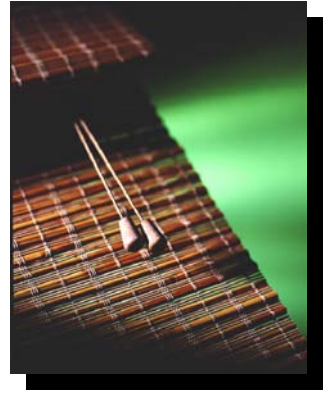


# INSTALLATION INSTRUCTIONS

## WOVEN WOOD SHADES

STANDARD RECTANGULAR  
CONTINUOUS CORD LOOP  
REMOTELIFT™ - Lift Motorization






Thank you for your purchase. This shade has been custom built for you from the highest quality materials. To avoid errors and save valuable time, please read these instructions before installing your new shade.

### TOOLS YOU WILL NEED

1. Pencil or Marker
2. Measuring Tape
3. Phillips Screwdriver
4. Carpenter's Level
5. Power Drill
6. Mounting Fasteners



| Mounting Surface | Fastener                                                                                                                       |
|------------------|--------------------------------------------------------------------------------------------------------------------------------|
| Drywall, Plaster | Wall Anchors, Expansion Bolts (Not Provided)  |
| Metal            | Sheet Metal Screws (Not Provided)             |
| Wood             | No. 6 Hex Head Screws (Provided)            |

### TABLE OF CONTENTS








|                                         |              |
|-----------------------------------------|--------------|
| Getting Started: Parts Check .....      | Page 2       |
| STEP 1: Prepping The Lift Motor .....   | Page 3 – 4   |
| STEP 2: Mounting The Brackets .....     | Page 5 – 7   |
| STEP 3: Installing The Shade .....      | Page 7 – 8   |
| STEP 4: Installing Remaining Items..... | Page 9       |
| STEP 5: Operating The Shade .....       | Page 9 – 10  |
| RemoteLift Troubleshooting.....         | Page 11 – 12 |
| Safety Notes .....                      | Page 13      |
| Cleaning Instructions.....              | Page 14      |
| Warranty.....                           | Page 15      |

# GETTING STARTED

All the required installation components are wrapped in your package along with these instructions. Check that the parts you have correspond to the parts shown below.

*NOTE: Some parts may vary depending upon your chosen mounting options or your chosen control system options.*




## STANDARD PARTS:

- Standard Installation Brackets ..... 
- Ceiling Mount Brackets (optional) ..... 
- Extension Brackets (optional) ..... 
- Spacer Blocks (optional) ..... 
- Hold Down Brackets (optional) ..... 
- Cord Cleats ..... 
- Screws ..... 



## REMOTELIFT - OPTIONAL PARTS:

### INFRARED (IR) and RADIO FREQUENCY (RF) REMOTELIFT "dual use" POWER SOURCES




Your shade came with one of the following "dual use" power sources that work on both the IR and RF systems: IR/RF reloadable single or dual battery wands, IR/RF non-reloadable single or dual battery wands or the IR/RF transformer. Use the IR/RF wand extension cables to lengthen the distance from the shade to the wand.

- AC Transformer (optional) ..... 
- Battery Wand (single or dual) ..... 
- Battery Wand Extension Cable ..... 

### INFRARED (IR) SYSTEM (only)

- IR Satellite Eye ..... 
- Remote Control Unit (1 channel or 8-channel) ..... 

### RADIO FREQUENCY (RF) SYSTEM (only)

- Remote Control Unit (1 channel or 5-channel) ..... 
- Wireless Wall Switch (1 channel or 5-channel) ..... 
- Programmable Timer (1 channel or 5-channel) ..... 

## STEP 1: PREPPING THE LIFT MOTOR

**FOR ALL SHADES ORDERED WITHOUT A REMOTELIFT SYSTEM, PLEASE SKIP TO STEP 2 – MOUNTING THE BRACKETS.**

FOR SHADES ORDERED WITH A REMOTELIFT SYSTEM, PLEASE FOLLOW THE PREPPING INSTRUCTIONS THAT FOLLOW.

