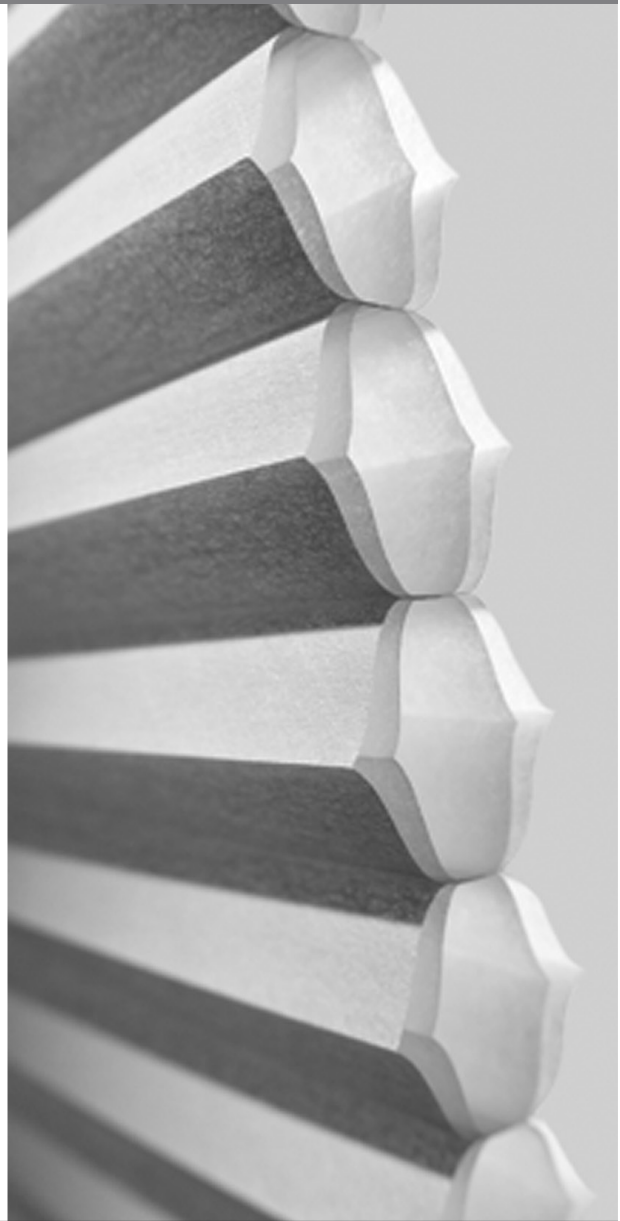
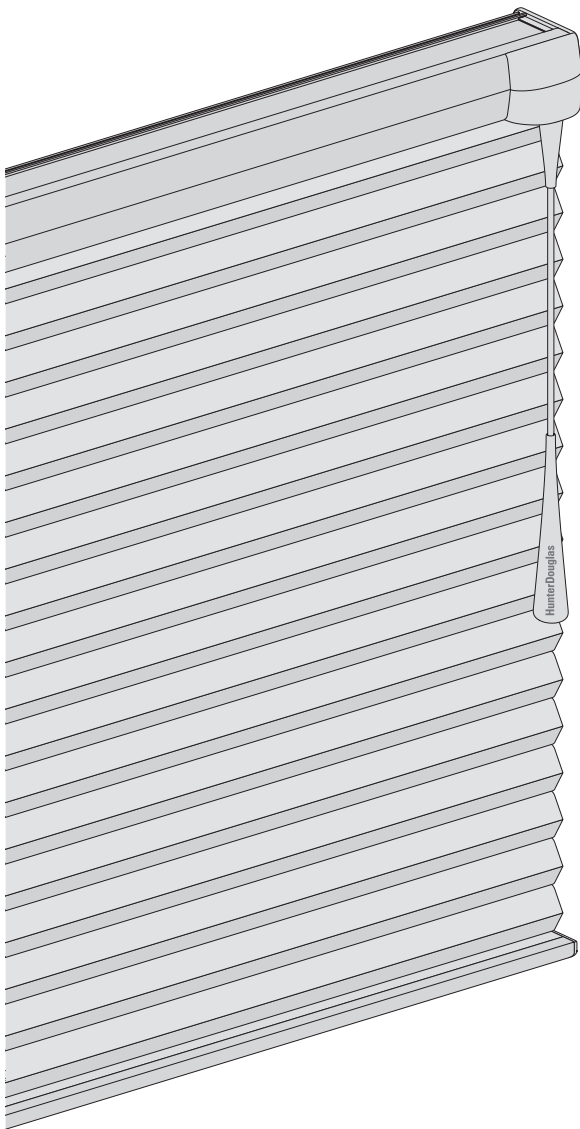


*Luxaflex*<sup>®</sup>

WINDOW FASHIONS

LUXAFLEX<sup>®</sup> DUETTE<sup>®</sup> SHADES  
UltraGlide<sup>®</sup> Lifting System



