Installation • Operation • Care

Alustra® Woven Textures® Roller Shades, Designer Roller and Screen Shades
ST30, ST50, and LT525
Cassette, Cassette Blockout, Fascia, & Fascia Blockout
CONTENTS

Getting Started:
- Product View — Cassette Motorized Shade ................................................. 1
- Product View — Cassette Blockout Motorized Shade .......................... 2
- Product View — Fascia ST30 Motorized Shade ........................................ 3
- Product View — Fascia ST50 and LT525 Motorized Shade .................... 4
- Product View — Fascia Blockout ST30 Motorized Shade ....................... 5
- Product View — Fascia Blockout ST50 and LT525 Motorized Shade ...... 6
- Installation Overview .................................................................................. 7

Installation:
- Cassette and Cassette Blockout Shades — Inside Mount ..................... 10
- Cassette and Cassette Blockout Shades — Outside Mount ................. 11
- Fascia Shades ............................................................................................. 12
- Fascia Blockout — Inside Mount .............................................................. 14
- Fascia Blockout — Outside Mount ........................................................... 15
- Install the Shade and Additional Components ....................................... 16
- Connect the Power .................................................................................... 22
- Remote Control Operation ....................................................................... 24

Operation:
- Operate the Shade .................................................................................... 25
- Programming .............................................................................................. 25
- Shade Adjustment ...................................................................................... 28
- Limit Adjustments for Standard Motor Shades ....................................... 29
- Using the ST30 Motor Buttons ................................................................. 30
- Troubleshooting ....................................................................................... 31

Care:
- Removing the Shade ................................................................................ 32
- Cleaning Procedures ................................................................................ 33

Questions?
Call the Hunter Douglas Consumer Support at 1-888-501-8364.

Radio Frequency FCC Compliance:
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.

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Product View — Cassette Motorized Shade

- Cassette Bracket
- Antenna Wire
- Power Cord
- Power Plug
- Power Supply
- ST30 Motor Assembly
- ST50/LT525 Motor Assembly
- Power Plug
Product View — Cassette Blockout Motorized Shade
Product View — Fascia ST30 Motorized Shade
Product View — Fascia ST50 and LT525 Motorized Shade
Product View — Fascia Blockout ST30 Motorized Shade

- Top/Rear Cover Outside Mount
- Top/Rear Cover Inside Mount
- Fascia Panel
- Antenna Wire
- Motor-Side Bracket
- End Cap (Optional)
- ST30 Motor Assembly
- Power Cord
- Side Channel
- Power Supply
- Bottom Channel
- Wool Pile
- Bottom Plug
- Hole Plug (Outside Mount Only)
- Power Plug (Outside Mount Only)
- Idle-Side Bracket
- Power Cord
Product View — Fascia Blockout ST50 and LT525 Motorized Shade
Installation Overview

Thank you for purchasing Hunter Douglas motorized roller shades. With proper installation, operation, and care, your new shades will provide years of beauty and performance. Please thoroughly review this instruction booklet and the enclosed packing list before beginning the installation.

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

Tools And Fasteners Needed

- Flat blade and Phillips screwdrivers
- Measuring tape and pencil
- Level (laser level is recommended)
- Paperclip

- **Cassette Shades.** Power drill, $\frac{3}{8}$" drill bit, and $\frac{1}{4}$" hex driver
- **Fascia Shades.** Power drill, $\frac{1}{8}$" drill bit, and $\frac{5}{32}$" hex driver

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

- **Cassette Shades — #6 x 1½" Hex Head Screws (Provided).** Two 1½" screws are provided per installation bracket.
- **Fascia Shades — #10 x 1½" Hex Head Screws (Provided).** Two 1½" screws are provided per installation bracket.
- **Blockout Shades — #10 x 1½" Hex Head Screws and #6 x 1" Phillips Truss Head Screws (Provided).** Two 1½" screws are provided per installation bracket. 1" truss head screws are provided to secure the side and bottom channels.
GETTING STARTED

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.

- **Cassette and Cassette Blockout Installation Brackets.** 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>

- **Fascia and Fascia Blockout Shades.** Brackets are different for ST30 and ST50/LT525. Refer to the illustrations below to identify the correct one for your order. An idle and motor bracket are included for each shade.
■ **Remote Control.** One of these remote controls will be included with your order.

