView® Automation
- Pebble® Remote
GETTING STARTED

Thank you for purchasing Hunter Douglas Silhouette® or Nantucket™ Window Shadings. With proper installation, operation, and care, your new shadings will provide years of beauty and performance.

Please thoroughly review this instruction booklet before beginning the installation. If your shading has a protective plastic cover on the fabric-covered headrail, keep the plastic in place until the shading is installed.

Tools and Fasteners Needed

- ¼" hex and Flat blade screwdrivers
- Measuring tape and pencil
- Power drill, 3/32" drill bit, and ¼" hex driver
- Level (laser level is recommended)
- Pliers
- Scissors (heavy-duty)

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.
- **Speed Nuts and Screws (Provided).** Extension brackets come with screws and speed nuts.
- **Drywall Anchors (Not Provided).** Use drywall anchors when mounting into drywall.
Installation Overview

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

**STEP 1:** Mount the Installation Brackets
**STEP 2:** PowerView® Only: Mount the Battery Wand, If Applicable
**STEP 3:** Install the Shading
**STEP 4:** PowerView Only: Connect the Power Source, If Applicable

**STEP 1 — Mount the Installation Brackets**

- The number of installation brackets required varies with shading width, as shown in the table.

<table>
<thead>
<tr>
<th>Width</th>
<th>Brackets Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>18” – 36”</td>
<td>2</td>
</tr>
<tr>
<td>36½” – 52”</td>
<td>3</td>
</tr>
<tr>
<td>52½” – 96”</td>
<td>4</td>
</tr>
</tbody>
</table>

**Mounting Types and Window Terminology**

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

- Refer to the appropriate page below based on your order:
  - **Inside Mount** — Page 4
  - **Outside Mount** — Page 6
**INSTALLATION**

**Mount the Installation Brackets — Inside Mount**

**Prepare the Installation Brackets**

- The purpose of the back cover bracket is to provide clearance for the battery wand for PowerView® shadings.
  - If you have a battery wand, remove the bottom tab from the back cover bracket.
  - Snap the back cover bracket into the metal installation bracket. This ensures adequate space for the battery wand.
  - If you have a satellite battery pack or an 18V DC Power Supply, it is not necessary to use the back cover bracket.

- Mark 2” from each jamb for bracket location.
  - If more than two installation brackets came with your order, space additional bracket(s) between the two end brackets and mark their location. Mount into wood whenever possible.
  - For PowerView shadings with battery wand, allow a minimum of 17” between bracket centerlines for the battery wand/rechargeable battery wand. A shading may have one or two battery wands/rechargeable battery wands.

- Review the depth requirements in the table below.

<table>
<thead>
<tr>
<th>Operating System Type</th>
<th>Minimum Mounting Depth</th>
<th>Fully Recessed Depth</th>
</tr>
</thead>
<tbody>
<tr>
<td>PowerView with Battery Wand</td>
<td>1¾”</td>
<td>4¾”</td>
</tr>
<tr>
<td>PowerView with Headrail-Mounted Rechargeable Battery Wand</td>
<td>1¾”</td>
<td>5”</td>
</tr>
<tr>
<td>All Other Systems</td>
<td>1”</td>
<td>4”</td>
</tr>
</tbody>
</table>
Center the installation brackets on your marks and mark the location of the screw holes.

- Allow sufficient rear clearance when positioning the brackets. The bottom tab provides the necessary clearance (¼") for all systems except PowerView® with battery wand/rechargeable battery wand, which requires ⅞" rear clearance. (Rear clearance is the distance between the back of the installation bracket and the glass or frame.)

- Use a level to check that the mounting surface is level. Shim (not provided) the brackets, if necessary.

- Use a ⅜" drill bit to drill holes for the mounting screws.

  **CAUTION:** Use drywall anchors when mounting into drywall.

- Attach the installation brackets using the screws provided.

  **NOTE:** Do not overtighten the screws. Check to ensure the lever can be moved easily side to side. If the lever is not moving easily, loosen the screws one-eighth turn increments until it can be moved easily.

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

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Proceed to “STEP 2 — PowerView® Only: Mount the Battery Wand, If Applicable” on page 8 or “STEP 3 — Install the Shading” on page 10.
Mount the Installation Brackets — Outside Mount

- Center the headrail over the window opening at the desired height. Use a pencil to lightly mark each end of the headrail.
  - Alternatively, measure the width of the headrail and use that width to mark the headrail end points over the window opening.

- Mark 2” from each of the headrail end marks for bracket location.
  - If more than two installation brackets came with your order, space additional bracket(s) between the two end brackets and mark their location. Mount into wood whenever possible.
  - For PowerView® shadings with battery wand/rechargeable battery wand, allow a minimum of 17” between bracket centerlines for the battery wand(s). A shading may have one or two battery wands/rechargeable battery wands.

- Center the installation brackets on your marks and mark the location of the screw holes.
  - A minimum 1” flat vertical height is required to mount the installation brackets.
  - Position the top of the installation brackets at the desired height of the shading. The brackets must 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.

