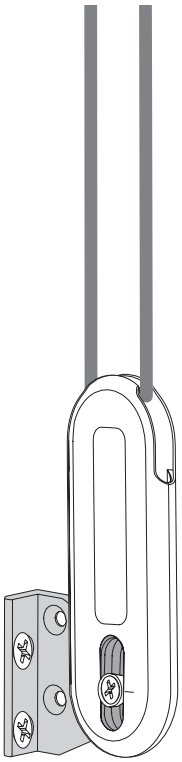
WHISPER® Cellular EasyRise Shades

Installation • Operation • Care



05/2013

CONTENTS

Getting Started:

Product View 1
Tools and Fasteners Needed 2

Installation:

Installation Overview 3
Mounting Types and Window Terminology 3
Mount the Installation Brackets — Reveal Mount 4
Mount the Installation Brackets — Face Mount 5
Mount the Installation Brackets — End Mount 7
Install the Shade 8
Attach Hold-Down Brackets (Optional) 8
Level the Bottom Rail (If Necessary) 9
Attach the Universal Cord Tensioner(s) 9

Operation:

Operate the Shade 14
Troubleshooting 15

Care:

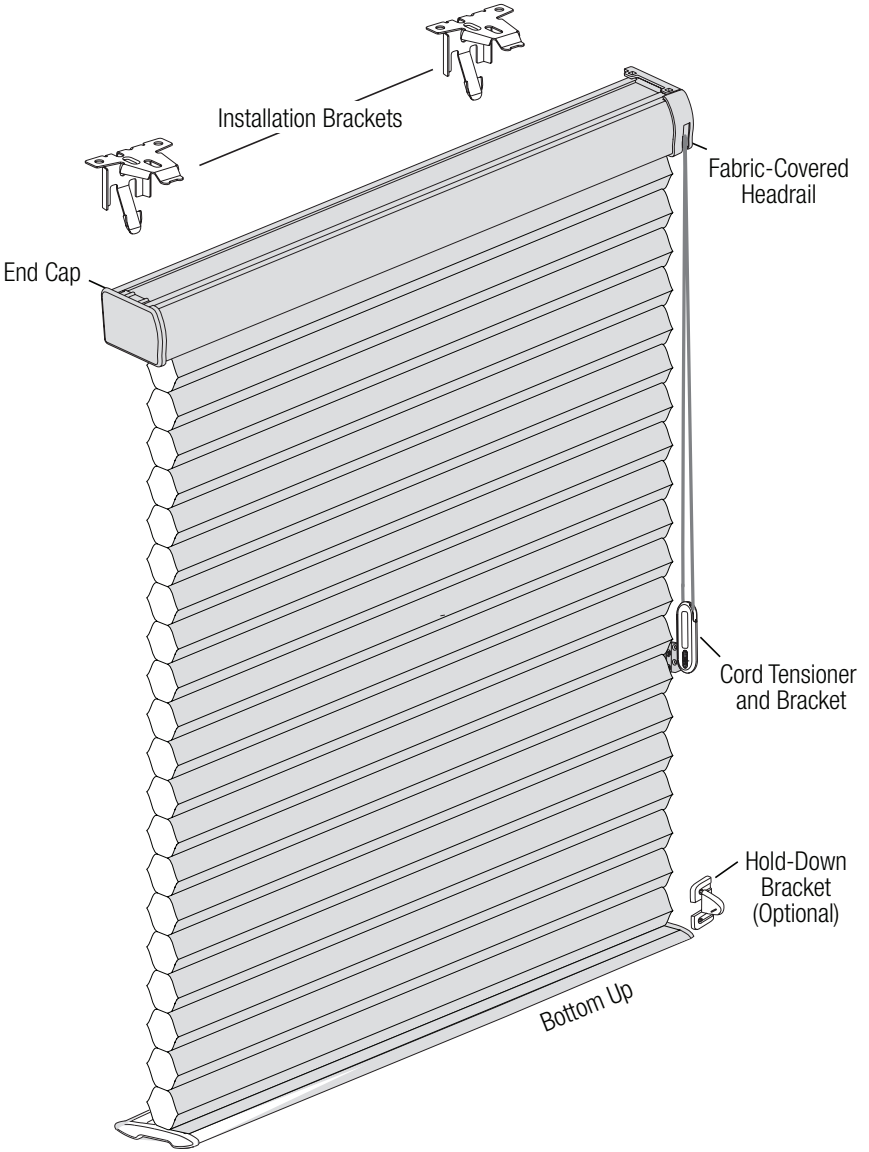
Removing the Shade (If Necessary) 17
Cleaning Procedures 17