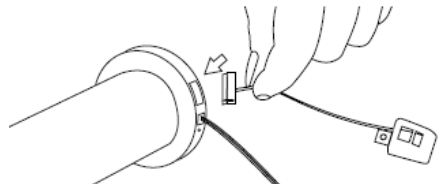
FOR INFRARED (IR) SYSTEMS ONLY, THE SATELLITE EYE WILL BE CONNECTED FIRST. ALL REMAINING PREPPING INSTRUCTIONS APPLY TO BOTH THE INFRARED (IR) AND THE RADIO FREQUENCY (RF) SYSTEMS.

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### INFRARED (IR) SYSTEM (only)

CONNECT SATELLITE EYE CABLE (required):

- Plug the satellite eye connector into the back of the lift motor. It plugs in easily, do not force. If it's already connected, press it in gently to verify.



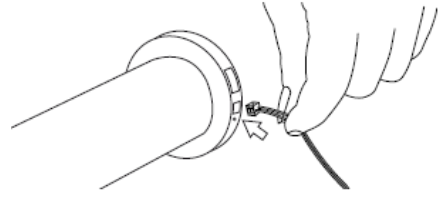
ATTACH THE IR SATELLITE EYE:

- **NORMAL LOCATION:** The satellite eye is packed with a small square of double-sided tape. Place the tape on the back side of the satellite eye and stick it on the front edge of the headrail/valance so that the black eye is facing forward and slightly lower than the bottom edge of the headrail/valance.
- **ALTERNATIVE LOCATION(S):** The satellite eye also has a small hole at the bottom. If preferred, the eye may be attached with a screw (not included) to the wall or window frame on the motor side of the shade. Make sure it faces forward.
- **NOTES:** The back side of the satellite eye is flat, smooth and all white, the front side has the small black eye in the middle. Keep the front side facing forward for proper operation. The satellite eye can receive reflected infrared light from the remote unit, so even if the valance covers it slightly, it should still function.  
**Location adjustments may be necessary if the signal is being blocked.**

# INFRARED (IR) and RADIO FREQUENCY (RF) SYSTEMS

## CONNECT THE CABLES:

- Plug the optional AC Transformer connector (if ordered) into the back of the lift motor. It plugs in easily, do not force. If it's already connected, press it in gently to verify. If the AC Transformer was not ordered, plug in the battery wand connector.
- Plug the Battery Wand connector into the back of the lift motor. It plugs in easily, do not force. If it's already connected, press it in gently to verify.
- Note: If a Battery Wand Extension Cable was ordered, plug this into the motor first, then plug the other end of the extension wire into the battery wand.
- Note: If Dual Battery Wands were ordered, plug the second battery wand directly to the connector on the other end of the first battery wand after connecting the first wand into the back of the lift motor.



## PLUG IN THE AC TRANSFORMER (if ordered):

- Plug the AC Transformer "wall wart" box into a standard wall outlet.

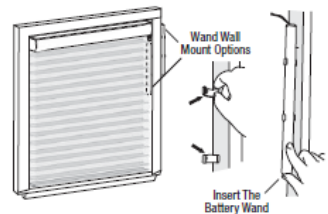


## ATTACH THE BATTERY WAND(S):

- **NORMAL LOCATION:** The battery wand is packed with small wall mounting clips and screws which may be attached to the underside of the wood headrail. First, the clips should be attached to the wand about 8" apart. The battery wand may be placed under the headrail and behind the roller tube. Avoid placement too close to the roller tube to avoid any potential rubbing or interference.



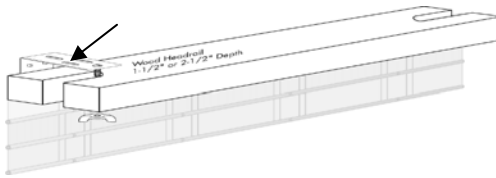
- **ALTERNATIVE LOCATION(S):** If preferred, the battery wand may be attached off to the side somewhere. A battery wand extension wire (if ordered) will also provide extra wire length to place and attach the wand further away from the window.