■ **ST30 Power Supplies.** One of these power supplies will be included with your order.

■ Refer to the appropriate page below based on your order:
  - **Inside Mount for Cassette and Cassette Blockout Shades — page 10.**
  - **Outside Mount for Cassette and Cassette Blockout Shades — page 11.**
  - **Fascia Shades — page 12.**
  - **Inside Mount for Fascia Blockout — page 14.**
  - **Outside Mount for Fascia Blockout — page 15.**
Cassette and Cassette Blockout Shades — Inside Mount

- Mark 3½” 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, then mark each of the screw holes.
  - The minimum depth required for mounting is 1¾”. Fully recessed mounting requires 4” for the cassette to be flush with the front of the window casement.

  **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.
- 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.

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

Proceed to “Install the Shade and Additional Components” on page 16.
Cassette and Cassette Blockout Shades — Outside Mount

- Center the cassette over the window opening at the desired height. Use a pencil to lightly mark each end of the cassette.
- Mark 3½" from each end of the cassette for the 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.

- Center the brackets on your marks, then mark each of the screw holes.
  ➤ A minimum 4" flat vertical surface is required to mount the brackets.
- Drill the screw holes using a 3/32" drill bit.
- 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 1½" screws provided.

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

Proceed to “Install the Shade and Additional Components” on page 16.
**Fascia Shades**

ST30 brackets are shown, but ST50/LT525 assembly is the same process. Identify the components.

- 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.

- **Inside Mount.** Use your marks to position each bracket and mark the screw holes.
  
  - The minimum mounting depth required and fully recessed depth is 4 7/8".
Outside Mount. Use your marks to position each bracket and mark the screw holes.
➤ A minimum 4 1/8” flat vertical surface is required to mount the brackets.
➤ The top of the installation brackets should be at the desired height.

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

Drill the screw holes using a 1/8” drill bit.

Assemble the two end brackets and the fascia panel.

Attach the bracket and panel assembly 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.

Proceed to “Install the Shade and Additional Components” on page 16.
Fascia Blockout — Inside Mount

ST30 brackets are shown, but ST50/LT525 assembly is the same process. Identify the components. The top/rear cover has a notch (cutout) at each end and two screw holes. The fascia panel has no screw holes.

- Assemble the two end brackets and the top/rear panel.
  - Place the bottom of the top/rear panel into the bottom indentation of the brackets. Rotate the panel up 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. A shim may be required between the brackets and the mounting surface.

- Mark the screw holes.
  - The minimum mounting depth required and fully recessed depth is 4 1/8”.

- Remove the assembly from the window.

- Drill the screw holes using a 1/8” drill bit.

- Assemble the two end brackets and the fascia panel.

- Attach the bracket and panel assembly 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.

Proceed to “Install the Shade and Additional Components” on page 16.
Fascia Blockout — Outside Mount

ST30 brackets are shown, but ST50/LT525 assembly is the same process. Identify the components. The top/rear cover has two screw holes. The fascia panel has no screw holes.

- Assemble the two end brackets and the top/rear panel.
  - Place the top of the top/rear panel into the top indentation on the front of the bracket. 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. A shim is required between the brackets and the mounting surface.
- Mark the screw holes.
  - A minimum 4 1/8" 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.

- Remove the assembly from the window.
- Drill the screw holes using a 3/8" drill bit.
- Attach the bracket, shim and panel assembly 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.

Proceed to “Install the Shade and Additional Components” on page 16.
Install the Shade and Additional Components

Refer to the appropriate section based on your shade order.

Install the Cassette

- 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.

ST30 Motor Shade

**IMPORTANT:** Do not remove the paper banding used to prevent shade from unrolling prematurely until after the shade is installed.

Install Clutch End

- Hold the shade with the motor Reset and Manual Operation switches facing the floor, and the power cord close to the wall.

  **CAUTION:** Do not cut the antenna wire or wrap it around the power cord.

- Install the motor end of the shade onto the tab on the motor-side 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.
Attach the end plates (if ordered). Remove the paper from the adhesive on the end plates and attach the end plate to the end of the fascia brackets.

Remove the paper banding on the shade.

Attach 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.

ST50/LT525 Motor Shade

Place the idle-side spring loaded pin into the bracket.

Push the shade toward the idle-side bracket, compressing the spring.