Child Safety:

Warning 19

© Copyright 2013 Hunter Douglas Limited [ABN 98 009 675 709]
® Registered Trade Marks of Hunter Douglas Limited • 18.013.014 • 05/2013

Product View



GETTING STARTED

Thank you for purchasing WHISPER® Cellular EasyRise 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. If your shade has a protective plastic cover on the fabric-covered headrail, keep the plastic in place until the shade is installed.

Tools and Fasteners Needed

- Flat blade and Phillips screwdriver
- Measuring tape and pencil
- Level (laser level is recommended)
- Power drill, 3mm drill bit, and a 6mm hex driver

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 Mount (Provided)

Speed Nut and Screw (Provided with Each Extension Bracket)

Installation Overview

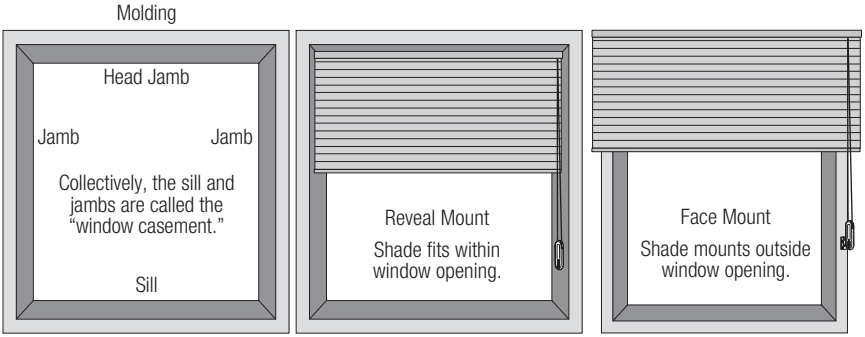
Your order will include the correct number of installation brackets for your shade width, as shown in the table.

10mm & 20mm Installation Bracket

Shade Width (mm)	Brackets Required
310 – 915	2
916 – 1830	3
1831 – 2745	4
2746 – 3040	5
3041 – 4400	6

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 illustrated below.

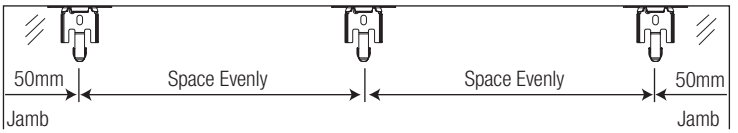


Refer to the appropriate page below based on your order:

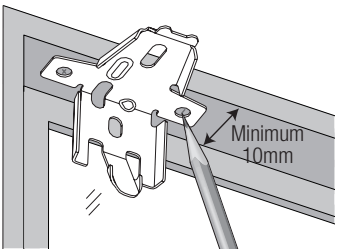
- **Reveal Mount — Page 4**
- **Face Mount — Page 5**
- **End Mount — Page 7**

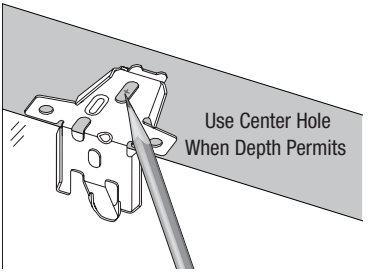
Mount the Installation Brackets — Reveal Mount

- 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.