**IMPORTANT:** Additional clearance is required for PowerView shadings with battery wand. See “Additional Clearance with Spacer Blocks” on page 7.

- Use a 3⁄32” drill bit to drill holes for the mounting screws.

**CAUTION:** Use drywall anchors when mounting into drywall.

- If no additional clearance is required, attach the installation brackets directly to the mounting surface using the screws provided.

**IMPORTANT:** The front edges of the installation brackets must be level and aligned to each other.
Additional Clearance with Spacer Blocks

**NOTE:** A minimum of \( \frac{3}{4} \)" additional clearance is required for PowerView® shadings with battery wand.

- If using \( \frac{3}{4} \)" or \( \frac{1}{2} \)" spacer blocks, attach the spacer block(s) and installation bracket to a flat vertical mounting surface with #6 screws long enough for a secure installation.

**IMPORTANT:** The solid side of the spacer blocks must face toward the mounting surface.

Additional Clearance with Extension Brackets

- If using extension brackets, attach each extension bracket to the mounting surface using the screws provided.

- Attach an installation bracket to the underside of each extension bracket using the provided screws and speed nuts.

**NOTE:** The maximum amount of added clearance using extension brackets is \( 3" \).

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Proceed to “STEP 2 — PowerView® Only: Mount the Battery Wand, If Applicable” on page 8 or “STEP 3 — Install the Shading” on page 10.
**INSTALLATION**

**STEP 2 — PowerView® Only: Mount the Battery Wand, If Applicable**

For headrail-mounted battery wand and rechargeable battery wand, battery wand clips and battery wand/rechargeable battery wand mount are installed before the shading is installed. Any other power options, the power source will be connected after the shading is installed.

**For Standard Battery Wand**

**Install the Battery Wand Clips**

- Attach the battery wand clips to the headrail.

**IMPORTANT:** Position the clips close to the power cable.

**Mount the Battery Wand into the Battery Wand Clips**

- Position the battery wand with its socket toward the motor end of the shading.
- Push the battery wand straight up into the battery wand clips until it snaps into place. Check to make sure the battery wand is secure.

**CAUTION:** Be sure the cables do not become pinched by the installation brackets or battery wand clips. Damage or overheating of components could result.

**Plug the Power Cables into the Battery Wand(s)**

**NOTE:** When power is connected to the motor, a green LED inside the programming button housing will flash to indicate the shading is ready for operation.

- **If there is one battery wand:** From the back of the shading headrail, plug the connector into the socket on the battery wand. Then plug each power cable into a socket on the connector.

- **If there are two battery wands:** Plug each power cable into the socket on the battery wands. An extension cable is provided for the second wand.
Headrail-Mounted Rechargeable Battery Wand

Install the Rechargeable Battery Wand Clips

- Attach the battery wand clips to the headrail.
- Hook the battery wand clips onto the back channel of the headrail.
  
  **IMPORTANT:** Position the clip so that the battery wand will be between installation brackets.

Install the Rechargeable Battery Mounts into the Battery Wand Clips

**NOTE:** A Deux™ shadings with PowerView® Automation will require two rechargeable battery wands.

- From the back of the shading headrail, connect the power cable from the motor side into the socket on the rechargeable battery mount.
- Align the slots in the battery mount with the battery wand clips.
- Push the battery mount onto the battery wand clips until it snaps into place. Check to make sure the battery mount is secure.
  
  **CAUTION:** Be sure the cable does not become pinched by the battery wand clips during installation. Damage or overheating of components could result.

**NOTE:** Do not install the rechargeable battery wand into the battery mount before installing the shading. See “STEP 4: Connect the Power Source — Headrail-Mounted Rechargeable Battery Wand” on page 13 for instructions on inserting the battery wand into the battery mount.
STEP 3 — Install the Shading

Mount the Headrail

- Peel back the protective covering from the top of the Palette® fabric-covered headrail. Leave the rest of the protective covering on the front of the headrail.
- Position the shading so that the front faces you.
- Slide the headrail into the installation brackets so the edge of the headrail is between the lever and the bracket, as shown.
- Firmly push the headrail into each bracket until it clicks and the lever snaps to the right side of the bracket.

**IMPORTANT:** Carefully pull on the headrail at each bracket to ensure it is installed securely.
- Completely remove the protective covering from the Palette fabric-covered headrail.

Attach the Dust Cover (Optional)

The dust cover can be used with outside mounts to protect the top of the headrail from exposure.