As you rotate the shade up and into position, align the motor with the motor mount and push in.

When you set the shade in place, route the power cord.

Use a pair of pliers to install the spring clip.

CAUTION: Replace the spring clip around the bracket to ensure proper operation.

Attach the end plates (if ordered). Remove the paper from the adhesive on the end plates and attach the end plate to the end of the fascia brackets.

Remove the paper banding on the shade.
Attach 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.

For Blockout Shades proceed below. For all other shades, proceed to “Connect the Power” on page 22.

Assemble the Side Channels — Cassette Blockout Shades Only

➤ Remove the adhesive from the back of the light blocker.
➤ Thread wool pile from channel into the light blocker channel.
➤ Slide the light blocker into the top of the side channel.
➤ Press the light blocker into place to secure the adhesive.

For inside mount shades, proceed to “Install the Side Channels — Inside Mount” on page 19. For outside mount shades, proceed to “Install the Side Channels — Outside Mount” on page 20.
Install the Side Channels — Inside Mount

**NOTE:** Lower the shade slightly when you mount each side channel to fit the bottom rail into the top of the channel.

- Foam tape has been provided to reduce light seepage. Apply to the jambs and the sill of the mounting surface, if necessary. Caulk (not provided) can also be used to reduce light seepage.

- Position the side channel.
  - **Cassette Blockout Only.** Slide the light blocker behind the cassette. The back of the side channel is flush with the bracket.
  - **Fascia Shades.** The back of the side channel is flush with the bracket.
  - Ensure there isn’t a gap between the side channel and the sill. The side channel should sit on the sill. Also, ensure the back of the side channel is flush with the bracket.

**IMPORTANT:** If you are unable to slide the light blocker behind the cassette, the installation bracket may be installed incorrectly. Ensure brackets are installed 3½” in from each the end of the cassette. See “Cassette and Cassette Blockout Shades — Inside Mount” on page 10 or “Cassette and Cassette Blockout Shades — Outside Mount” on page 11.
Drill the screw holes using a $\frac{3}{32}$" drill bit approximately $\frac{3}{8}$" deep.

Use the screws provided to attach the side channels to the mounting surface.

Proceed to “Install the Bottom Channel” on page 22.

Install the Side Channels — Outside Mount

**NOTE:** Lower the shade slightly when you mount each side channel to fit the bottom rail into the top of the channel.

**Cassette Blockout Shades.** Slide the light blocker behind the cassette.

- Abut the side channel flush with the bottom of the cassette end cap.
- Align the outer edge of the side channels with the outside of the cassette end caps.

**IMPORTANT:** If you are unable to slide the light blocker behind the cassette, the installation bracket may be installed incorrectly. Ensure brackets are installed 3½" in from each end of the cassette. See “Cassette and Cassette Blockout Shades — Inside Mount” on page 10 or “Cassette and Cassette Blockout Shades — Outside Mount” on page 11.
- **Fascia Blockout Shades.** Abut the side channel to the bottom of the fascia assembly. The side channel should be flush with the back of the fascia.

- Ensure the channels are plumb by checking with a level. Mark the mounting holes for the side channel to determine where to drill the holes.

- Measure the side-to-side distance between them. The distance between the top two holes and between the bottom two holes should be equal.

- Drill the screw holes using a \( \frac{3}{32} \)" drill bit approximately \( \frac{3}{8} \)" deep.

- Use the screws provided to attach the side channels to the mounting surface.
**INSTALLATION**

**Install the Bottom Channel**

Install the channel with the wool pile to the window side.

- Align the bottom channel with the inside edges of the side channels.
- Refer to the illustration for screw placement for your mounting application.
- Mark the mounting holes for the bottom channel to determine where to drill the holes.
- Drill the screw holes using a $\frac{3}{32}$" drill bit approximately $\frac{3}{8}$" deep.
- Use the screws provided to attach the bottom channel to the mounting surface.

**Install the Plugs — Outside Mount Only**

- Cover the access holes in the channels with the provided hole plugs, pushing them in until they are firmly seated.
- Push the bottom plug into the bottom of the side channels.

**Connect the Power**

After you have hung the shade in its proper location, connect the shade to the power source.