Installation • Operation

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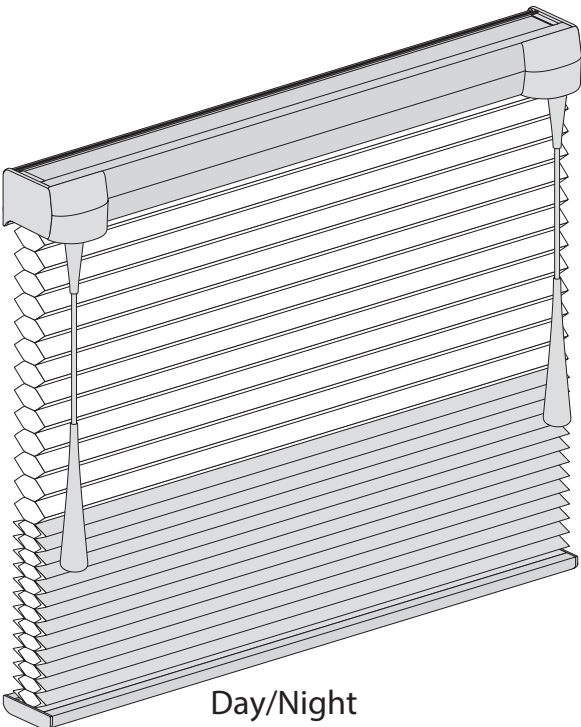
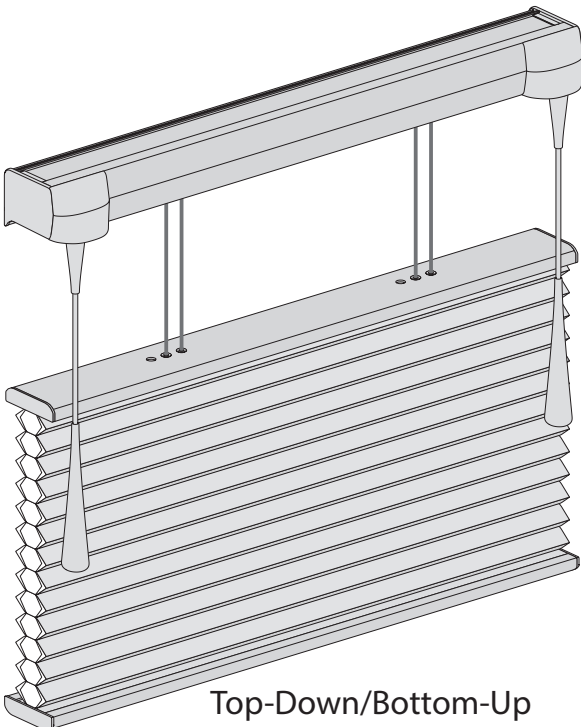
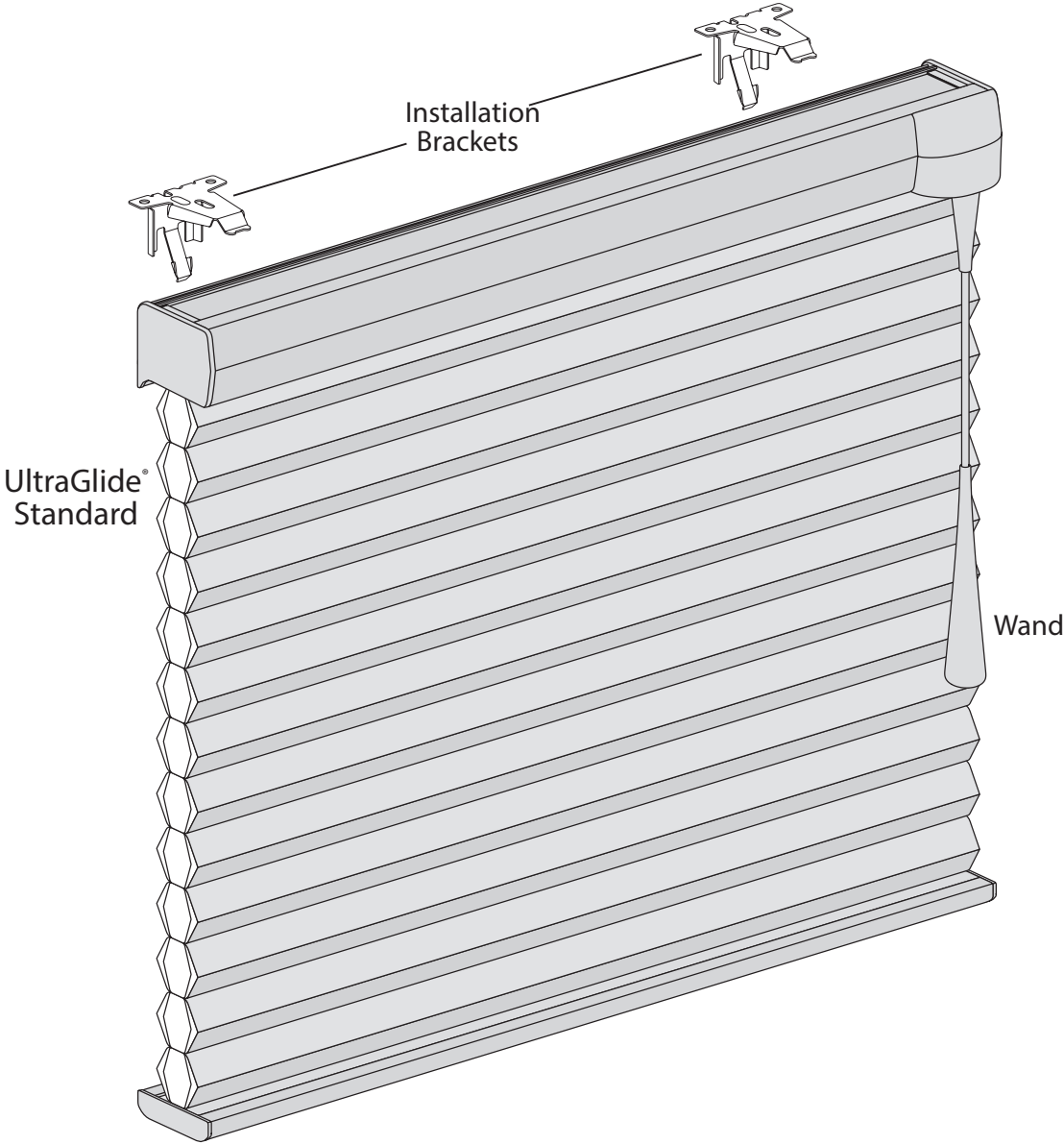
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Product View



## How to Operate the Shade

For smooth operation, keep the wand close to the fabric when raising and lowering the shade.

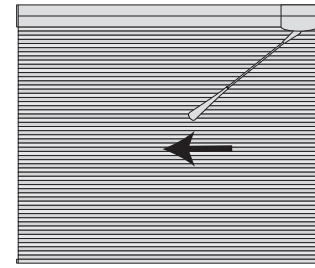
### To Lower the Shade

- Pull the wand toward the center of the shade at about a **45° angle**. The locking mechanism at the top of the wand releases with a “click.” The shade lowers as you allow the wand to return to the vertical position.