- Cut the dust cover to desired width.
- Remove the paper backing on one side of the hook and loop fastener dots.
- Apply the dots to the installation brackets on each end of the shading.
- Remove the remaining paper backing from the dots.
- Center the dust cover over the top of the shading, above the dots.
- Press the dust cover down onto the dots.
EasyRise™ Only: Attach the Cord Tensioners

**IMPORTANT:** Before you proceed, you must first slide the cord tensioners to the bottom of the cord loops.

- Insert a small screwdriver, punch, or awl through the screw hole at the bottom of each cord tensioner.
- Move the screw hole down to the indicator line to release the safety mechanism.
- Slide each cord tensioner down to the bottom of its cord loop.
- Attach the cord tensioners according to the instructions provided with the *Universal Cord Tensioner Installation Kit.*

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

**CAUTION:** The shading will not operate properly unless the cord tensioners are secured. A *Universal Cord Tensioner Installation Kit* has been included for each cord loop control. Follow the instructions in the kits to correctly secure the cord tensioners.

LiteRise® Only: Install Pull Tassels (Optional)

Pull tassels may be installed on the handles for the front shading and rear roller shade. The procedure is shown below on the shading handle. The roller shade handle looks different, but the installation procedure is the same.

- Rotate the bottom rail so that you can see the underside of the handle.
- Push the pull cord loop through the hole at the back of the handle.
- Thread the pull tassel through the loop.
- Pull the tassel to secure.

*Manual shadings only: Proceed to “Operate the Shading” on page 17.*
STEP 4 — PowerView® Only: Connect the Power Source, If Applicable

If you have attached the battery wand in step 2, proceed to “Operate the Shading” on page 17.

**NOTE:** When power is connected to the motor, a green LED inside the programming button housing will flash to indicate the shading is ready for operation.

- Refer to the appropriate page based on your order.
  - For an optional satellite battery pack, see below.
  - For an optional headrail-mounted rechargeable battery wand, see page 13.
  - For an optional satellite-mounted rechargeable battery wand, see page 14.
  - For an optional 18V DC Power Supply, see page 16.
  - For any other Hunter Douglas power options, see the instructions that came with the unit.

If You Have an Optional Satellite Battery Pack...

**Mount the Satellite Battery Packs**

- Decide where you want to attach the wall mount bracket for each satellite battery pack. The battery packs may be installed in any orientation.

- Mark the screw holes and drill them using a \( \frac{3}{32} \)" drill bit.

- Remove the backing from the double-sided tape on the wall mount brackets. Press the brackets into place.

- Attach the brackets using the screws provided.

- Position each battery wand so a power cable can easily be connected to the socket and snap the wands into the brackets.

- Install the covers with the slot aligned to the socket in the battery wands.
Plugin each of the power cables from the shading into an extension cable.

Plug the other end of each extension cable into the socket in the battery wands.

Proceed to “Operate the Shading” on page 17.

**Headrail-Mounted Rechargeable Battery Wand**

**Insert the Rechargeable Battery Wand into the Battery Mount**

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

- Match the direction of the arrow on the underside of the battery wand with the arrow on the battery mount.
- Insert the nose of the battery wand into the cavity of the battery mount.
- Push the battery wand flush into the mount until the battery snaps into place.

**CAUTION:** Failing to insert wand properly may cause it to fall out of the mount, posing an injury risk and potentially damaging the wand. Additionally, when mounting on a door, closing the door with excess force may cause battery wand to dislodge from the mount, also posing an injury risk and possibly damaging the wand.

Proceed to “Operate the Shading” on page 17.
Satellite-Mounted Rechargeable Battery Wand

Install the Rechargeable Battery Mount

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

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

- Mark the screw holes.
- Drill the screw holes using a $\frac{3}{32}$” drill bit.
- Attach the battery mount using the screws provided.

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

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

  **NOTE:** With longer cables, wire retainers (not supplied) are recommended to secure the cable.
Install the Battery Wand into the Battery Mount

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

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

- Insert the nose of the battery wand into the cavity of the battery mount.

- Push the battery wand flush into the mount until the battery snaps into place.

**CAUTION:** Failing to insert wand properly may cause it to fall out of the mount, posing an injury risk and potentially damaging the wand. Additionally, when mounting on a door, closing the door with excess force may cause battery wand to dislodge from the mount, also posing an injury risk and possibly damaging the wand.

Proceed to “Operate the Shading” on page 17.
18V DC Power Supply

Connect the Power Supply

■ Plug the power cables from the shading and the extension cable into the connector.

■ Plug the other end of the extension cable into the 18V DC Power Supply.

**NOTE:** When power is connected to the motor, a green LED inside the programming button housing will flash to indicate the shading is ready for operation.

■ Plug the 18V DC Power Supply into a standard wall outlet. The power supply may be oriented with the cable at the top or bottom.

■ Secure the extension cable using wire retainers (not supplied). If hiding the cable behind the shading, make sure it does not impede the operation of the shading.

■ Space the wire retainers approximately 15” apart along the power supply cable.

**WARNING:** Keep cords and small parts out of the reach of children. They can wrap cords 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 the 18V DC Power Supply and cables are not properly installed.

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Proceed to “Operate the Shading” on page 17.
Operate the Shading

Whatever the operating system, the front shading and rear roller shade are operated independently of each other. Shown below are a few examples of possible shading and shade positions.