**IMPORTANT:** To ensure proper operation at installation, each shade should be tested as you install it.

**CAUTION:** Ensure that you are able to power up just one shade at a time to do any programming changes.

**ST30 Motors**

Shades equipped with ST30 motors can be ordered with one of three power supplies. All three power supplies are RoHS compliant and operate on 50 or 60Hz.

- Single ST30 motor shades normally ship with the single shade power supply. This power supply operates on 100-240V AC.
- Apply power using the 1.66-amp power supply.
The connector from the power supply separate leads about 1½". Connect striped leads to motor leads as follows:

➤ Connect the power supply lead with markings (24V DC) to the motor lead with a black stripe using a wire nut.

➤ Connect the remaining power supply lead to the remaining motor lead (white - 0V DC) using a wire nut.

➤ Plug the power supply into a wall outlet.

**IMPORTANT:** Multi-shade orders may have been ordered with larger power supplies capable of powering up to four shades. These larger power supplies do not have a plug-in option and must be wired directly into the home electrical system. Both power supplies mount on a 35 mm DIN (top-hat) rail.

**NOTE TO INSTALLER:** To connect the 5- or 10-amp power supply to the home electrical system, a 16 gauge wire is sufficient for the 110V AC input. This wire is not provided with your shade order.

➤ Two-shade power supplies (DR-120-24) use a switch to select between 100-120V AC or 200-240V AC.

➤ The four-shade power supply (DRP-240-24) operates on 100-240V AC.

➤ The 22 gauge wire used to attach the motor to the 5- or 10-amp power supply is an integral part of the ST30 Motor and is approximately 6-8 feet long. If the power supply is mounted farther than the motor cord will reach, the length can be extended by adding additional 22 gauge (speaker wire) or larger wire. Wire is not provided with your shade order.

**WARNING:** All power supplies that require wiring to the home’s electrical system should be installed by a licensed electrician.

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**ST50 Motors**

Shades equipped with ST50 motors have a power cord and plug attached. These plug directly into a wall socket. The shades operate on 120V AC at 60 Hz.
Remote Control Operation

Remote Controls

- Shown at the right are the wireless wall switch and the hand-held remote control. (The multi-channel versions are similar – see Multi-Channel Controls below.)

**IMPORTANT:** Mount the wireless wall switch in a non-metal box.

Multi-Channel Controls

- The current channel light on the multi-channel hand-held remote control flashes when you press any of the three buttons above the channel lights. To change the channel (group of shades) being addressed by the remote control, press the CHANNEL SELECTOR button until the desired channel light illuminates.

Remote Control Buttons
Operate the Shade

Your Hunter Douglas motorized shade has been pre-programmed with upper and lower limits specifically customized for your window.

To Lower the Shade

■ Press and release the DOWN button on the remote control. The shade will fully lower.

To Raise the Shade

■ Press and release the UP button on the remote control. The shade will fully raise.

To Stop at an Intermediate Position

■ Press and release the UP or DOWN button on the remote control.

■ While the shade is in motion, press and release the STOP/MY button when the shade has reached the desired position. The shade will stop.

■ If the shade does not work:
  ➤ Press the CHANNEL selector to switch to the next channel.
  ➤ Press the DOWN button to see if the motor is set to this channel.
  ➤ If there is no response, repeat the previous two steps for the remaining channels.
  ➤ If the shade does not respond to any channel, proceed to Programming.

Programming

CAUTION: If your shade(s) are operating properly, go no further in the programming section. The limits were preset at the factory for your shade.

■ If you have more than one motorized shade, they must be set individually. Apply power to just one unit, go through the programming sequence, then remove the power.

  CAUTION: If more than one unit is plugged in, each one will be changed.

■ All motor feedback is signaled by a visual jog. (A jog is a short up and down movement.)

■ Plug the shade in or turn on the circuit breaker (depending on the installation type).

Re-Enter Programming Mode

■ Turn the shade power off for 2-5 seconds.

■ Turn the shade power on for 10 seconds.

■ Turn the shade power off for 2-5 seconds.

■ Turn the shade power on. The shade jogs in one direction, indicating a change to program mode.
Clear Motor Memory and Return to Factory Mode

- Press and hold the PROGRAM button until the shade jogs twice (once immediately and a second time about seven seconds later).