**IMPORTANT:** The wand must be pulled in close to the front of the shade. Do not pull the wand out away from the shade.

- To stop the shade while lowering, move the wand back toward the vertical position 15° out and give a slight downward pull to engage the locking mechanism.
- If the shade hits an obstruction as it is lowered it will stop, which may cause the cords in each cord rout to become misaligned. This may cause the shade to be angled or tilted when fully raised. If this occurs, do the following:
  - Raise the shade slightly.
  - Lower the shade completely to the sill. In some cases, pull gently on the bottom rail to get it to drop completely.

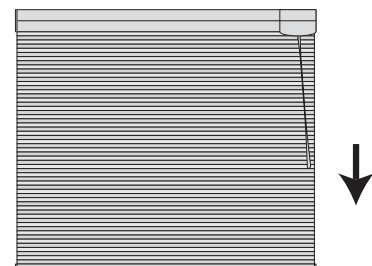
**IMPORTANT:** If the shade is tilted when fully raised, do not pull harder on the wand. It does not correct the tilt and may make it worse.



**To Lower:** Pull the wand toward the center of the shade and release.

### To Raise the Shade

- Pull the wand straight down or slightly toward the outside.
  - With each stroke the shade partially raises.
  - Allow the wand to retract after each downward stroke.
  - Use multiple strokes until the shade reaches the desired position.

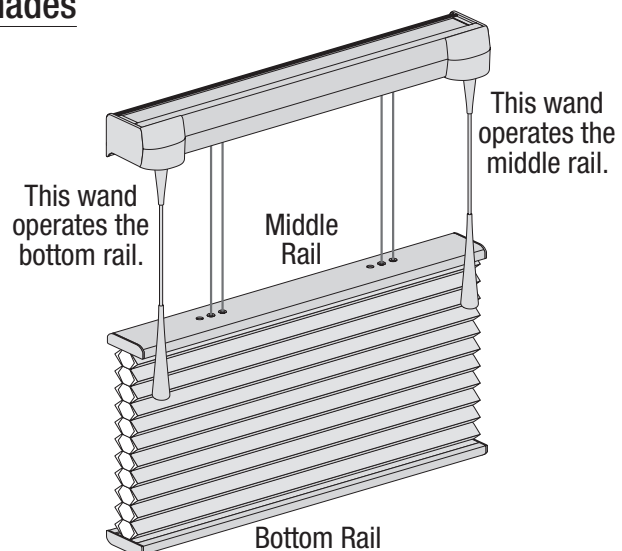


**To Raise:** Pull the wand straight down with short strokes.

### Day/Night and Top-Down/Bottom-Up Shades

- To operate Day/Night and Top-Down/Bottom-Up shades, the right wand operates the middle rail and the left wand operates the bottom rail (unless reverse controls were specified on the order).

**IMPORTANT:** You must first lower the bottom rail before lowering the middle rail. Likewise, you must first raise the middle rail before raising the bottom rail.



Thank you for purchasing Luxaflex® Duette® UltraGlide® Shades. With proper installation, operation, and care, your new shades will provide years of beauty and performance.

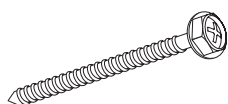
Please thoroughly review this instruction booklet and the enclosed packing list before beginning the installation.

## Tools and Fasteners Needed

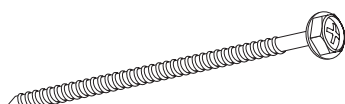
- Flat blade and Phillips screwdrivers
- Level (laser level is recommended)
- Measuring tape and pencil
- Power drill, 3mm drill bit, and 6mm hex driver
- Open end wrench (8mm)
- OPTIONAL: pliers

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

- **#6 Hex Head Screws (Provided).** Two 38mm screws are provided per installation bracket.
- **Longer #6 Hex Head Screws (Not Provided).** If using spacer blocks, use #6 screws long enough for a secure attachment.
- **#6 Flat Head Screws (Provided).** If end mounting the shade, use two 38mm screws per installation bracket.
- **Speed Nuts and Screws (Provided).** Extension brackets come with speed nuts and screws.
- **Drywall Anchors (Not Provided).** Use drywall anchors when mounting into drywall.



**#6 x 38mm  
Hex Head Screw**  
(Provided)



**Longer #6 Hex Head Screw  
for Use with Spacer Blocks**  
(Not Provided)



**#6 Flat Head Screw  
for Use with End Mounts**  
(Provided)



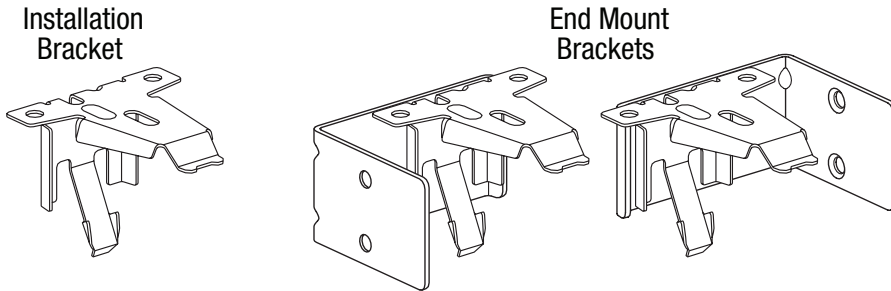
**Speed Nut  
and Screw**  
(Provided with Each  
Extension Bracket)