- For operation instructions, refer to the appropriate page based on your operating system.
  - For the EasyRise™ system, see below.
  - For the LiteRise® system, see page 18.
  - For the PowerView® system, see page 19.

EasyRise Shadings

There is a cord loop and cord tensioner on each side of the shading. One operates the front shading and the other operates the rear roller shade.

**IMPORTANT:** The cord tensioners must be attached to the wall or casement before operating the EasyRise shading.

- Pull the **rear** cord of the cord loop to lower the shading or 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 shading to operate properly.

- **Front shading only:** With the shading fully lowered, continue to pull the **rear** cord to tilt the bottom rail and open the vanes.

- **Front shading only:** Pull on the **front** cord of the cord loop to close the vanes.

- Pull the **front** cord of the cord loop to raise the shading or shade.
**LiteRise® Shadings**

**IMPORTANT:** With LiteRise® operating systems, the front shading must be raised before the rear roller shade can be operated.

- Slowly and steadily pull down on the bottom rail handle to lower the shading or roller shade.

- **Front shading only:** With your thumb on the front of the handle and fingers on the back, gently pull the back of handle down and away from the shading to open the vanes.
  - Use the handle to tilt the vanes to the desired open/closed position.
  - Push down on the front of the handle to close the vanes.

- Slowly and steadily push up on the handle to raise the shading or roller shade.
PowerView® Shadings

Test the Shade and Shading Using the Programming Buttons

Testing the shade and shading with the programming buttons will allow you to ensure that the motor and power source are working correctly.

**CAUTION:** When raising the shade or shading for the first time, observe how the fabric rolls up into the headrail. It should roll up evenly. If the bottom rail is not level or the fabric starts to rub against either window jamb, immediately press the programming button to stop the shade or shading. See “Adjust the Bottom Rail Weight” on page 28.

- **Rear shade:** Press the programming button to alternately lower, stop, and raise the shade.
  - The button is located next to the bottom of the motor side end cap, toward the front of the headrail.
  - If the shade does not operate, refer to “Troubleshooting” on page 23.

- **Front shading:** Press the programming button to lower the shading.
  - The button is located next to the bottom center of the motor side end cap.
  - If the shading does not operate, see “Troubleshooting” on page 23.
  - Test vane operation by pressing the programming button to open the vanes and then pressing it again to close the vanes.
  - After the vanes are fully closed, press the programming button to raise the shading.
Using the PowerView® Remote

First, activate the remote by pulling both plastic tabs from the back battery compartment.

IMPORTANT: If you have more than one remote, see “Adding Additional Remote(s) to the PowerView® Shade Network” in the PowerView Automation Remote Control Guide.

Joining a Shade or Shading to a Group

IMPORTANT: A window covering will not operate using the remote until it has been joined to a group. If both the rear shade and front shading must be joined to a group, it is recommended that they be in different groups for individual operation, as well as in the same group for simultaneous operation. (Note that any window covering can belong to more than one group.) Both window coverings will also operate simultaneously if both individual group buttons are selected, or the “all” button is selected.

1. Press and hold ■ STOP on the remote until the indicator lights blink (approximately 6 seconds). The remote is now in program mode.

2. Press the desired group number (1 – 6) on the remote. The backlit group number will flash to show it is selected.

3. While pressing the programming button on the shade or shading, press ▲ OPEN on the remote. The green light flashes once and either the shade or shading will move slightly twice (up, down, or down, up) to indicate the shade or shading has joined the group. Release the programming button.

4. Press and hold ■ STOP on the remote until the indicator lights stop blinking (approximately 6 seconds).
Basic Operation

To wake up the remote, simply pick it up or press ■ STOP. The last group(s) selected will be highlighted and active.

Press “all” or groups 1 – 6 to select the shade and/or shading to move. Selected group button(s) will light to show they are selected.

➤ Multiple group buttons may be selected at a time.
➤ To deselect a group, press the group button again. The backlight for that group button will go out.

Press ▼ CLOSE to lower the selected shade and/or shading.

Press ▲ OPEN to raise the selected shade and/or shading.

Press ■ STOP to stop shade or shading movement anywhere along its travel.

While the shade or shading is in motion, press the opposite of shading motion (▲ OPEN or ▼ CLOSE) to reverse direction.

Press ♥ FAVORITE to send the selected shade and/or shading to your preset “favorite” position. Refer to the PowerView® Automation Remote Control Guide on how to set a favorite position. The default favorite position is the rear shade raised, the vanes closed, and the front shading at 50% open.

Front Shading Only
1. Press the → right arrow to open the vanes.
2. Press the ← left arrow to close the vanes.
3. When the shading is raised, pressing the → right arrow will first lower the shading and then open the vanes.
4. When the shading is lowered with the vanes open, pressing ▲ OPEN will first close the vanes and then raise the shading all the way.

Further Operation and Programming Information

PowerView® Pebble® Remote and/or PowerView® Surface Remote Operation
For information regarding operation and programming of the PowerView® remote, refer to your PowerView® Automation Remote Control Guide or to the online PowerView Step-by-Step Guide at hunterdouglas.com/operating-systems/motorized/powerview-motorization/manuals.