Programming the Motorized Shade

- Press the UP and DOWN buttons simultaneously. Hold the buttons down until the shade jogs up and down.
- Press the UP button.
  - If the shade goes up, proceed to the next step.
  - If the shade goes down, press STOP for 5 seconds (until the shade jogs up and down), proceed to the next step.
- Press and hold the UP or DOWN button. Release the button when the shade is at the desired upper position.
- Press the STOP and DOWN buttons simultaneously until the shade begins moving down. Release the buttons when the shade starts to move.
- Press the STOP/MY button when the shade reaches the desired down limit.
- Press the UP or DOWN buttons to fine tune the lower limit position.
- Press the STOP/MY and the UP buttons simultaneously until the shade begins to raise. Release the buttons when the shade starts to move.
- The shade will stop at the desired up position.
- Press the UP or DOWN buttons to fine tune the top limit position (if needed).
- Press the STOP/MY button and hold it until the shade jogs to set the limits.
- Press and hold the PROGRAM button until the shade jogs to record the setting into memory.

Reset Limit Settings

Reset the Bottom Limit

- Press the DOWN button. The shade will extend to the bottom limit.
- Press the UP and DOWN buttons until the shade jogs up and down.
- Press the UP or DOWN button to fine tune the bottom limit.
- Hold the STOP/MY button down until the shade jogs up and down.
Reset the Top Limit

- Press the UP button. The shade raises to the top limit.
- Press the UP and DOWN buttons until the shade jogs up and down.
- Press the UP or DOWN buttons to fine tune the top limit.
- Hold the STOP/MY button until the shade jogs up and down.

Set an Intermediate Position

- Press the UP or DOWN button to move the shade to the desired position.
- Press the STOP/MY button to stop the shade at the desired position.
- Press and hold the STOP/MY button until the shade jogs up and down.

Delete an Intermediate Position

- Press the STOP/MY button. The shade will move to the intermediate position.
- With the shade stopped at the intermediate position, press and hold the STOP/MY button until the shade jogs up and down to delete the position.

Add/Delete a Transmitter Channel

This process has also been pre-programmed by the factory. If adding or deleting is necessary, proceed as follows. Only one shade should have power.

**IMPORTANT:** If more than one unit is plugged in, each one will be changed.

To Add a Channel:

- Press the PROGRAM button on the back of the hand-held remote or on the left side of the wireless wall switch on an established channel until the shade jogs.
- Select the channel to add.
- Press the PROGRAM button on the back of the hand held remote or on the side of the wireless wall switch until the shade jogs, then release the button.

To Delete a Channel:

- Press the PROGRAM button on an established channel until the shade jogs.
- Select the channel to delete.
- Press the PROGRAM button on the remote until the shade jogs, then release the button.

To Add a Transmitter:

- Press the PROGRAM button on the back of the original hand-held remote or on the side of the wireless wall switch on an established channel until the motor jogs.
- Select the transmitter to add.
- Press the PROGRAM button on the back of the new hand-held remote or on the right side of the wireless wall switch until the shade jogs, then release the button.
To Delete a Transmitter:
- Press the PROGRAM button on an already recorded channel you will keep on the remote until the shade jogs.
- Select the transmitter and channel to delete.
- Press the PROGRAM button on the remote until the shade jogs, then release the button.

**IMPORTANT:** Each channel needs to be deleted individually.

Remote Control Reference
More information on the hand held remote control is available at: www.somfy.com

Shade Adjustment
- Lower the shade completely.
- Raise the shade and watch how the fabric winds on the roll.

**IMPORTANT:** Level mounting is essential for proper operation.

➤ If the fabric winds unevenly and begins to telescope to one side, check to ensure the shade is level.

➤ If the shade is not level, remove the shade from the brackets and shim (ceiling or inside mounts), or adjust the position of the installation bracket by using the adjustment allowance provided by the slots in the installation brackets.

**IMPORTANT:** If the shade was unrolled before being installed, it may not raise and lower to the right points. To correct this:

➤ Remove the shade from the installation brackets. See “Removing the Shade” on page 32.

➤ Roll the shade up until the bottom rail of the shade is even with the fabric roll.

➤ Re-install the shade.
Limit Adjustments for Standard Motor Shades

Your Hunter Douglas motorized shade has been pre-set with upper and lower limits specifically customized for your window. If you need to change the custom settings, follow the steps in this section.

**IMPORTANT:** The button farthest from you sets the lower limit of the shade and the button closest to you sets the upper limit of the shade.