# INSTALLATION

## Installation Overview

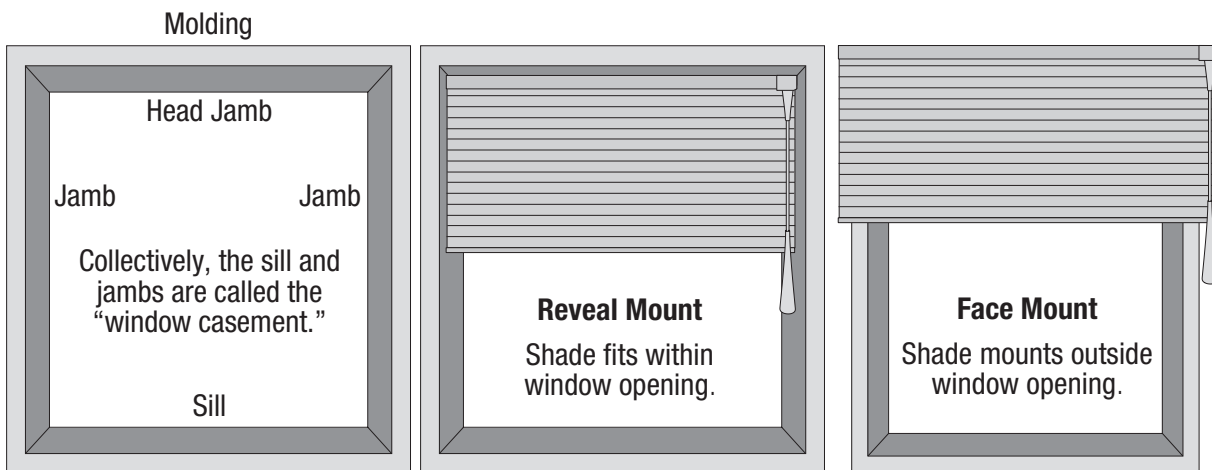
- Your order will include the correct number of installation brackets for your shade width, as shown in the table.
  - For end mounts, only two brackets are used up to the maximum width of 1820mm.

Shade Width	Brackets Required
300mm – 914mm	2
915mm – 1828mm	3
1829mm – 2743mm	4
2744mm – 3659mm	5
3660mm – 4420mm	6



## Mounting Types and Window Terminology

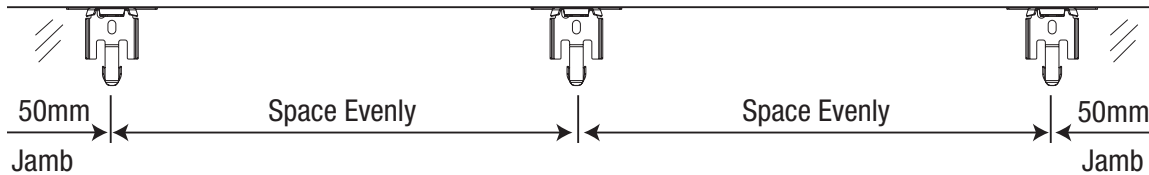
If the installation brackets are mounted correctly, the rest of the installation process follows easily. To prepare for this important first step, review the mounting types and basic window terminology illustrated below.



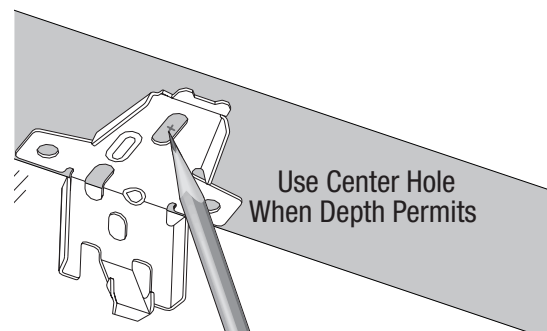
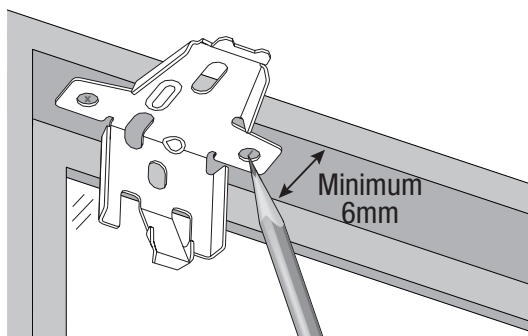
- Refer to the appropriate page below based on your order:
  - **Reveal Mount — Page 5**
  - **Face Mount — Page 6**
  - **End Mount — Page 8**

## Mount the Installation Brackets — Inside Mount

- Measure 50mm 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.

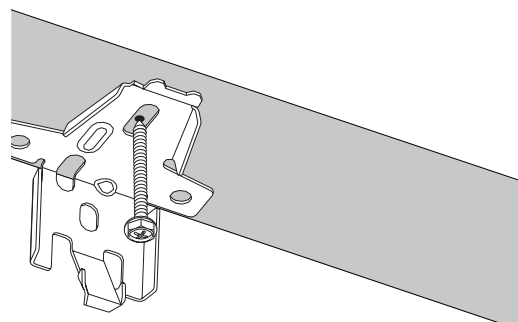
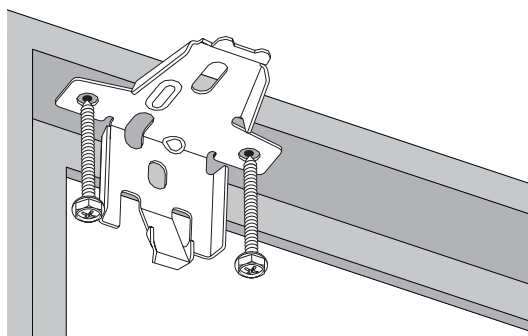


- Centre the brackets on your marks, then mark the screw holes.
  - The minimum casement depth for mounting the installation brackets is 6mm. Mark both of the winged screw holes with shallow mounting depths.
  - The minimum casement depth for a fully recessed mount 20mm cell sizes. Mark the center screw hole when depth permits.



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

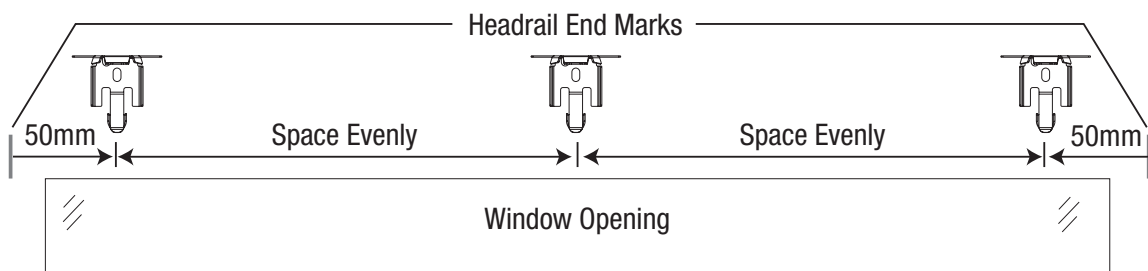
- Drill the screw holes using a 3mm drill bit.
- CAUTION:** Use drywall anchors when mounting into drywall.
- Use a level to check that the mounting surface is level. Shim the brackets if necessary.
- Attach the installation brackets using the screws provided.



