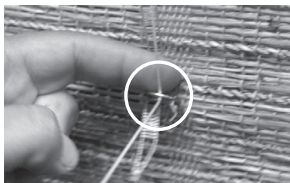## GENERAL TIPS

• Ensure window hardware or crank is not causing an obstruction.

• Material may be catching on itself; carefully trim away any loose fibers.

• If rings are caught on each other, carefully untangle them from each other and spin each ring ¼" turn to ensure they don't catch upon next operation.

• Cord may be caught in sheath. Lower shade so that the sheath is no longer caught and raise again.

• If shade has a large number of cords, there may be too many cords for cord lock to operate perfectly every time. Lower shade and try raising again.

TROUBLESHOOTING TIPS

• Do not force shade past its comfortable high/low positions (stop pulling when you feel the shade resist). Shades will not be hidden behind valance; the valance is used to conceal hardware.

• For outside mounted shades, ensure bracket is installed close to the outside edge of the control mechanism to keep the headrail from flexing during shade operation.

• Check to make sure the shade is level (if the shade has not been installed level, it will impact how the shade hangs in the window and how the shade operates).

• Check to make sure the window is square. Measure corner to corner on the diagonal and compare measurements (if the window is not square, it will impact how the shade hangs in the window and how the shade operates).

• Check to make sure the window is level (if the window is not level, it will impact how the shade hangs in the window and how the shade operates).
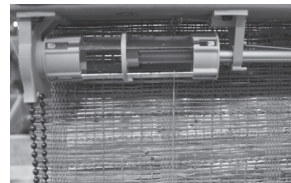
COMPONENTS FOR REFERENCE
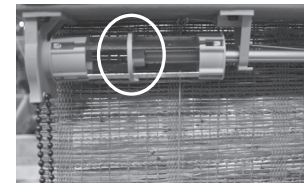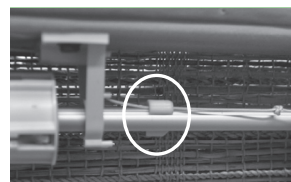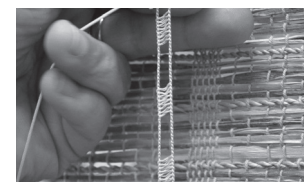

Rings

Metal Equalizer

Clutch

Clutch Disk

Rod

Bracket

Cord Clip

Cord Sheath

QUESTIONS? Call Customer Relations at 888.582.8780
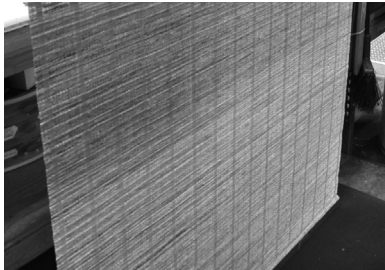
PROBLEM: SHADES ARE PULLING UP UNEVENLY ON A SHADE WITH A CORD LOCK

Note: Shades have a metal equalizer that may need to be adjusted.

Step 1

Lower shade completely.

Step 2

Untie knot on pull cord that covers *Metal Equalizer.*

Step 3

Locate lift cords that operate outside edges of shade (visually verify the outer-most lift cords by tugging on individual cords above metal equalizer).

Step 4

After identifying the outer-most lift cords, ensure that the cord is evenly distributed in equalizer.

Step 5

Equalizer cord should be at the valley of the "U" of the pull cord and should be equally taut on each side*.

Step 6

Hold on to equalizer and raise shades to their upmost position.

Step 7

Measure distance between top of headrail and bottom of shade on both sides to verify if the shade has risen evenly. If not, repeat step 4 & 5.

Step 8

Once shade is equalized, tie knot in pull cords above equalizer.

Step 9

The *Metal Equalizer* should appear like this.

* Steps 4 & 5 of this process will need to be repeated if the shade has more than three lift cords, working inward from both sides to equalize cords until you reach the center.

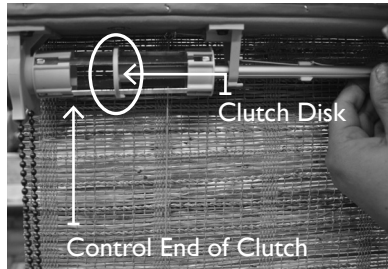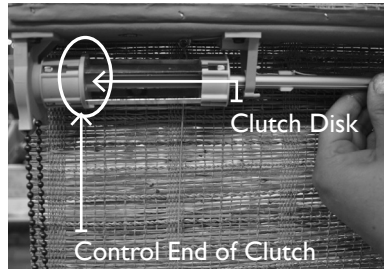**PROBLEM:** SHADES ARE PULLING UP UNEVENLY ON A SHADE WITH A CLUTCH

Troubleshooting Tips

• Always lower shade completely before troubleshooting.