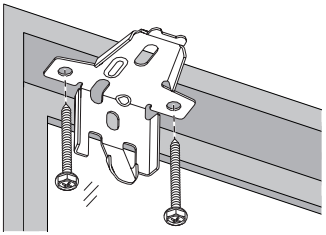
- Center the brackets on your marks and mark the location of the screw holes.
  - ➤ The minimum casement depth for mounting the installation brackets is 10mm. Mark both of the winged screw holes with shallow mounting depths.
  - ➤ The minimum casement depth for a fully recessed mount is 60mm for 10mm and 20mm cell sizes.
  - ➤ **IMPORTANT:** The front edges of the brackets must be level and aligned to each other.

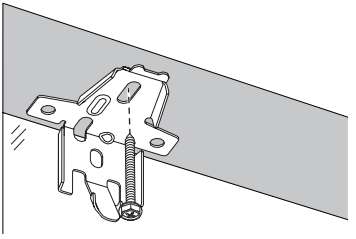




- Drill the screw holes using a 3mm drill bit.

  IMPORTANT: 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.

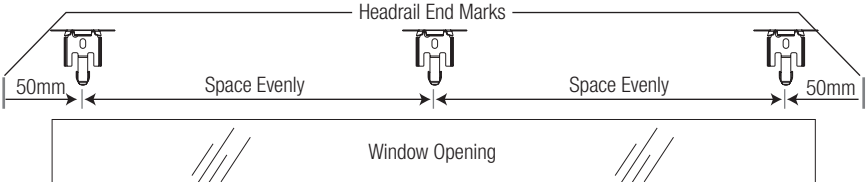




Proceed to "Install the Shade" on page 8.

Mount the Installation Brackets — Face Mount

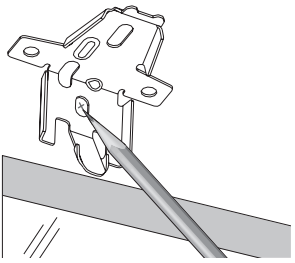
- Center the headrail over the window opening at the desired height. Use a pencil to lightly mark each end of the headrail on the mounting surface.
  - ➤ Alternatively, measure the width of the headrail and use that width to mark the headrail end points over the window opening.
- Mark 50mm from each 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

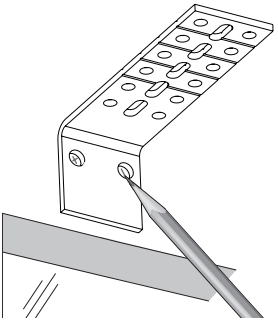


whenever possible.

- Center the installation brackets on your marks and mark the location of 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.*





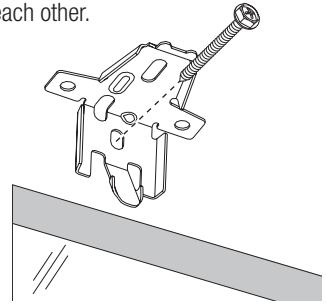
- Drill the screw holes using a 3mm drill bit.

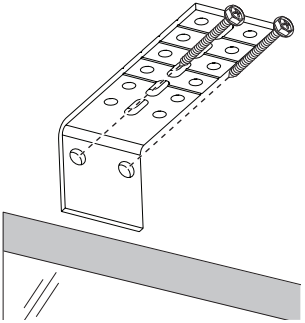
IMPORTANT: Use drywall anchors when mounting into drywall.

INSTALLATION

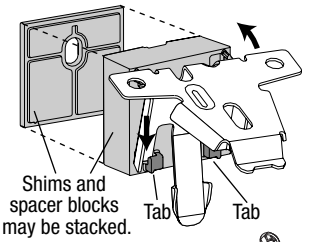
- Attach the installation or extension brackets using the screws provided.

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





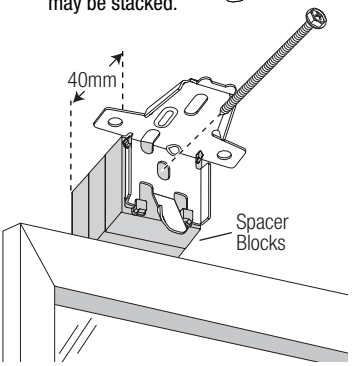
- If using spacer blocks, first attach the installation bracket to the 13mm spacer block before stacking additional spacer blocks together.
  - ➤ Insert the legs of the installation bracket into the tabs on the spacer block.
  - ➤ Then rotate the installation bracket back.