Proceed to “Install the Shade” on page 9.

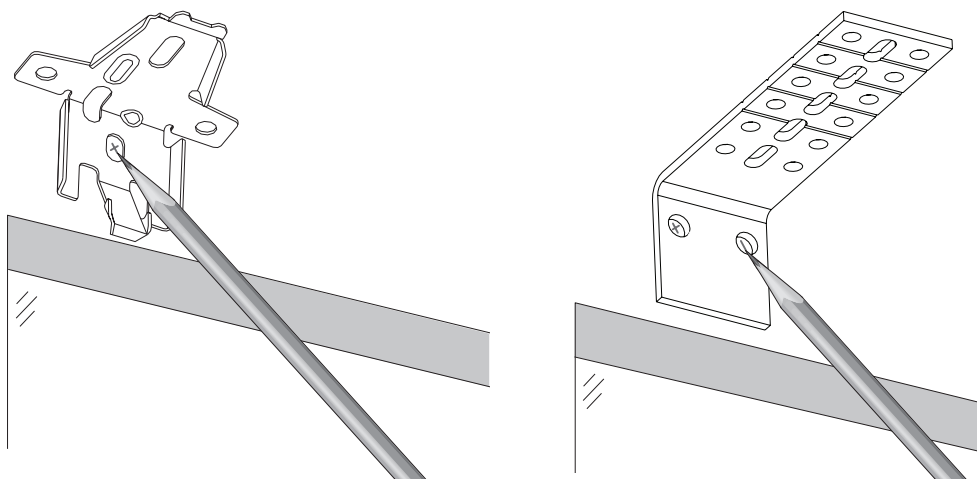
## Mount the Installation Brackets — Face Mount

- Center the headrail over the window opening at the desired height. Use a pencil to lightly mark each end of the headrail on the mounting surface.
  - Alternatively, measure the width of the headrail and use that width to mark the headrail end points over the window opening.
- Mark 50mm from each end of the headrail.
  - 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 installation brackets on your marks and mark where to drill the screw holes.
  - A minimum flat vertical surface of 30mm for installation brackets or extension brackets is required.
  - The top of the installation brackets or extension brackets should be at the desired height. The brackets should be level and aligned.
  - When using extension brackets, mark two screw holes per bracket.

**CAUTION:** The rear of the brackets must be flush against a flat mounting surface. Do not mount brackets on curved molding.



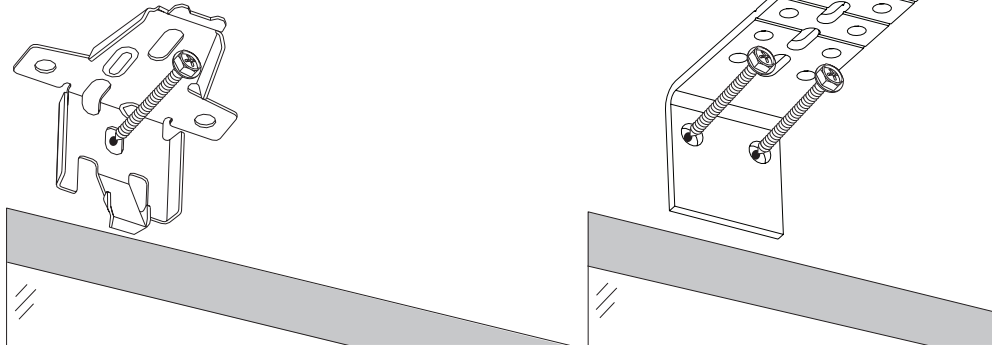
- Drill the screw holes using a 3mm drill bit.

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



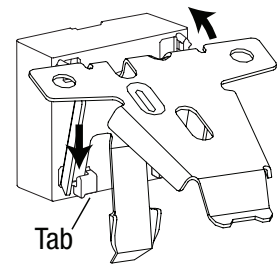
- Attach the installation or extension brackets using the screws provided.

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



- If using spacer blocks, first attach the installation bracket to the 13mm spacer block before stacking additional spacer blocks together.

- Insert the legs of the installation bracket into the tabs on the spacer block.
- Then rotate the installation bracket back.



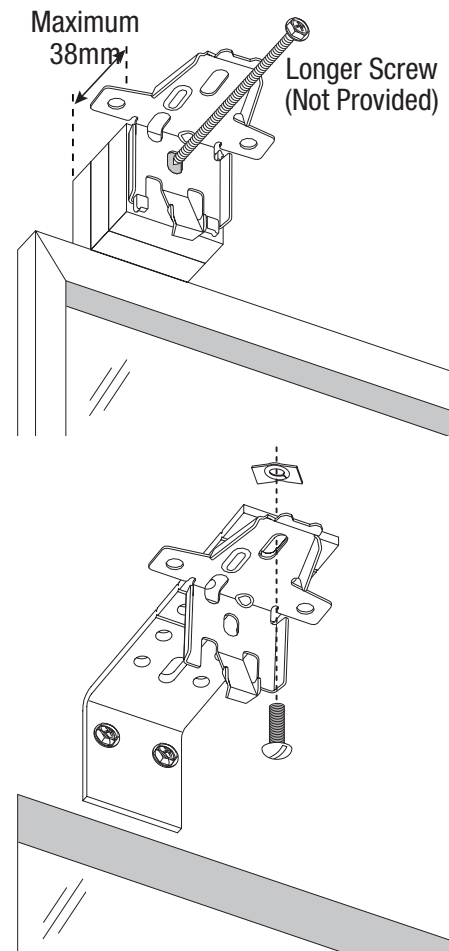
- Attach the spacer block and installation bracket to a flat vertical mounting surface with a #6 mounting screw long enough for a secure installation.

- A maximum of 38mm of spacer blocks per installation bracket is recommended.
- The top of the spacer blocks should be at the desired shade height.