• Lift cords should be uniformly taut (check when shade is fully lowered, all cords should have equal tension).

• When making any of these adjustments be sure to repeat Step 1 to ensure Clutch Disk is always in the correct location.
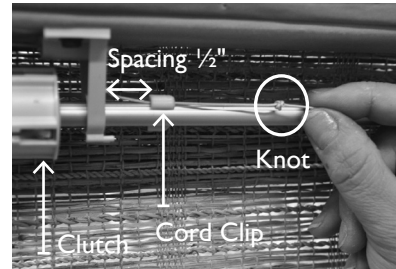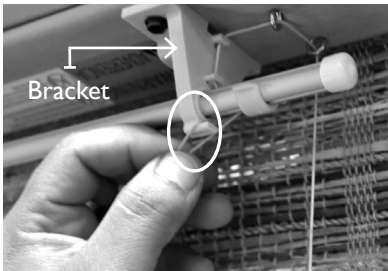
Incorrect Clutch Disk Location

Clutch Disk
Control End of Clutch

1. Ensure that the *Clutch Disk* is as close as possible to the *Control End* (see incorrect and correct placement). If incorrectly placed, manually push disk so it is as close as possible to the *Control End*.

Correct Clutch Disk Location

Clutch Disk
Control End of Clutch

Cord Clip Spacing

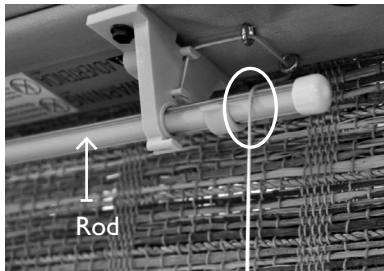Spacing ½"
Knot
Clutch   Cord Clip

2. Ensure *Cord Clips* are spaced uniformly from the brackets on the *Rod* and tails of knots are facing away from the *Clutch*. After these are adjusted, you will need to adjust the length of the lift cord (see below).
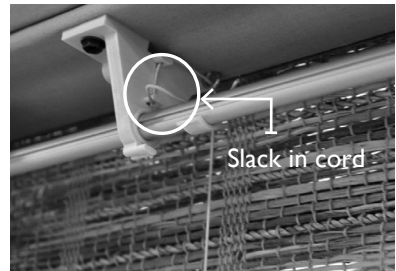
Cord Wrapped Around Bracket

Bracket

3. If lift cords have wrapped around the *Brackets*, unhook cord from *Bracket* and pull cord to minimize slack.

Cord Wrapped Around Rod

Rod

4. If lift cords have wrapped around the *Rod*, unhook cord and place it behind the *Rod*. Pull cord to minimize slack.

Incorrect: Slack In Lift Cord

Slack in cord

5. The smallest amount of slack can cause the shade to pull uneven. See below on ways to adjust slack.

STILL HAVING PROBLEMS: ADJUST THE LENGTH OF THE LIFT CORD

If the shade still operates incorrectly after following the above troubleshooting tips you may need to adjust the length of the lift cord. See below for methods to adjust lift cord.

Slide Cord Clip

Re-Tie Knot on Clip

PROBLEM: MOTORIZED SHADES ARE PULLING UP UNEVENLY

Note: Refer to page 1 for general troubleshooting tips

TROUBLESHOOTING TIPS

- Shades may be catching on an obstruction. Check hardware (installation hardware should not be touching any portion of the motor system). Also look for any obstruction in your window (such as a crank, lever, etc.).

- Material may be catching on a clip. This can happen if the upper shade limit has been set too high. Reset upper limit using programming instructions.

- Check to make sure clips are spaced equally from each screw eye. If not, adjust clip positions. If shades are coupled, see clip placement instructions.

- Check to ensure your cords are all equally taut. If shade is fully lowered, has uniformly spaced clips, and shade is operating correctly, then you may need to adjust the length of the cord. Pull cord to even tautness and retie knot at bottom.

HARTMANN&FORBES®