PowerView® Scene Controller
For information regarding operation and programming of the PowerView® Scene Controller, refer to your PowerView Automation Scene Controller Guide or to the online PowerView Step-by-Step Guide at hunterdouglas.com/operating-systems/motorized/powerview-motorization/manuals.

PowerView® App Operation
PowerView® Hub is required for PowerView® App operation. For information regarding setup and operation using the PowerView App, refer to the online PowerView Step-by-Step Guide at hunterdouglas.com/operating-systems/motorized/powerview-motorization/manuals.
Resetting the Shade or Shading, If Necessary

Calibration Reset
The calibration reset is used to recalibrate the travel limits of the shade or shading.

1. Press and hold the programming button for approximately 6 seconds. The shade or shading will move slightly. Release the programming button (the light flashes red).

2. Both the shade and shading will raise to their fully open positions to reestablish the upper travel limit, then lower to their fully closed positions to reestablish the lower travel limit. The shade or shading will then move slightly twice (up, then down) to indicate that the travel limits were recalibrated.

Resetting Shade or Shading Programming
The programming reset erases shade or shading programming from memory, including group assignments, preventing input devices from operating the product. The primary use is to correct group and network assignments during installation. The reset does not affect travel limits or the favorite position.

1. Press and hold the programming button for approximately 12 seconds. The shade or shading will move slightly after 6 seconds, then again after 12 seconds. Release the programming button (the light flashes red). The light then flashes a series of green and red to indicate that shade or shading programming is erased from memory.

2. Refer to “Joining a Shade or Shading to a Group” on page 20 to program the shade to a group.
Troubleshooting

If your shading is not operating correctly:

- With PowerView® shadings, first review the guide that came with your control device.
- Refer to the following troubleshooting procedures for specific solutions for your shading.

If questions remain, please contact Hunter Douglas Consumer Support at 1-888-501-8364.

<table>
<thead>
<tr>
<th>Problem</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>The shading will not fit into the installation brackets.</td>
<td>If the shading has battery wand(s), check that the wand is not interfering with the installation brackets.</td>
</tr>
<tr>
<td></td>
<td>Check that the installation brackets are level and aligned. Adjust and/or shim (no provided) to level, if necessary.</td>
</tr>
<tr>
<td></td>
<td>Be sure the heads of the mounting screws are flush against the installation bracket.</td>
</tr>
<tr>
<td></td>
<td>Check that the headrail is completely inserted into the installation brackets. See “STEP 3 — Install the Shading” on page 10.</td>
</tr>
<tr>
<td>Batteries in the battery wand need to be replaced.</td>
<td>Replace the batteries in the battery wand.</td>
</tr>
<tr>
<td></td>
<td>PowerView shadings 42” wide or less will have one battery wand; shadings wider than 42” will have two. If satellite battery packs were chosen, two battery packs (and two wands) are required for all widths.</td>
</tr>
<tr>
<td></td>
<td>Squeeze the cap latch to release the cap and remove the cap from the battery wand.</td>
</tr>
<tr>
<td></td>
<td>Install the batteries according to the instructions on the battery wand label.</td>
</tr>
<tr>
<td></td>
<td>Press the cap on until it latches.</td>
</tr>
</tbody>
</table>

**NOTE:** Hunter Douglas recommends AA alkaline batteries for use with our battery-powered shadings. These will provide more than one year of operation, depending on usage. Lithium and rechargeable batteries are not recommended.
**OPERATION**

<table>
<thead>
<tr>
<th>Problem</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>The shade or shading is hard to raise or lower, or will not raise or lower.</td>
<td>Shadings cannot be forced into tight inside mount window openings. If an inside mount, check that the headrail is installed correctly. Make sure there is clearance between the ends of the shading or shade and the window casement. Check that the installation brackets are level and aligned. Adjust and/or shim (not provided) to level, if necessary. <strong>EasyRise™</strong>: Check that the cord tensioners are mounted correctly. See “EasyRise™ Only: Attach the Cord Tensioners” on page 11. <strong>LiteRise®</strong>: If the vanes are open, be sure to close the vanes first by pressing down on the front of the handle. If necessary, pull the shading away from the window to fully close. Once the vanes are closed you can raise the shading.</td>
</tr>
<tr>
<td>PowerView® only: The shade or shading does not operate using the programming button.</td>
<td>Unplug the power cable from the motor, then plug it back in. A green LED inside the programming button housing should flash to indicate the motor has power. Check that the batteries in the battery wand or satellite battery pack are correctly inserted and fresh. Check that the power source is securely connected to the power cable and the cables are not pinched or caught in the headrail or installation brackets. If you have the rechargeable battery wand, check to see that the battery wand is correctly positioned in the mount.</td>
</tr>
<tr>
<td>PowerView only: The shade or shading is not responding to the PowerView remote.</td>
<td>IMPORTANT: A window covering will not operate using the remote until it has been joined to a group. Check that the correct group number is selected. Check that the batteries in the remote are correctly inserted and are fresh. The LEDs that backlight the remote should come on full bright when ▭ STOP is pressed.</td>
</tr>
<tr>
<td><strong>Problem</strong></td>
<td><strong>PowerView only:</strong> Adjacent shadings do not roll up evenly.</td>
</tr>
<tr>
<td>-------------</td>
<td>---------------------------------------------------</td>
</tr>
</tbody>
</table>
| **Solution** | It is considered normal if the roll-up on both shadings is within $\frac{5}{16}$" of each other. If one shading rolls up tighter than another, lower and raise both shadings several times.  
Reset the upper and lower travel limits. See “Resetting the Shade or Shading, If Necessary” on page 22.  
Check that the shading fabric is not catching on any brackets or components.  
Check that the fabric winds evenly and does not rub against the headrail. If uneven, see “Adjust the Bottom Rail Weight” on page 28. |