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

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

- If using extension brackets, attach an installation bracket to the underside of each extension bracket using the provided screws and speed nuts.



Proceed to “Install the Shade” on page 9.

### Mount the Installation Brackets — End Mount

End mount the headrail when conventional mounting techniques will not work — for example, in an arched window opening.

- Position the end mount brackets so that the top of the attached installation brackets are at the ordered height of the shade.

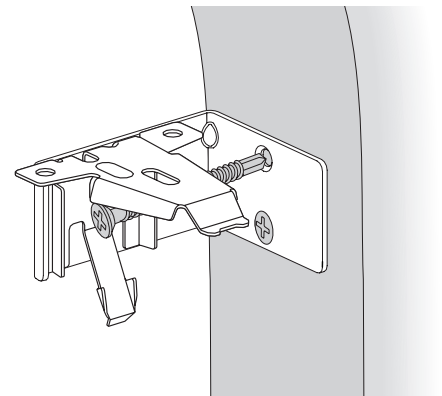
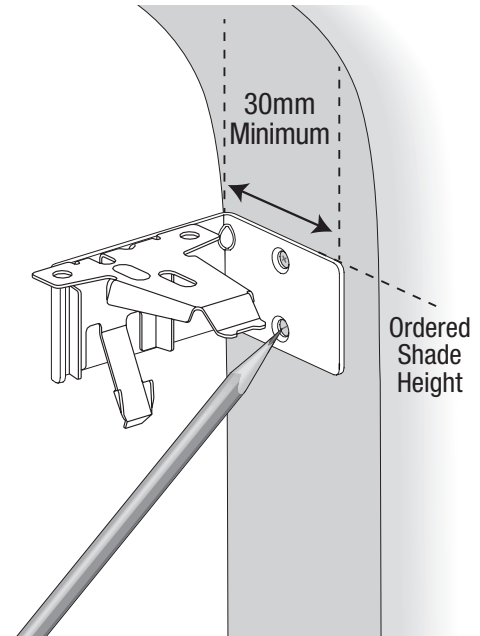
**CAUTION:** Both brackets must be installed at the same depth and height.

- Mark both screw holes.
  - The mounting surface must be vertical and flat, not part of an arched curve.
  - Minimum mounting depth is 30mm for 20mm. Minimum mounting depth for a fully recessed end mount is 60mm for 20mm.

- Drill the screw holes using a 3mm drill bit.
- Attach the end mount installation brackets using the flat head screws provided.

**CAUTION:** Drywall mounting is not recommended.

**IMPORTANT:** For instructions on installing an arch over a rectangular shade, see the Installation, Operation, and Care instructions that came with your arch shade.



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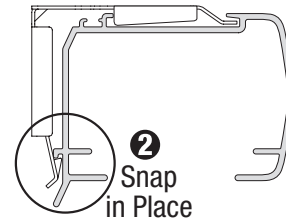
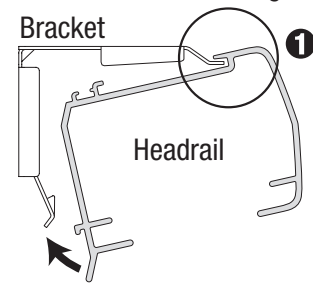
Proceed to “Install the Shade” on page 9.

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## Install the Shade

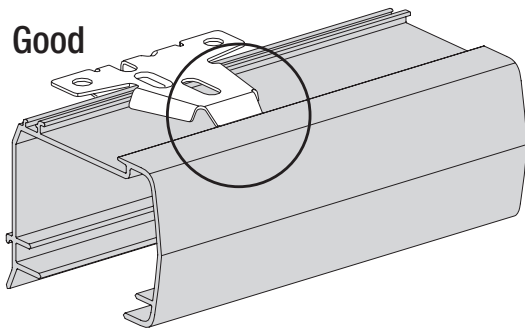
- Fit the front channel on top of the headrail onto the front lip of the installation brackets.
- Push the headrail up and back until it snaps into place.
- Check to ensure the headrail is securely in the brackets.
  - Check that the bottom of the headrail is snapped into the base of each bracket.
  - Check that the front lip of each bracket is in the front channel of the headrail.
- If any brackets are not installed correctly, release the shade and reinstall. See “Removing the Shade, If Necessary” on page 14.

The front of the bracket fits under the groove.

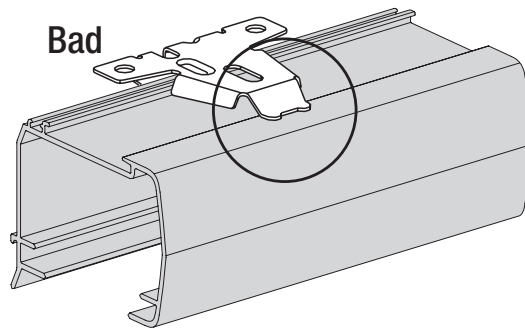


The back of the headrail snaps into the bracket.

