Designer Banded Shades
Cassette Shades with PowerView® Motorization
Questions?
Call the Hunter Douglas Consumer Support at:
1-888-501-8364.

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Product View

Cassette Installation Brackets

Cassette

End Cap

Bottom Bar
Thank you for purchasing Hunter Douglas Designer Banded Shades with PowerView® Motorization. With proper installation, operation, and care, your new shades will provide years of beauty and performance. Please thoroughly review this instruction booklet before beginning the installation.

Tools and Fasteners Needed

- #1 Flat blade and #2 Phillips screwdriver
- Level (laser level is recommended)
- Measuring tape and pencil
- Power drill, 3/32" drill bit and a 1/4" hex driver

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

- #6 Hex Head Screws (Provided). Two 1 1/2" screws are provided per installation bracket.

Installation Overview

To install your shade, you will need to perform the following three steps:

STEP 1: Install the brackets and attach additional components
STEP 2: Install the shade
STEP 3: Connect the power source

STEP 1 — Install the Brackets

Mounting Types and Window Terminology

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

Collectively, the sill and jambs are called the “window casement.”
Mount the Installation Brackets Cassette — Inside Mount

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

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

Mark 3½" in from each jamb for bracket location.

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

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

➤ The minimum depth required for mounting is 1½". Fully recessed mounting requires 4" for the large cassette and 3½" for the small cassette to be flush with the front of the window opening.

For shades with battery wand. Fully recessed mounting requires 4½" for large cassette and 4¾" for small cassette. Minimum depth required with attached battery wand is 2½".

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

Drill the screw holes with a 3/32" drill bit.

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

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

Attach the installation brackets using the screws provided.

Proceed to “STEP 2 — Install the Shade” on page 5.
Mount the Installation Brackets Cassette — Outside Mount

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

<table>
<thead>
<tr>
<th>Cassette Shade</th>
<th>Brackets Required</th>
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<tr>
<td>Shade Width</td>
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<tr>
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<td>90 ⅜&quot; – 120&quot;</td>
<td>5</td>
</tr>
</tbody>
</table>

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

- Mark 3½" in from each end of the cassette.
  - If more than two installation brackets came with your order, space additional bracket(s) evenly between the two end brackets and mark their location. Mount into wood whenever possible.
Center the brackets or spacer blocks (if ordered) on your marks and mark the screw holes.

- A minimum 4" 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.

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

Drill the screw holes with a $\frac{3}{32}$" drill bit.

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

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

Attach the installation brackets using the screws provided.

- With cassette spacer blocks, use 2" screws provided. If not using cassette spacer blocks, use 1½" screws provided.

**STEP 2 — Install the Shade**

**If You Have a Cassette Shade with One or Two Attached Battery Wands...**

Attach the battery wand clip to the back of the cassette approximately 10" from the motor side. Attach the second battery clip, if provided, about 20" from the first clip.

- Place the bottom of the clip into the lip, squeeze to compress the clip then rotate it up and hook it into the top channel.

Angle the cassette and bring it forward to catch the front lip of the bracket.

Push the cassette up and back to snap it into the lower lip on the bracket.
**INSTALLATION**

**STEP 3 — Connect the Power Source**

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

- Refer to the appropriate page based on your order.
  - For a battery wand, see page 6.
  - For two battery wands, see page 7.
  - For a satellite battery pack, see page 8.
  - For an optional DC power supply, see page 9.
  - For an optional DC power supply with daisy-chain connections, see page 10.
  - For an optional C-size satellite battery wand or large DC supply, see the instructions that came with the wand.

**If You Have a Single Battery Wand...**

- Snap the battery wand into the battery wand clip on the back of the cassette.
- Connect the power cable from the motor to the battery wand.

Proceed to “Testing the Shade” on page 11.
If You Have a Two Battery Wands...

- Snap the battery wands into the battery wand clips on the back of the cassette.
- Connect the each end of the 'Y' connector to the battery wands.
- Plug the power cable from the motor into the large end 'Y' connector.

Proceed to “Testing the Shade” on page 11.
If You Have a Satellite Battery Pack...

Mount the Satellite Battery Pack

- **Two battery wands.** Connect the two battery wands with the 'Y' connector.

- Decide where you want to mount the bracket(s). A satellite battery pack may be mounted in any orientation.

- Mark the screw holes.

- Drill the screw hole using a $\frac{3}{32}$" drill bit.

- Attach the installation brackets using the screws provided.

- Position the battery wand or 'Y' connector (if used) so the power cable is easily connected.

- Snap the battery wand into the bracket.

- Place the cover with its slot over the socket in the battery wand.

- Plug the power cable from the shade into the extension cable.