<table>
<thead>
<tr>
<th><strong>Problem</strong></th>
<th><strong>PowerView only:</strong> Rechargeable battery needs recharging.</th>
</tr>
</thead>
</table>
| **Solution** | There are two methods for charging the rechargeable battery wand — the dual charging station or the single charger.  
**CAUTION:** Rechargeable battery wand can only be charged with Hunter Douglas provided charging options — alternative charging devices may result in permanent damage.  
**Removing the Rechargeable Battery Wand from the Mount**  
- To safely remove the rechargeable battery wand from your shading, grasp the end of the battery wand that is furthest away from the power socket.  
  **CAUTION:** Grasp the wand firmly prior to removal.  
- Using the indentation on the end of the battery wand, use your index finger to pull the battery out of the mount.  
  **NOTE:** The mount should remain installed and plugged into the shading cable during this process. You will simply remove the wand from the mount. |

(Continued on next page)
<table>
<thead>
<tr>
<th>Problem</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PowerView® only:</strong> Rechargeable battery needs recharging (continued).</td>
<td><strong>Recharging Via the Dual Charging Station</strong></td>
</tr>
<tr>
<td></td>
<td>- Plug the dual charging station into a standard AC outlet.</td>
</tr>
<tr>
<td></td>
<td>- Insert the nose of the rechargeable battery wand into the dual charging station slot.</td>
</tr>
<tr>
<td></td>
<td>- Battery snaps firmly into place. A red indicator light confirms the battery wand is properly inserted and is charging.</td>
</tr>
<tr>
<td></td>
<td>- Once the battery has been fully recharged, the light indicator turns green. Charging may take up to three hours, depending on your battery level.</td>
</tr>
<tr>
<td></td>
<td>- Remove the battery wand from the charger.</td>
</tr>
<tr>
<td><strong>Recharging Via the Single Charger</strong></td>
<td><strong>Remove the rechargeable battery wand from the mount, or insert the single charger cable without removing from the shading.</strong></td>
</tr>
<tr>
<td></td>
<td>- Attach the plug adapter to the charger.</td>
</tr>
<tr>
<td></td>
<td>- Plug the charger into a standard AC outlet.</td>
</tr>
<tr>
<td></td>
<td>- Plug the charging cable into the charging outlet on the rechargeable battery wand. The charging outlet is near the nose of the wand.</td>
</tr>
</tbody>
</table>

(Continued on next page)
<table>
<thead>
<tr>
<th>Problem</th>
<th>PowerView® only: Rechargeable battery needs recharging (continued).</th>
</tr>
</thead>
</table>
| **Solution** | - A red light indicator confirms the battery wand is properly inserted and is charging.  
  **CAUTION:** Do not attempt to plug the charging cable into the battery mount’s power socket. Doing so will not only fail to charge the battery wand but could possibly cause damage to both the single charger and the battery mount.  
- Once the battery has been fully recharged, the red light indicator will turn green. Charging may take up to two hours, depending on your battery level.  
- Remove the charging cable from the battery wand. |

**Reinserting the Rechargeable Battery Wand into the Mount**  
- Match the direction of the arrow on the underside of the battery wand with the arrow on the battery mount.  
- Insert the nose of the battery wand into the cavity of the battery mount.  
- Push the battery wand flush into the mount until the battery snaps into place. |

<table>
<thead>
<tr>
<th>Problem</th>
<th>PowerView only: The rechargeable battery wand is charged but the shade does not operate.</th>
</tr>
</thead>
</table>
| **Solution** | If your rechargeable battery wand is charged but not working, it may be due to its physical location in your window. The rechargeable battery wand can operate in temperatures up to 176°F (80°C). If the temperature in your window exceeds this, the safety feature will shut the battery off temporarily. The battery wand will turn back on, once the temperature lowers into the operable range.  
If you anticipate the rechargeable battery wand consistently exceeding this temperature limit, please reinstall in a location that avoids direct sunlight. |