## STEP 2: MOUNTING THE BRACKETS

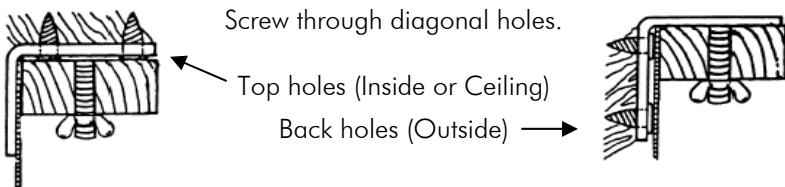
Standard installation brackets may be used for **INSIDE** or **OUTSIDE** mounts. The (optional) ceiling mount brackets will normally be used for **OUTSIDE** ceiling mounts, but may also be used for limited surface-depth **INSIDE** mounts. All installation brackets accommodate either of the standard 1-1/2" and 2-1/2" depth shade headrails. **Note; for Flipped Headrail shades, go to Step 3 – Installing The Shade (below).**

**Mounting the brackets level is essential for proper operation of the shade.** Shim the brackets if necessary to achieve a level alignment. The bracket requirements and placements are the same for inside and outside mounts. Brackets will be aligned to the routed holes in the shade's headrail for mounting.



| Shade Width                  | Brackets Required |
|------------------------------|-------------------|
| 10" to 36"                   | 2                 |
| 36-1/8" to 72"               | 3                 |
| 72-1/8" to 96"               | 4                 |
| 96"+ (2 and 3 on 1 headrail) | 5                 |

### Bracket Mounting Diagrams [INSIDE, OUTSIDE & CEILING MOUNTS ]



## **INSIDE MOUNTS:**

For inside mounts the standard (or extension) brackets may be screwed in place through two diagonal back (to wall surface) or top (to ceiling surface) bracket holes. Refer to the depth chart below.

### **Inside Mount Depth Requirements**

| <b>Bracket</b> | <b>Minimum Depth</b> | <b>Fully Recessed *</b>      |                              |
|----------------|----------------------|------------------------------|------------------------------|
|                |                      | <b>1-1/2" Depth Headrail</b> | <b>2-1/2" Depth Headrail</b> |
| Standard       | 1-1/8"               | 2-1/2"                       | 2-1/2"                       |
| Ceiling        | 1-1/8"               | 2-1/2"                       | 2-1/2"                       |
| Extension      | 1-7/8"               | 1-1/8"                       | 3-1/2"                       |

\* The "Fully Recessed" depth requirements include space for the woven wood material attached to the front (valance) and back (shade) sides of the headrail. These are AVERAGE depths as the different woven wood materials have varying degrees of thickness. Verify your individual shade's depth (front to back) before mounting and then position brackets accordingly for an EXACT flush mount.

NOTE: Prior to mounting the brackets, add any clearance depth required to avoid obstructions such as window cranks or handles.

#### **MARK THE BRACKET POSITIONS:**

- Attach the brackets to the shade, placing the screw bolt through each route hole.
- Hold the shade up, reach underneath and mark the bracket or drill hole positions.
- Put the shade down and remove the brackets.

#### **ATTACH THE BRACKETS:**

- Align brackets to the marked positions and secure through two diagonal holes.
- Verify that the bracket tops are aligned and level to one another.

## OUTSIDE & CEILING MOUNTS:

For outside mounts the standard (or extension) brackets may be screwed in place through two diagonal back (to wall surface) or top (to ceiling surface) bracket holes. For ceiling mounts the optional ceiling mount brackets only have top holes.

### Outside Mount Surface Space Requirements

| Bracket   | Minimum Surface |
|-----------|-----------------|
| Standard  | 1-1/8"          |
| Ceiling   | 1-1/8"          |
| Extension | 1-1/4"          |

### MARK THE BRACKET POSITIONS:

- Attach the brackets to the shade, placing the screw bolt through each route hole.
- Hold the shade up, reach underneath and mark the bracket or drill hole positions.
- Put the shade down and remove the brackets.

### ATTACH THE BRACKETS:

- Align brackets to the marked positions and secure through two diagonal holes.
- Verify that the bracket tops are aligned and level to one another.

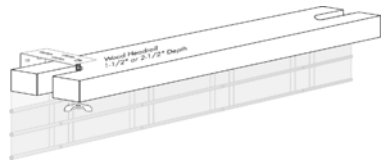
### SPACER BLOCKS (optional):

- Spacer blocks will be attached to the end of each bracket.
- Ensure screws are long enough to secure brackets to surface with spacer blocks.
- Do not use more than three spacer blocks per bracket.
- If installing extension brackets, do not use spacer blocks.