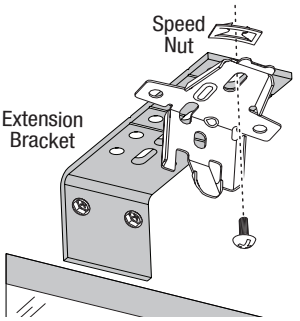
- Attach the spacer block installation bracket to a flat vertical mounting surface with a #6 mounting screw long enough for a secure installation.
  - ➤ A maximum of 40mm of spacer blocks per installation bracket is recommended.
  - ➤ The top of the spacer blocks should be at the desired shade height.

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

  IMPORTANT: 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 8.

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 equal the ordered height of the shade.

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

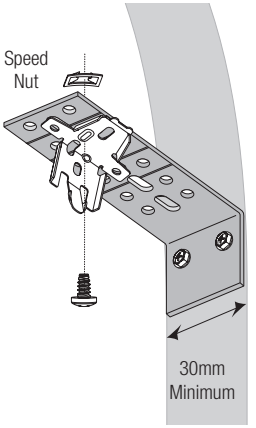
- Mark both screw holes.

  - ➤ The mounting surface must be vertical and flat, not part of an arched curve.
  - ➤ Minimum mounting depth is 30mm for 20mm and 10mm cell sizes . Minimum mounting depth for a fully recessed end mount is 60mm for 20mm and 10mm cell sizes.

- Drill the holes using a 3mm drill bit.

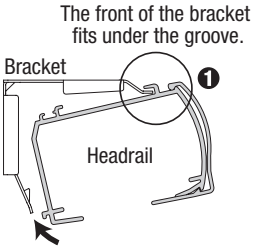
- Attach the end mount installation brackets using the flat head
  screws provided.

  IMPORTANT: Drywall mounting is not recommended.

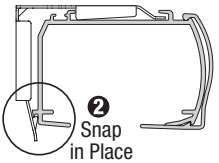


Proceed to "Install the Shade" on page 8.

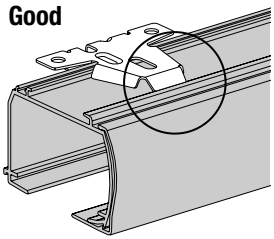
Install the Shade

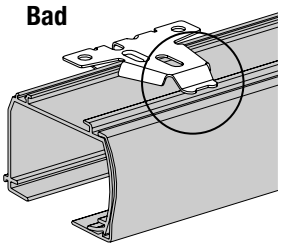


- Hold the shade so that the front of the headrail (colored fabric) faces you.
- Slip the headrail onto the installation brackets, so that the front of the bracket fits under the groove of the headrail.
- Push the headrail up and back until it snaps into place.
- Inspect the installation brackets to verify the back of the headrail is securely snapped into the base of each bracket. Also, the front edge of each bracket must be in the groove of the headrail. If any brackets are *not* installed correctly, release the shade and reinstall. See "Removing the Shade (If Necessary)" on page 13.



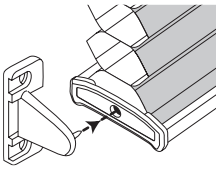
The back of the headrail snaps into the bracket.





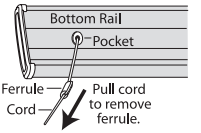
Attach Hold-Down Brackets (Optional)

Hold-down brackets provide stability and prevent swaying by securing the bottom rail (often used in French door applications). Hold-down brackets can only be used on outside mount shades.