<table>
<thead>
<tr>
<th>Problem</th>
<th>EasyRise™ only: The universal cord tensioner grabs onto the cord upon operation and climbs toward the top of the headrail.</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 the Universal Cord Tensioner Installation Instructions included with your shading.</td>
</tr>
<tr>
<td>Problem</td>
<td>The shading raises or lowers unevenly, the fabric rubs against one end of the headrail, or the bottom rail is uneven when fully raised.</td>
</tr>
</tbody>
</table>
| Solution | Check that the window is square by measuring the diagonals.  
Check that the installation brackets are level. Shim (not provided) to level, if necessary.  
Adjust the bottom rail weight (not applicable for LiteRise® shadings). See below.  
**LiteRise:** Keep the bottom rail level while raising the shading. Side-to-side movement while raising may cause the fabric to skew.  

**Adjust the Bottom Rail Weight (Front Shading)**  
- Flip up the bottom rail to access the bottom rail weight.  
- To release the weight clip, insert a flat blade screwdriver into the weight clip and turn clockwise.  
- Move the weight in 1" increments toward the side where the fabric is gathering.  
- Secure the weight clips in position by turning them counterclockwise after making the adjustment.  
- Test and, if necessary, adjust again.  

**Adjust the Bottom Rail Weight (Rear Roller Shade)**  
- Access the bottom rail weight from the back of the shade.  
- Push up on the weight clips to release them.  
- Move the weight in 1" increments toward the side where the fabric is gathering.  
- Slide the weight clips back into place. Test and, if necessary, adjust again.
<table>
<thead>
<tr>
<th>Problem</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>The vanes do not open when the shading is first operated.</td>
<td>Open and close the shading several times to help open the vanes. If necessary, gently pull down on the bottom rail when the shading is fully lowered.</td>
</tr>
<tr>
<td></td>
<td><strong>LiteRise® only:</strong> With your thumb on the front of the handle and fingers on the back, gently pull the back of handle down and away from the shading to open. The shading must be fully lowered to tilt it open.</td>
</tr>
<tr>
<td>Problem</td>
<td><strong>PowerView® only:</strong> The bottom rail on the shade or shading does not raise or lower completely, or its location when fully lowered has changed over time.</td>
</tr>
<tr>
<td></td>
<td>The batteries may be low in the battery wand or satellite battery pack. Replace the batteries.</td>
</tr>
<tr>
<td></td>
<td>Check that the power source is securely connected to the power cable and the cables are not pinched or caught in the headrail or installation brackets. If you have the rechargeable battery wand, check to see that the battery wand is correctly positioned in the mount.</td>
</tr>
<tr>
<td></td>
<td>Check that there is clearance between the ends of the shading and the window casement on inside mounts.</td>
</tr>
<tr>
<td></td>
<td>Check if the fabric rolls up evenly into the headrail. If not, see “Adjust the Bottom Rail Weight (Front Shading)” on page 28.</td>
</tr>
<tr>
<td></td>
<td>Reset the stop positions. See “Resetting the Shade or Shading, If Necessary” on page 22.</td>
</tr>
<tr>
<td></td>
<td>See the <em>PowerView® Automation Remote Control Guide</em> for operation or programming troubleshooting solutions.</td>
</tr>
<tr>
<td>Problem</td>
<td><strong>PowerView only:</strong> The vanes do not close fully when the shading stops in the lowest position.</td>
</tr>
<tr>
<td></td>
<td>The shading should be programmed to stop in its lowest position with the vanes closed. A small distance between the front and back fabric facings in the fully closed position is normal.</td>
</tr>
<tr>
<td></td>
<td>■ If this distance is excessive or moves over time, open the shading to its full “vane open” position and try again. If this does not correct the problem, reset the bottom limit. See “Resetting the Shade or Shading, If Necessary” on page 22.</td>
</tr>
<tr>
<td></td>
<td>■ See the <em>PowerView Automation Remote Control Guide</em> for operation or programming troubleshooting solutions.</td>
</tr>
</tbody>
</table>
OPERATION/CARE

<table>
<thead>
<tr>
<th>Problem</th>
<th>PowerView® only: The shading raises from the sill when the vanes are closed.</th>
</tr>
</thead>
</table>
| Solution | A small gap between the sill and the bottom of the shading is normal in the fully lowered “vane closed” position. The gap is necessary to allow for the unimpeded movement of the bottom rail.  
- If this distance is excessive or moves over time, open the shading to its full “vane open” position and try again. If this does not correct the problem, reset the bottom limit. See “Resetting the Shade or Shading, If Necessary” on page 22.  
- See the PowerView® Automation Remote Control Guide for operation or programming troubleshooting solutions. |

<table>
<thead>
<tr>
<th>Problem</th>
<th>The front sheer fabric of the front shading appears to cling to the rear sheer fabric.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solution</td>
<td>Lightly apply a static spray for home furnishings. Follow the manufacturer’s directions. Allow the shading to dry in the fully lowered position. If necessary, reapply the static spray each time the shading is professionally cleaned.</td>
</tr>
</tbody>
</table>

Removing the Shading

- Fully raise the rear shade and front shading.
- Move each lever of the installation brackets to the left to release the shading.
  - A flat blade screwdriver can be used to move the lever.
  - **CAUTION:** Be very careful to not tear or damage any of the fabric.
- Carefully pull the shading to remove it from the brackets.