## STEP 3: INSTALLING THE SHADE

### MOUNT THE HEADRAIL:

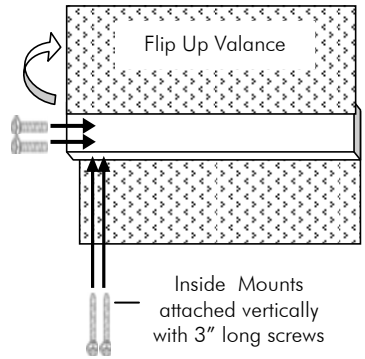
- With the front side of the shade facing you ...
- Lift the shade into bracket bolts until bolts are visible through headrail routes.
- Tightly secure each bolt with wing nuts.
- To **REMOVE** shade, maintain hold on shade and loosen wing nuts.



## FOR FLIPPED HEADRAIL SHADES (only):

Flipped Headrail shades are designed for shallow installation depths and mount with screws only. The headrail will come with pre-drilled holes at the required locations for **inside and outside mounting**.

Typical inside mounts will be screwed vertically through the headrail into the top of the window frame. Typical outside mounts will be screwed horizontally through the headrail into the wall.



## MOUNT THE FLIPPED HEADRAIL SHADE:

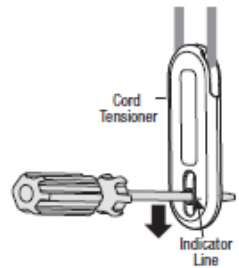
- With the front side of the shade facing you ...
- Position **and level** the shade where it will be installed and mark the locations.
- Flip up the valance to expose the headrail facing and pre-drilled holes. For Waterfall Style shades, lift up the folded shade material (may require 2 people).
- For **INSIDE MOUNTS**, use the 3" long screws in pairs and drill vertically through the pre-drilled holes into the top of the window frame.
- For **OUTSIDE MOUNTS**, use the 1-1/2" short screws in pairs and drill horizontally through the pre-drilled holes into the wall. The screws will need to go through the shade material attached to the back of the headrail.
- To **REMOVE** shade, maintain hold on shade and unscrew the screws.

## FOR CONTINUOUS CORD LOOP SHADES (only):

### ATTACH THE CORD TENSIONER

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

- Insert a small screwdriver, punch, or awl through the screw hole at the bottom of the cord tensioner.
- Move the screw hole down to the indicator line to release the safety mechanism.



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

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

**IMPORTANT:** Locate the tensioner as close to the window as possible to minimize accessibility by children and pets. Ensure that the tensioner is not placed in the path of the woven wood shade material.



## STEP 4: INSTALLING REMAINING ITEMS

### MOUNT THE CORD CLEATS:

Cord cleats should be mounted at a height where they will be out of the reach of children. Consider that a child may stand on furniture attempting to reach the cords.

- Attach the cord cleats so they are 6" to 12" apart.
- Wrap excess cord around the cleats after each use of the shade.
- Clip the cord onto itself using a clamping devise (e.g. a binder clip).
- Wrap or tie the cord to itself.



### ATTACH THE (optional) HOLD DOWN BRACKETS:

- Lower the shade and place the hold down pins into the hold down brackets.
- Mark the hold down bracket locations on the mounting surface.
- With the brackets level, attach them using two screws.



## STEP 5: OPERATING THE SHADE

### STANDARD and WATERFALL shades, TOP-DOWN and TOP-DOWN/BOTTOM-UP shades

#### TO RAISE AND LOWER THE SHADE:

- Pull the **single lift cord** toward the center of the shade to disengage the cord lock.
- Pull the cord to raise or lower shade to desired position, then...
- Move the cord toward the original position to **re-engage the cord lock**.

NOTE: Do not try to raise the shade any higher than it was intended to go. If the shade binds, check the cord alignment to see that the cords are not jamming. If the shade does not raise evenly, adjust individual cords and draw cords through equalizer ring to maintain tension.

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### CONTINUOUS CORD LOOP shades

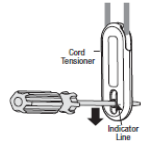
#### TO RAISE AND LOWER THE SHADE:

- Pull down on the **cord loop** to raise and lower.
- One side of the loop will raise the shade and one side will lower it.
- If the same cord is continuously pulled after lowering, the shade will begin to rise.

NOTE: Don't raise shade any higher than it was intended to go. If shade binds, check rear cord alignment to ensure the cords are not jamming. If shade doesn't raise evenly, in most cases lowering it completely will allow cords to re-align on the shaft.