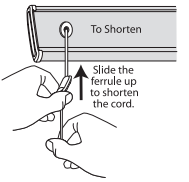


- Lower the shade and place the pins from the hold-down brackets into the bottom rail end caps.
- On the mounting surface, mark the screw holes.
- Drill the screw holes using a 3mm drill bit.
  - ➤ Check that the brackets are level and aligned.
- Attach the hold-down brackets to the mounting surface using the screws provided.
-

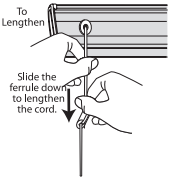
Shade Height Adjustment



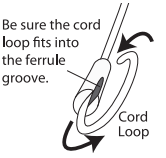
Shade height and adjustments to level the bottom rail can be made by adjusting the cord on the underside of the bottom rail. Locate the ferrule, seated in a pocket in the bottom rail. Remove the ferrule by pulling on the excess cord. If the cord has been trimmed, you will need to use needlenose pliers to access it.



- To shorten the cord, hold the cord tight under the ferrule. Then slide the ferrule up toward the pocket. Image
- To lengthen the cord, hold the cord tight between the pocket and the ferrule. Then slide the ferrule down.



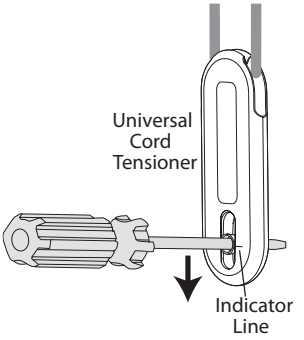
- After adjusting, place the ferrule fully back into the pocket. Once you are certain of the final adjustments, tape the extra cord length to the bottom rail, or into the groove on the bottom rail (for future adjustments).
- If the ferrule has come of the cord, thread the end of the cord into the tapered end of the ferrule. Loop the end around the ferrule and back through the tapered end. Make sure the loop fits into the groove on the side of the ferrule.



Attach the Universal Cord Tensioner(s)

Before you proceed, you ***must*** first slide the cord tensioner(s) 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.
- Slide the cord tensioner down to the bottom of the cord loop.

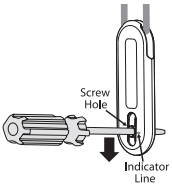


ATTACH the cord tensioner(s) according to the instructions provided below.

WARNING: It is imperative that the cord tensioner(s) 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.

UNIVERSAL CORD TENSIONER

Before doing anything, you must first slide the universal cord tensioner to the bottom of the cord loop. Insert a small screwdriver, 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. Slide the cord tensioner down to the bottom of the cord loop. Install the window covering and use the following instructions to secure the cord tensioner to the window casement.

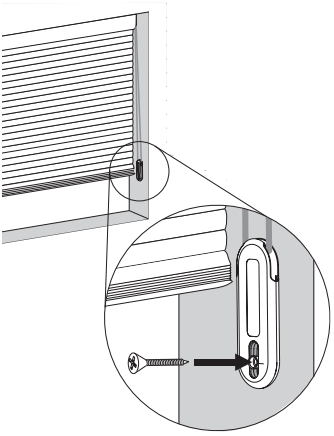


CAUTION: The shading will not operate properly unless the cord tensioner is secured. Only supplied cord tensioners and cord tensioner hardware should be used.

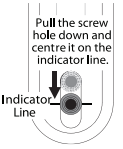
MOUNTING OPTIONS

➤ **Reveal Mount without a Bracket**

- Where the cord tensioner is attached with one screw through the screw hole.
- Be sure the cord tensioner is not placed in the path of the bottom rail and fabric.
- To install the cord tensioner mark screw locations. Insert a small tip screwdriver into the screw hole on the cord tensioner. Pull the screw hole down so that its centre aligns with the indicator lines on the cord tensioner.

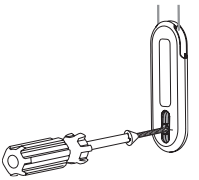


- Hold the cord tensioner firmly in place and check that the cord can move freely through it. If the cord does not move freely through the cord tensioner, it is too tight and the cord tensioner and/or bracket should be moved up. If the cord tensioner locks onto the cord, it is too loose and the cord tensioner and/or bracket should be moved down. Mark and pre-drill the screw hole.



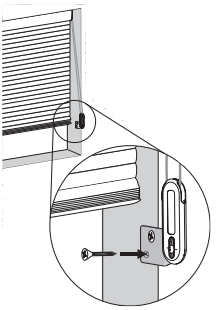
- Mount the cord tensioner with a Phillips screwdriver and one of the longer screws provided to attach the cord tensioner directly to the wall.