**Good**

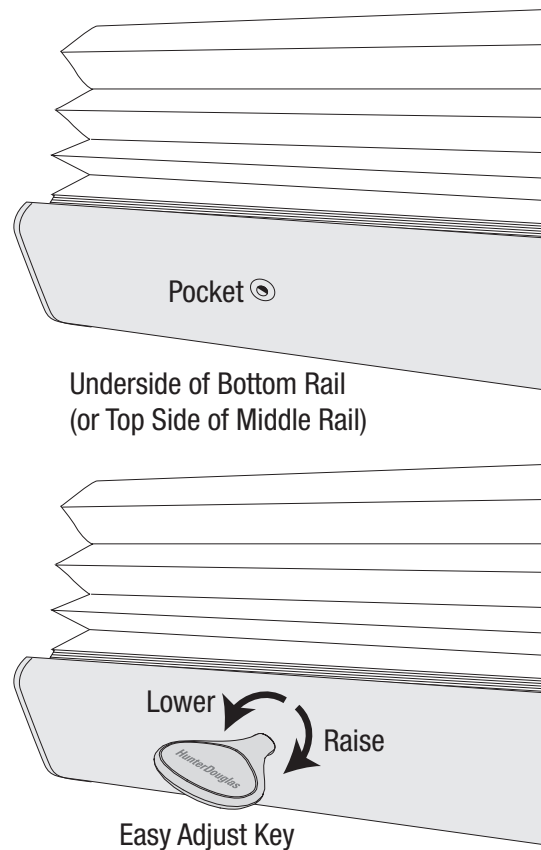


**Bad**



## Level the Rail(s), If Necessary

- Lift the bottom rail to locate the pockets on the underside of the rail.
  - With the middle rail on Top-Down/Bottom-Up shades, the pockets are on the top side of the rail.
  - See below for the middle rail adjustment on Day/Night shades.
- Gently pull down on the bottom rail (or up on the middle rail) to fully insert the Easy Adjust key into the pocket. The key is fully inserted when the ring on the key abuts to the pocket.
  - Lift up the rail slightly before turning the Easy Adjust key. Turn the key clockwise to raise that side of the rail, or counter-clockwise to lower it.
  - One quarter turn of the key equals approximately 6mm.

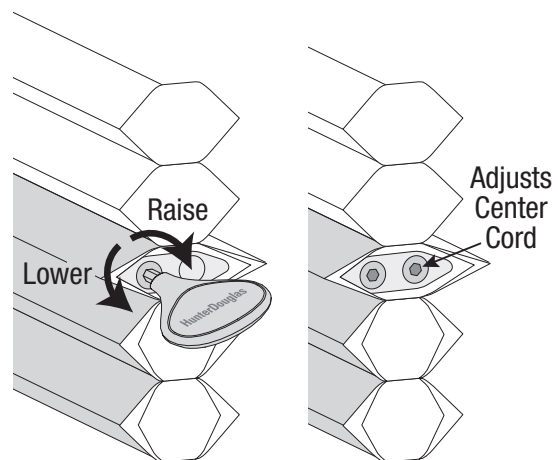


**IMPORTANT:** The Easy Adjust key must be fully inserted to avoid stripping the mechanism. Do not pull down on the rail while turning the key.

- If there are more than two pockets, adjust the outer pockets first. Then adjust inner pockets as necessary, to maintain equal tension across the rail. As pocket adjustments are made, it is recommended that the shade be raised and lowered to check that it is level.

## Adjusting the Day/Night Middle Rail

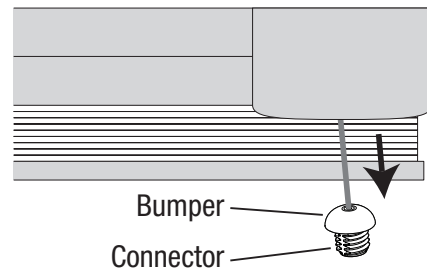
- Hex pockets are found at the ends of the middle rail, which is located in the top cell of the lower fabric panel.
- Insert the Easy Adjust key so that its hex-shaped portion is about halfway into the pocket.
- Turn the key clockwise to raise that end of the rail or counter-clockwise to lower it.
  - One full turn of the key equals approximately 3mm.
- On shades over 1520mm wide, there will be two hex pockets in the right end of the middle rail. Use the rear hex pocket to adjust the tension in the center cord after adjusting the outer cords to level the rail.



## Install the Wand

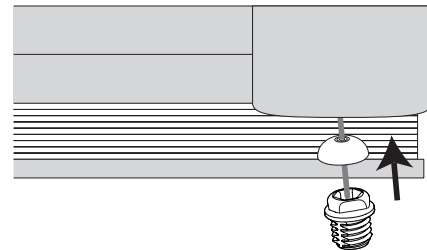
The wand must be securely attached to the shade for proper operation.

- Gently pull out the bumper and threaded connector until it is visible.



- Slide the bumper away from the threaded connector.

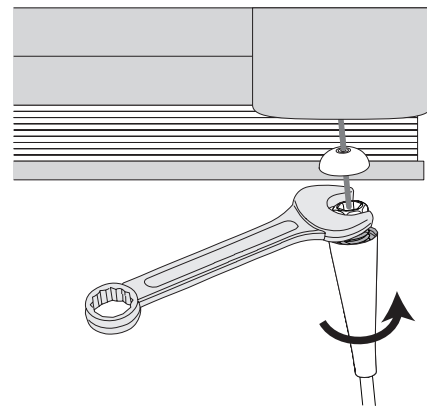
**CAUTION:** Do not grip the bumper on top of the connector and attempt to screw on the wand at this point. Secure attachment of the wand cannot be guaranteed if tightened by hand.



- Hold the threaded connector with a (8mm) open end wrench, and screw the hollow end of the wand onto the threaded connector, as shown. If necessary, pliers can be used instead of a wrench.

- Continue to firmly rotate the wand until you feel it click two times and the wand stops moving. This ensures the wand is securely attached.

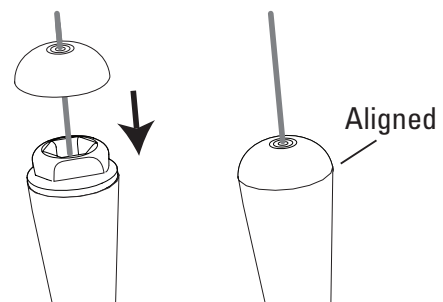
**CAUTION:** If the wand is not properly secured, it will come loose after repeated use.



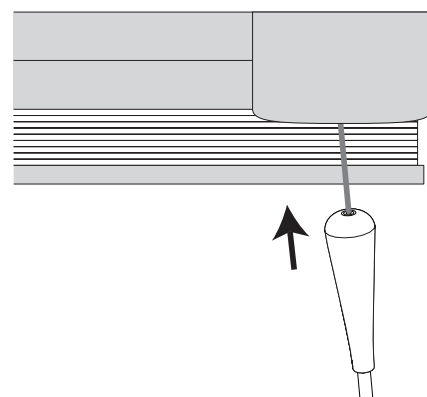
- Slide the bumper back onto the threaded connector.

- Make sure the bumper is properly aligned and seated tightly on top of the threaded connector.

**NOTE:** The underside of the bumper matches the shape on the top of the threaded connector.



- Gently release the wand.



## Operate the Shade

For smooth operation, keep the wand close to the fabric when raising and lowering the shade.