- Plug the other end of the extension cable into the socket of the battery wand or 'Y' connector (if used).

Proceed to “Testing the Shade” on page 11.
If You Have a DC Power Supply...

Connect the Power Supply

- Plug the power cable from the shade into the extension cable.
- Plug the other end of the extension cable into the DC power supply.
- Plug the DC power supply into a standard outlet.
- Secure the power supply cable using wire retainers (not supplied). If hiding the cable behind the shade, make sure it does not impede the operation of the shade.
- Space the wire retainers approximately 15” apart along the power supply cable, as shown.

**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 DC power supply and cables are not properly installed.

Proceed to “Testing the Shade” on page 11.
If You Have a DC Power Supply with Daisy-Chain Connections...

The daisy-chain feature allows up to three PowerView® motorized shades to be powered by a single DC power supply. However, each shade can operate independently. The daisy-chain feature is only available with the DC power supply option.

- Route the power cables from each shade through the connector, using an extension cable, if necessary.
- Plug an extension cable into the connector and the DC power supply. A two-shade configuration is shown below.
- An additional connector and two additional extension cables are used for three shades.

Proceed to “Testing the Shade” on page 11.
Testing the Shade

Testing the shade with the programming button will allow you to ensure the motor and power source are working correctly. If the shade does not operate, see “Troubleshooting” on page 15.

- Press and release the programming button (located on the bottom or front depending on your shade type) to test operation. Use a flat head screwdriver, if necessary. The shade will open, stall, and jog when reaching the top.
- Press and release the programming button to fully lower the shade.

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 Motorization Remote Control Guide*.

Joining a Shade to a Group

**IMPORTANT:** The shade will not operate using the remote until it has been joined to a group.

1. Press and hold ■ STOP for 4 seconds to put remote in program mode. The lights on the remote will flash to indicate it is in program mode.
2. Press desired group number (1 – 6) on the remote. The backlight for the group number selected will flash to show it is selected.
3. Press and hold the programming button on the shade.
4. While continuing to press the programming button, press ▲ OPEN on the remote. The shade will move slightly to indicate it has joined the group. Release the programming button.
5. Press and hold ■ STOP for 4 seconds to exit program mode. The lights will stop flashing.
Basic Operation

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

2. Press “all” or groups 1 – 6 to select specific shade(s) to move. Selected group button(s) will light to show they are selected.
   a. Multiple group buttons may be selected at a time.
   b. To deselect a group, press the group button again. The backlight for that group button will go out.

3. Press ▼ CLOSE to lower the selected shade(s).

4. Press ▲ OPEN to raise the selected shade(s).

5. Press ■ STOP to stop the shade’s movement anywhere along its travel.

6. Press ♥ FAVORITE to send selected shade(s) to your preset “favorite” position. Refer to the PowerView® Motorization Remote Control Guide on how to set a favorite position.

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 Motorization Remote Control Guide.

PowerView Scene Controller
For information regarding operation and programming of the PowerView Scene Controller, refer to your PowerView Scene Controller Guide.

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 App Software Guide at hunterdouglas.com/powerview/support.
Adjust Shade Limits (If Necessary)

**NOTE:** Before adjusting the shade limits, cycle the shade at least twice to the fully open and closed positions to determine whether limits need adjusting.

**Basic Reset**

The basic reset is used to reset the shade’s top limit only and re-calibrate the shade.

- Press and hold the programming button for 6 seconds.
  - The shade will move slightly to indicate that it has been reset.
- Release the button and the red LED will blink.
  - The shade will automatically move up to set the upper limit and then move down to the lower limit.

**Adjusting the Top Limit**

- Press the group number that shade has been joined to, the number should light up on the remote.
- Press and hold the programming button and then press and release the ▲OPEN within 4 seconds. A red LED will turn on to confirm the shade is in limit adjust mode and the shade will raise automatically and stop at the current top limit. If your shade was previously at the top limit it won’t move.
- Use the remote to position shade at the top where you would like the new lower limit to be. The shade will run slower to allow for precise adjustment.
- Press and hold ■STOP for 4 seconds to put remote into program mode. The lights on the remote will flash to indicate it is in program mode.
  
  **NOTE:** Make sure a group number is not highlighted.
- Press and hold the programming button and then press and release the ▲OPEN within 4 seconds. The shade will move slightly and a red LED will turn off confirming the limit is reset.
- Press and hold ■STOP until the lights stop flashing on the remote.
- Press ▼CLOSE to lower the shade a few inches. Press ■STOP and ▲OPEN to check the new limit is set.
OPERATION

Adjusting the Bottom Limit

■ Press the group button that shade has been joined to, the number should light up on the remote.