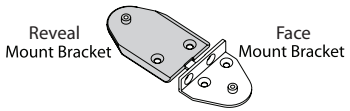
- Finally, ensure the cord can move freely through the cord tensioner without engaging the lock. The centre of the screw hole should be aligned with the indicator line on the cord tensioner. Do not pull the screw hole down to the bottom of the slot. This may cause the cord to become too tight, affecting the window covering function and increasing cord wear.



➤ Reveal Mount with a Bracket

- This option uses three screws with the inside mount bracket and slightly projects the cord loop from the window covering allowing for easier access. Locate the cord tensioner as close to the window glass as possible to minimize accessibility by children and pets. Be sure the cord tensioner is not placed in the path of the bottom rail and fabric.

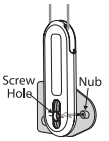




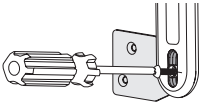
- Break off the inside mount bracket and mark screw locations.

INSTALLATION

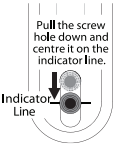
- Attach the inside mount bracket to the cord tensioner. The nub on the inside mount bracket fits into the back of the screw hole in the cord tensioner.



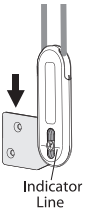
- Insert the small screw into the front of the screw hole to secure the cord tensioner to the bracket.



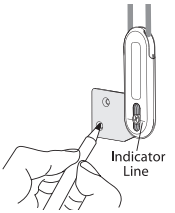
- Pull down on the bracket, aligning the centre of the screw hole with the indicator line on the cord tensioner. Hold the cord tensioner firmly in place and check that the cord can move freely through it.



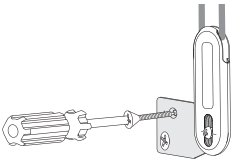
- If the cord does not move freely through the cord tensioner, it is too tight and the cord tensioner and/or bracket should be moved up.



- If the cord tensioner locks onto the cord, it is too loose and the cord tensioner and/or bracket should be moved down. Mark and pre-drill the screw holes.

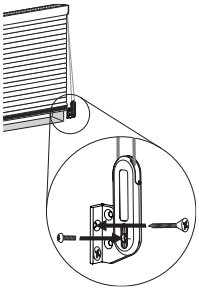


- To mount the cord tensioner pull down on the inside mount bracket and align it with the drilled holes. Insert one of the two longer screws and loosely attach the bracket to the wall. Pivot the bracket to align it with the second screw and attach the second screw. Tighten both screws.



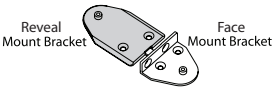
- Ensure the cord can move freely through the cord tensioner without engaging the lock. The centre of the screw hole should be aligned with the indicator line on the cord tensioner. Do not pull the screw hole down to the bottom of the slot. This may cause the cord to become too tight, affecting the window covering function and increasing cord wear.

➤ Face Mount

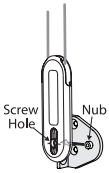


- This option uses three screws and is attached to an outside mount bracket. Locate the cord tensioner as close to the window covering as possible to minimize accessibility by children and pets. Be sure the cord tensioner is not placed in the path of the bottom rail and fabric.

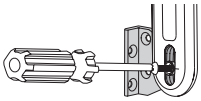
- Break off the outside mount bracket and mark screw locations.



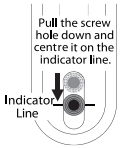
- Attach the outside mount bracket to the cord tensioner. The nub on the outside mount bracket fits into the back of the screw hole in the cord tensioner.

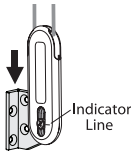


- Insert the small screw into the front of the screw hole to secure the cord tensioner to the bracket.

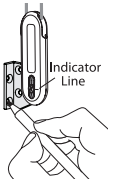


- Pull down on the bracket, aligning the centre of the screw hole with the indicator line on the cord tensioner. Hold the cord tensioner firmly in place and check that the cord can move freely through it.