**For Shades with the Motor on the Right End**

- On the motor end of the shade, carefully remove the plastic cover over the buttons.
- Depress both buttons. With both buttons depressed, the shade will move up and down in response to the wall switch.
- Push the UP button on the wall switch to position the shade in the desired upper position.
- Press the white button again to set it to the raised position.
- Push the DOWN button on the wall switch to position the shade in the desired lowered position.
- Press the yellow button on the motor to set it to the raised position.
- Test the operation of the shade and adjust the upper and lower positions again, if necessary.
- Replace the plastic cover over the buttons.

**For Shades with the Motor on the Left End**

- On the motor end of the shade, carefully remove the plastic cover over the buttons.
- Depress both buttons. With both buttons depressed, the shade will move up and down in response to the wall switch.
- Push the UP button on the wall switch to position the shade in the desired upper position.
- Press the yellow button again to set it to the raised position.
- Push the DOWN button on the wall switch to position the shade in the desired lowered position.
- Press the white button on the motor to set it to the raised position.
- Test the operation of the shade and adjust the upper and lower positions again, if necessary.
- Replace the plastic cover over the buttons.
Using the ST30 Motor Buttons

There are two small buttons on the end of the ST30 motor. The buttons are accessible from the underside of the motor.

- The red button is used as a reset button. With power connected, pressing the red button in with a paperclip will reset all programming within the motor and return it to factory settings after 12 seconds. This button can also be used to delete all transmitter channels by holding the button down until the shade jogs 3 times.

- The yellow button allows for manual operation. Once the limits are set, pressing the yellow button will operate the shade. Pressing the yellow button again will stop it.

**IMPORTANT:** If the shade does not operate with the manual button, reverse the lead connection and try again.
## Troubleshooting

<table>
<thead>
<tr>
<th>Problem</th>
<th>The shade raises or lowers unevenly.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Solution</strong></td>
<td>Usually this indicates the shade is not level. Check that the brackets are level and aligned.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Problem</th>
<th>The shade does not respond to the remote control.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Solution</strong></td>
<td>Check for power to the affected shade.</td>
</tr>
</tbody>
</table>

- **ST30 Motors:** Motor operation can be tested using the yellow button on the motor. See “Using the ST30 Motor Buttons” above.
- **ST30 Motors:** If the shade does not operate with the manual button, reverse the lead connection and try again. Be sure you are using the remote control within the range of the receiver (20 meters or 65 feet).

- In multi-channel installations:
  - Be sure that the remote control is addressing the channel to which the shade was set.
  - If there is more than one motorized shade installed and only one is not responding, the receiver in the non-responsive shade may be defective.

- For hand-held remote controls, press any button on the remote control. The red light should illuminate. If the red light illuminates but the remote control only works at very short range, the batteries are weak – change the batteries. For wall mounted wireless remote controls, change the battery (3V CR2450N).

<table>
<thead>
<tr>
<th>Problem</th>
<th>An opaque fabric panel is wrinkled, creased or is rippling.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Solution</strong></td>
<td>Apply heat for 30 seconds with a hair dryer 6” away from the shade to release the creases, wrinkles or ripples in the fabric.</td>
</tr>
</tbody>
</table>
Removing the Shade

Cassette Shades

- Insert the tip of a flat blade screwdriver into the screwdriver slot provided on the bracket.
- Press down to release the cassette.
- Roll the cassette forward and then down to remove.

**IMPORTANT:** Do not remove the roller shade from the cassette.

Remove the Fascia (If Ordered)

- Pull down on the fascia to release the fascia from the notch on the bottom of the bracket. ST30 brackets shown, but the process is the same for ST50/LT525 brackets.

ST30 Motor Standard and Fascia Shades

- Unplug the shade or otherwise disconnect the power cord to the shade.
- 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.

ST50/LT525 Motor Standard and Fascia Shades

- Unplug the shade or disconnect the power cord.
- Pull the spring clip from the motor-side bracket.
- Pull the motor in the direction of the idle-side bracket.
- Rotate the shade down and out of the bracket, pulling the motor free of the bracket.
Remove the Side Channels (If Ordered)

- If hole plugs are installed, pull the hole plug from the hole.

- Remove the screws from the side channels.

Cleaning Procedures

Hunter Douglas roller shades are made from anti-static, 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.
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.