Cleaning Procedures

Silhouette® and Nantucket™ Window Shadings are made of 100% polyester, which means they are inherently durable and resilient. However, care must be taken to avoid wrinkling the fabric, particularly where the vanes meet the facings.

Cleaning the Palette® Fabric-Covered Headrail

Spot-clean the headrail using a sponge or delicate cloth, cool distilled water and a mild soap solution; handle with care as you would any fine fabric.
Cleaning the Front Silhouette® or Nantucket™ Shading

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

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

Forced Air
Blow away dirt and debris between the vanes using clean compressed air.

Spot-Cleaning
Do not spot-clean anything other than the Palette® fabric-covered headrail.

Ultrasonic Cleaning
Silhouette® and Nantucket™ Window Shadings can be ultrasonically cleaned by a professional, with the exception of Boardwalk™, Brio™, Brant Point™, ClearView™ Originale™, ClearView Tapestry™, India Silk™, East Bay™, The Matisse Collection®, Mystere™, Sankaty™, and Sun Porch™.

- Specify that a mild detergent solution be used.
- Never immerse the headrail in the solution.
- Dry the shading completely in the lowered position.

Injection/Extraction
Silhouette® and Nantucket™ shadings can be professionally cleaned using the injection/extraction method.

- Never immerse the headrail in the solution.

Electrostatic Cleaning
Do not use electrostatic cleaning wipes on any Silhouette or Nantucket shading.

Cleaning the Rear Roller Shade
The rear roller shade fabric can be cleaned by dusting, hand-held vacuuming, compressed air, hair dryer on the cool setting, and the dry method of injection/extraction.

A Note About Silhouette and Nantucket Fabrics
As with all textiles, Silhouette and Nantucket fabrics are subject to some variations. Slight wrinkling, puckering, or bowing is inherent to this textile product and should be considered normal, acceptable quality. These characteristics are not usually visible from the front or rear but may be visible from a side angle.

Precautions should be taken to reduce exposure to harsh environmental elements, such as salt air. Continuous exposure through open windows and doors will accelerate the fabric deterioration.
CHILD SAFETY

■ Window Blind Cord Can STRANGLE Your Child.
■ Children can climb furniture to reach cords. Move crib and furniture away.
■ Keep all cords out of children’s reach.

Cord Loop Shadings

■ Attach the cord tensioner on each cord loop to the wall or window casement. See “EasyRise™ Only: Attach the Cord Tensioners” on page 11. This can prevent children from pulling cord loops around their necks.
■ Hunter Douglas provides cord tensioner installation kits with instructions for attaching the cord tensioners. For the shading to operate properly, the cord tensioners must be correctly mounted and secured.
■ Fasteners provided in the cord tensioner installation kits may not be appropriate for all mounting surfaces. Use appropriate anchors for the mounting surface conditions.
■ Only Hunter Douglas supplied cord tensioners and hardware should be used. Replacement parts may be obtained by contacting Hunter Douglas Consumer Support 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.
U.S. Radio Frequency FCC Compliance

Front shading: FCC ID information is located behind the motor-side end cap; the end cap may be removed to view this information. Rear shade: FCC ID information is located behind the motor-side end cap; the end cap may be removed to view this information.

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.

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.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment and meets the FCC radio frequency (RF) Exposure Guidelines. This equipment should be installed and operated keeping the radiator at least 20 cm or more away from person's body. RF Exposure requirements are met when installed in mobile equipment. This module cannot be installed in portable equipment without further testing and a change to FCC's grant of authorization.

Innovation, Science and Economic Development Canada

Under Innovation, Science and Economic Development Canada's regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Innovation, Science and Economic Development Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:
(1) This device may not cause interference.
(2) This device must accept any interference, including interference that may cause undesired operation of the device.

Class B Digital Device Notice

This Class B digital apparatus complies with Canadian ICES-003, RSS-Gen and RSS-210.

CAN ICES-3 (B)/NMB-3(B)

This equipment complies with ISED radiation exposure limits set forth for an uncontrolled environment and meets RSS-102 of the IC radio frequency (RF) Exposure rules. This equipment should be installed and operated keeping the radiator at least 20 cm or more away from person's body.

European Conformity

We, the undersigned,
Hunter Douglas Window Fashions
One Duette Way, Broomfield, CO 80020, USA
Hunter Douglas Europe B.V.
Piekstraat 2, 3071 EL Rotterdam, The Netherlands
certify and declare under our sole responsibility that assembly PV13 conforms with the essential requirements of RED 2014/53/EU.

A copy of the original declaration of conformity may be found at:
www.hunterdouglas.com/RFcertifications.
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.