■ Press and hold the programming button and then press and release the ▼ CLOSE within 4 seconds. A red LED will turn on to confirm the shade is in limit mode and the shade will lower automatically and stop to the current bottom limit. If your shade was previously at the bottom limit it won't move.

■ Use the remote to position shade at the bottom where you would like the new lower limit to be. The shade will run slower to allow for precise adjustment.

■ Press and hold ■ STOP for 4 seconds to put remote in program mode. The lights on the remote will flash to indicate it is in program mode.

   **NOTE:** Make sure a group number is not highlighted.

■ Press and hold the programming button and then press and release the ▼ CLOSE within 4 seconds. The shade will move slightly and a red LED will turn off confirming the limit is reset.

■ Press and hold ■ STOP until the lights stop flashing on the remote.

■ Press ▲ OPEN to raise the shade a few inches. Press ■ STOP and ▼ CLOSE to check the new limit is set.
**Troubleshooting**

If your shade is not operating correctly:

- First review the guide that came with your control device.
- Refer to the following troubleshooting procedures below for the specific solutions for your shade.

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

<table>
<thead>
<tr>
<th>Problem</th>
<th>The shade will not fit into the installation brackets.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solution</td>
<td>Check that the installation brackets are aligned and level.</td>
</tr>
<tr>
<td></td>
<td>Check that the cassette is completely inserted into the installation brackets. See “STEP 2 — Install the Shade” on page 17.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Problem</th>
<th>The shade is puckering, wavy or front and back panel are not aligned from left to right.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solution</td>
<td>The back panel can be adjusted in the back channel located at the back of the cassette.</td>
</tr>
<tr>
<td></td>
<td>➤ To adjust, shift the panel until the front and back fabric panels are aligned left to right.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Problem</th>
<th>Replace the batteries in the battery wand.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solution</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.
<table>
<thead>
<tr>
<th>Problem</th>
<th>The shade does not operate using the programming button.</th>
</tr>
</thead>
</table>
| Solution | Check to be sure the batteries in the shade and the remote are new and are installed correctly.  
Check that the battery wand or battery pack supply is securely connected to the motor assembly. See “STEP 3 — Connect the Power Source” on page 19.  
Make sure the DC power supply is plugged in and there is power to the outlet. |
| Problem | The shade is not responding to the PowerView® remote. |
| Solution | IMPORTANT: A shade will not operate until it is joined to a group. See “Joining a Shade to a Group” on page 11.  
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 when □ STOP is pressed. |
<p>| Problem | The shade hangs too high or too low when fully lowered. |
| Solution | Perform a basic reset. See “Basic Reset” on page 13. If that doesn’t solve the issue, reset the bottom limit. See “Adjusting the Bottom Limit” on page 14. |
| Problem | The shade hangs too high or too low when fully raised. |
| Solution | Perform a basic reset. See “Basic Reset” on page 13. If that doesn’t solve the issue, reset the top limit. See “Adjusting the Top Limit” on page 13. |</p>
<table>
<thead>
<tr>
<th>Problem</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>The shade operation is slow.</td>
<td>The batteries may be low in the battery wand, satellite battery pack, or C-size battery wand. Check battery orientation or replace the batteries. Check that the battery wand, satellite battery pack, C-size satellite battery wand, or DC power supply is securely connected to the power cable and the cables are not pinched or caught.</td>
</tr>
</tbody>
</table>
| Remove the shade from all groups and erase the shade programming. | This reset erases all shade programming from memory, including group assignments, preventing any input device from operating the shade. Its primary use is during installation to correct group and network assignments. This reset does not perform a basic reset.  
1. Press and hold the programming button for 12 seconds. The shade will move slightly up and down once after 6 seconds, then again after 12 seconds. Release the button and the red LED will blink.  
2. Refer to “Joining a Shade to a Group” on page 11 to program the shade to a group. |
| The shade will not set a new bottom limit or the limit will not save. | ■ Raise the shade to the fully open position, the shade may touch the hard stop.  
■ Lower the shade to the fully lowered position, the shade may stall on bottom hard limit.  
■ Re-try adjusting bottom limit by following “Adjusting the Bottom Limit” on page 14. |
Removing the Shade (If Necessary)

- Disconnect the power.
- Insert the tip of a flat head screwdriver into the screwdriver slot provided on the bracket.
- Push the screwdriver toward the window to release the cassette.

- Roll the cassette forward and then down to remove.
Cleaning Procedures
The following options are available if your shade needs cleaning.

Dusting
■ Dust regularly with a feather duster.

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.

Injection/Extraction Method
This type of professional cleaning injects a cleaning solution into the fabric and extracts the dirty solution in the same motion.
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.

**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.

Hunter Douglas (or its licensed fabricator/distributor) will repair or replace the window fashion product or components found to be defective.

**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.