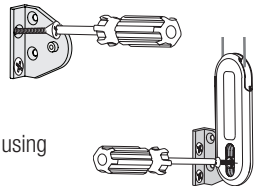




- If the cord does not move freely through the cord tensioner, it is too tight and the cord tensioner and/or bracket should be moved up. If the cord tensioner locks onto the cord, it is too loose and the cord tensioner and/or bracket should be moved down. Mark and pre-drill the screw holes.



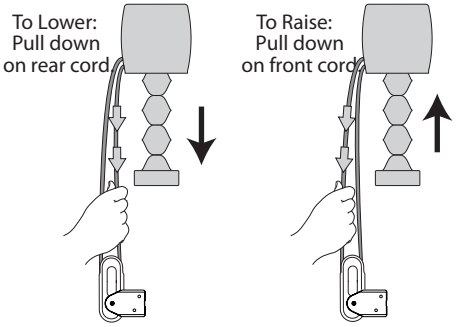
- To mount the cord tensioner, detach the cord tensioner from the bracket by removing the small screw. Use a Phillips screwdriver and the two longer screws provided to attach the outside mount bracket to the wall.



- Reattach the cord tensioner to the outside mount bracket using the smaller screw provided.

- Ensure the cord can move freely through the cord tensioner without engaging the lock. The centre of the screw hole should be aligned with the indicator line on the cord tensioner. Do not pull the screw hole down to the bottom of the slot. This may cause the cord to become too tight, affecting the window covering function and increasing cord wear.

Operate the Shade



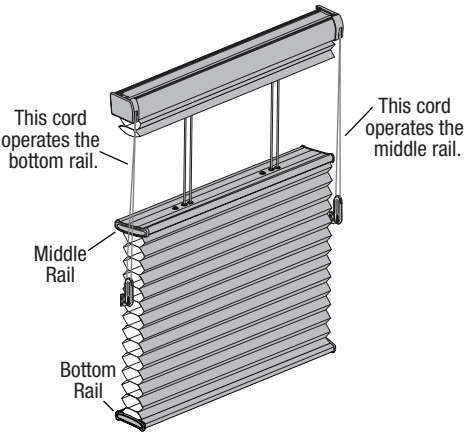
IMPORTANT: Duolite and Top Down/ Bottom Up shades have two operating cords. Standard Bottom Up shades have one operating cord.

- Pull down slowly on the rear cord of the cord loop to lower the shade.
- Pull down slowly on the front cord of the cord loop to raise the shade.

IMPORTANT: If the cord tensioner moves up the cord, you have not secured it to the wall or window frame. You must do so for the shade to operate properly.

- To operate Duolite and Top Down/Bottom Up shades, the right cord operates the middle rail and the left cord operates the bottom rail.

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.