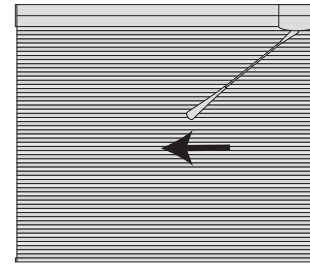
### To Lower the Shade

- Pull the wand toward the center of the shade at about a **45° angle**. The locking mechanism at the top of the wand releases with a “click.” The shade lowers as you allow the wand to return to the vertical position.

**IMPORTANT:** The wand must be pulled in close to the front of the shade. Do not pull the wand out away from the shade.

- To stop the shade while lowering, move the wand back toward the vertical position 15° out and give a slight downward pull to engage the locking mechanism.
- If the shade hits an obstruction as it is lowered it will stop, which may cause the cords in each cord rout to become misaligned. This may cause the shade to be angled or tilted when fully raised. If this occurs, do the following:
  - Raise the shade slightly.
  - Lower the shade completely to the sill. In some cases, pull gently on the bottom rail to get it to drop completely.

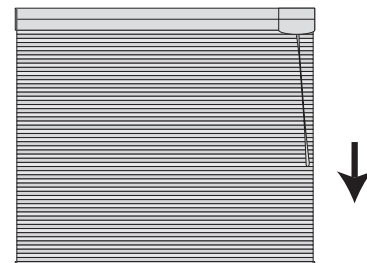
**IMPORTANT:** If the shade is tilted when fully raised, do not pull harder on the wand. It does not correct the tilt and may make it worse.



**To Lower:** Pull the wand toward the center of the shade and release.

### To Raise the Shade

- Pull the wand straight down or slightly toward the outside.
  - With each stroke the shade partially raises.
  - Allow the wand to retract after each downward stroke.
  - Use multiple strokes until the shade reaches the desired position.

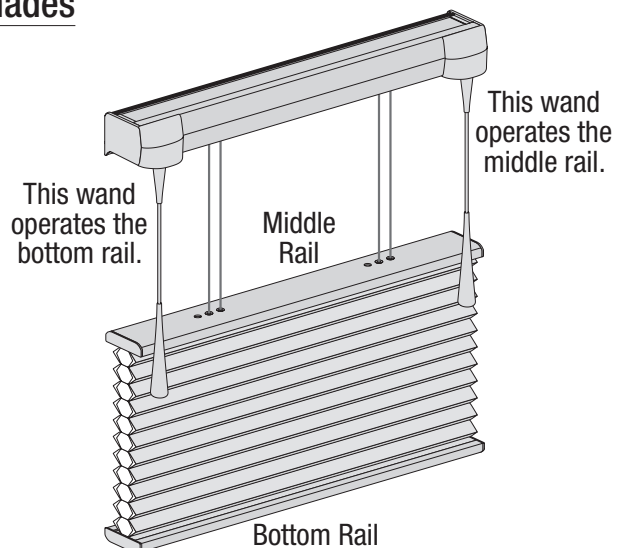


**To Raise:** Pull the wand straight down with short strokes.

### Day/Night and Top-Down/Bottom-Up Shades

- To operate Day/Night and Top-Down/Bottom-Up shades, the right wand operates the middle rail and the left wand operates the bottom rail (unless reverse controls were specified on the order).

**IMPORTANT:** You must first lower the bottom rail before lowering the middle rail. Likewise, you must first raise the middle rail before raising the bottom rail.



## Troubleshooting

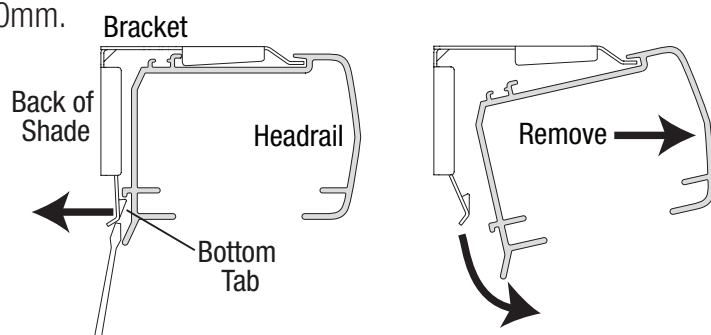
<b>Problem</b>	The shade is hard to raise or lower, or will not raise or lower.
<b>Solution</b>	<p>Make sure that the shade fabric is not caught between the installation bracket and the headrail.</p> <p>Check that the headrail and installation brackets are level and aligned. Shim the installation brackets to level the headrail, if necessary.</p>
<b>Problem</b>	The shade raises or lowers unevenly or the bottom rail is uneven when fully raised.
<b>Solution</b>	<p>Check that the headrail and installation brackets are level and aligned. Shim the installation brackets to level the headrail, if necessary.</p> <p>Check to see if there is an obstruction in the shade's path. If the shade hits an obstruction as it is lowered it will stop, but the cords in each cord rout may become misaligned. See "Operate the Shade" on page 12. This may cause the shade to be angled or tilted when fully raised. If this occurs, do the following:</p> <ul style="list-style-type: none"> <li>➤ Raise the shade slightly.</li> <li>➤ Lower the shade completely to the sill. In some cases, pull gently on the bottom rail to get it to drop completely.</li> </ul> <p><b>IMPORTANT:</b> If the shade is tilted when fully raised, do not pull harder on the wand. It does not correct the tilt and may make it worse.</p> <p>Adjust the shade. See "Level the Rail(s), If Necessary" on page 10.</p>
<b>Problem</b>	The shade will not fit into the installation brackets.
<b>Solution</b>	<p>Check that the installation brackets are level and aligned. Shim the installation brackets to level the headrail, if necessary.</p> <p>Be sure the heads of the screws are flush against the installation bracket.</p> <p>Check that the headrail is completely inserted into the installation brackets. See "Install the Shade" on page 9.</p>

## Removing the Shade, If Necessary

- Lower the shade approximately 100mm.

- While holding the headrail, push back on the bottom tab of the installation bracket with a flat head screwdriver to release the bottom of the headrail.

- Then roll the back of the headrail down and out from the bracket.



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