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



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## INFRARED (IR) REMOTELIFT SHADES:

Please also refer to the separate IR program instructions included with your shade.

### TO RAISE AND LOWER THE SHADE:

- Point the **remote control unit** at the shade.
- Press the up button once to lift the shade, press again to stop.
- Press the down button once to lower the shade, press again to stop.
- For the 8-channel IR remote, first press the appropriate channel button and then follow the above steps.



## RADIO FREQUENCY (RF) REMOTELIFT SHADES:

Please also refer to the separate RF program instructions included with your shade.

### TO RAISE AND LOWER THE SHADE:

- Hold the **remote control unit** in hand (no need to point at shade).
- Press the up button once to lift the shade, press again to stop.
- Press the down button once to lower the shade, press again to stop.
- Press the "my" button in the middle to have the shade raise or lower to your programmed favorite position.
- For the 5-channel RF remote, first press the channel button until the appropriate red light or lights are active and then follow the above steps.



# REMOTELIFT TROUBLESHOOTING

## **LIFT MOTOR DOES NOT OPERATE:**

FOR INFRARED (IR) and RADIO FREQUENCY (RF) SYSTEMS -

- Check the connection between the motor and the battery wand (or wand extension wire if ordered) or AC transformer wire.
- Check that the AC transformer (if ordered) is plugged correctly into the wall outlet.
- The 8 AA lithium batteries in the reloadable battery wand or the single/dual non-reloadable battery wands may need to be replaced. Typically, the motor will run slowly for a period of time before non-operation.
- For the reloadable wand, ensure batteries are installed with the correct polarity.
- If the motor stops working after excessive use wait for the motor to cool 5 minutes.

## **LIFT MOTOR RUNS VERY SLOWLY:**

FOR INFRARED (IR) and RADIO FREQUENCY (RF) SYSTEMS -

- The 8 AA lithium batteries in the reloadable battery wand or the single/dual non-reloadable battery wands may need to be replaced. Typically, the motor will run slowly for a period of time before non-operation.
- For optimal performance, the use of lithium batteries is highly recommended in all battery wands (excluding remote controls). The use of lithium batteries helps ensure long-term battery life. Extreme heat conditions may cause alkaline batteries to drain very quickly. Lithium batteries are able to withstand higher heat extremes than alkaline batteries, and will not drain as quickly.

## **REMOTE CONTROL FAILS TO OPERATE LIFT MOTOR:**

FOR INFRARED (IR) SYSTEMS -

- Important: IR remote controls operates with two AA alkaline batteries, do not use lithium batteries.
- Check the battery orientation in the IR remote control. Make sure that one of the batteries is not backwards.
- Check the battery connection in the IR remote control and that the batteries are firmly seated in the remote control.
- Check that the batteries in the IR remote control are fresh.
- Look inside the eye of the IR remote control and push one of the control buttons. If there is a red light your batteries are still functional and are supplying power.

FOR RADIO FREQUENCY (RF) SYSTEMS -

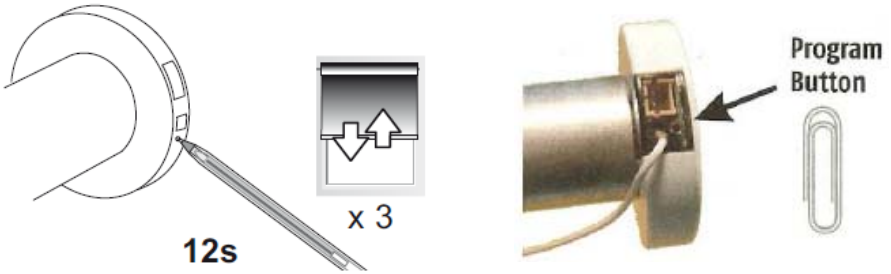
- The RF remote controls use a special long life lithium battery that should not require replacement.

- Look at the red channel light(s) below the “V” down button on the RF remote control. If you see a light when pressing the remote buttons, see separate RF remote control operating instructions which provide additional details.

**IF ALL TROUBLESHOOTING STEPS (above) DON'T RESOLVE ISSUE:**

You may erase the memory of the motor. This motor reset procedure deletes all stop limits and intermediate positions previously programmed. The motor returns to factory mode. Refer to the motor reset picture that follows; the motor program reset button may be accessed and pressed with a paper clip or pen.

- Press and hold the «program» button for 12 seconds until the shade jogs 3 times. The first jog is at 2 seconds, the second at 7 seconds and the third at 12 seconds.
- After resetting the motor, follow the separately included IR or RF remote control programming instructions to re-program the motor.



## SAFETY FEATURES

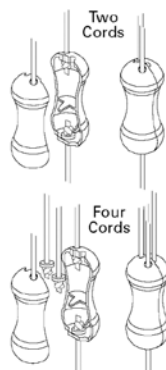
**CORD CLEATS:** Cord cleats should be mounted at a height where they will be out of the reach of children. Take into account that a child may stand on furniture attempting to reach the cords.

- Attach the cord cleats so they are 6" to 12" apart.
- Wrap excess cord around the cleats after each use of the shade.
- Clip the cord onto itself using a clamping device (e.g. a binder clip).
- Wrap or tie the cord to itself.



**BREAKAWAY SAFETY STOP:** This component breaks apart with minimal pressure should a child or pet become entangled on the top lift cords. It also acts as a stopper to prevent inner cords from being pulled through the shade, which can also create potential entanglement.

- **REASSEMBLY OF SAFETY STOP:** Reinsert any loose cords into the top notches of the stop ball. There is a notch on each side. Line up the right and left sides of the cord stop and snap the pieces back together.



**CORD LOOP SHADES:** Young children can STRANGLE in cord loops. They can also wrap cords around their necks and STRANGLE.

- Always keep cords out of the reach of children.
- Move cribs, playpens and other furniture away from cords. Children can climb furniture to get to cords.
- Attach the cord tensioner to the wall or window casement. See Attach The Cord Tensioner under STEP 3 – INSTALLING THE SHADE.

### CHILD SAFETY



## ! WARNING

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

## CLEANING INSTRUCTIONS

Woven Woods are made of the highest quality materials for extended wear. If it is not damaged or exposed to a great deal of direct sunlight, it is not unrealistic to expect years of enjoyment with minimal care. Raising and lowering shades periodically helps reduce most natural dust accumulation. If additional cleaning is desired, shades can be lightly brushed or carefully cleaned with a soft vacuum brush attachment. You can also use 3M Scotch guard spray on shades for added stain protection.

**IMPORTANT NOTE:** Woven Woods are hand crafted from a variety of quality natural bamboo, rattan, reed, jute and wood materials. As such, there is an inherently greater corresponding variation in color, grain, texture, cracking and warpage in the final manufactured shade. These variations are considered acceptable and are part of the unique beauty of woven woods.

**DUSTING:** Regular light dusting with a feather duster is all the cleaning that is needed in most circumstances.

**VACUUMING:** Use a hand-held vacuum with low suction for more thorough dust removal.

**CAUTION:** Do not immerse woven wood shades in water. Do not ultrasonically clean woven wood shades.

## WARRANTY INFORMATION

### Lifetime Limited Warranty covering our Custom Made Blinds

We extend this lifetime limited warranty to the original purchaser. This warranty applies only to manually operated Custom Products properly installed in the window, door or interior area for which they were intended. Installation of the product must be in accordance with accompanying instructions. The product cannot be modified. It is the purchaser's responsibility to maintain and clean the product in compliance with the instruction provided. The product must be used only in the window for which it was purchased. Damage to the product resulting from misuse, abuse, direct exposure to salty air or discoloration due to sunlight or the passage of time is not covered by this warranty.

This warranty does not apply to conditions caused by normal wear and tear upon the product. This warranty is exclusive and in lieu of all other obligations, liabilities or warranties. In no event shall the Manufacturer be liable for incidental or consequential damages or for any other direct or indirect damage, loss, cost, expense or fee. Some states do not allow the exclusion or limitation of incidental or consequential damages, so this exclusion or limitation may not apply to you.

In the event of a defect under this warranty, we will repair or replace the product, at our option, provided it is returned to our store. Our warranty obligation excludes shipping charges and labor costs for measuring and installation. Repairs will be made with like or similar parts. This warranty gives you specific legal rights, and you may have other rights which vary from state to state.

Notes: Motorization Systems are warranted for five years from the date of purchase. Specialty Blinds and Shades are warranted for one year from the date of purchase.

This warranty does not apply to Commercial Orders.