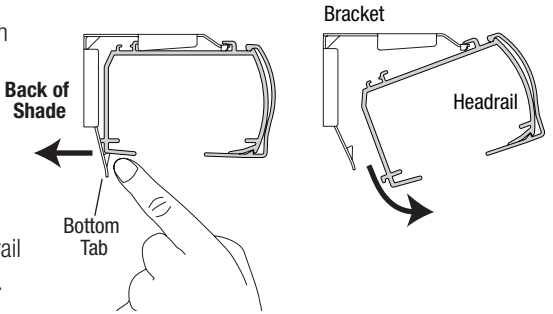
Troubleshooting

Problem	The shade is hard to raise or lower, or will not raise or lower.
Solution	Check that the cord tensioner is mounted correctly. See the instructions included with your *Universal Cord Tensioner Installation on page 10*. **For Duolite and Top Down/Bottom Up Shades:** The lift cords in the headrail may have "overturned". Try the following: ■ If both rails are in the raised stacked position, at the top of the window, pull down the *back* cord of the cord loop that operates the bottom rail. ■ With all other problems, pull down the *front* cord of the cord loop that operates the middle rail. Make sure that the shade fabric is not caught between the installation bracket and the headrail. Check that the headrail and installation brackets are level and aligned. Shim the installation brackets to level the headrail, if necessary. Check that cord loops are not pinched or tangled. If hold-down brackets are used, make sure they have been released before operating the shade.
Problem	The shade raises or lowers unevenly or the bottom rail is uneven when fully raised.
Solution	Lower the shade *completely* to allow it to "self-correct" skewing. Pull the cord loop slowly to prevent the shade from further skewing. Check that the headrail and installation brackets are level and aligned. Shim the installation brackets to level the headrail, if necessary. **For Top Down/Bottom Up Shades:** Both the middle rail and the bottom rail may skew if the cord loop is pulled too quickly. Lower each rail *completely* to allow them to "self-correct". Adjust the bottom rail. "Level the Bottom Rail (If Necessary)" on page 9.

Problem	The shade will not fit into the installation brackets.
Solution	Check that the installation brackets are level and aligned. Shim the installation brackets to level the headrail, if necessary. Be sure the heads of the screws are flush against the installation bracket. Check that the headrail is completely inserted into the installation brackets. See “Install the Shade” on page 8.
Problem	The universal cord tensioner has climbed to the headrail.
Solution	Pull down on the spring to relieve tension and pull the universal cord tensioner to the bottom of the cord loop. Properly mount the cord tensioner. See the instructions in *Universal Cord Tensioner Installation on page 10*.
Problem	The universal cord tensioner grabs onto the cord upon operation.
Solution	Check that the universal cord tensioner is mounted properly. Reinstall, if necessary. See the instructions in *Universal Cord Tensioner Installation on page 10.*

Removing the Shade (If Necessary)

- Lower the shade approximately 100mm.
- While holding the headrail, push back on the bottom tab of the installation bracket to release the bottom edge of the headrail.
- After releasing the bottom edge, roll the back of the headrail down and out from the bracket.



Cleaning Procedures

WHISPER® Cellular Shades are made of anti-static, dust-resistant fabric which repels dirt and dust. For most honeycomb fabrics, the following cleaning options are available.

Dusting

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

Vacuuming

CAUTION: Do not vacuum blockout fabrics.

- For deeper cleaning, vacuum gently with a brush attachment.

Compressed Air/Hair Dryer (Cool Setting)

- Use compressed air or a hair-dryer on a cool setting to blow dust and dirt off shades.

Spot-Cleaning

CAUTION: Do not spot-clean blockout fabrics or the fabric-covered valance.

- 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 gone. Do not rub the fabric.
- Allow the shade to dry in the completely lowered position.

Bathtub Cleaning/Water Immersion

CAUTION: Do not immerse fabric-covered valance, Daybreak, Dusk, Sunterra and all blockout fabrics in all fabric ranges.

- Immerse the shade in a basin or bathtub filled with warm water and a mild detergent. Never immerse the headrail into the solution.
- Rinse with clean water.
- Before removing from the rinse water, fully raise the shade and tilt it to allow excess water to drain off.
- Dry the shade completely in the lowered position.

Ultrasonic Cleaning

CAUTION: Do not ultrasonically clean fabric-covered valances. Do not ultrasonically clean Batiste, Sunterra, Vintage and all blockout fabrics.

- Some honeycomb fabrics can be ultrasonically cleaned by a professional.
- Specify that a mild detergent solution be used.
- Never immerse the headrail into the solution.
- Dry the shade completely in the lowered position.

Protecting Your Children

Please be aware that blind cords or chains pose a strangulation hazard for children. To reduce the risk of strangulation this internal window covering must be installed in such a way that a loose cord cannot form a loop 220 mm or longer at a height of less than 1600mm above floor level.

Your blind is provided with a cord guide. It is essential that the following installation instructions are adhered to:

- The cord guide may be installed lower than 1600mm above floor level if the cord is sufficiently secured or tensioned to prevent a loop of 220mm or longer being formed;
- If a cord guide is installed lower than 1600mm above floor level it must be fitted to prevent a child from being able to remove the cords.

Cord Tensioner Device & Hardware

This pack includes the following child safety devices:

- Universal Cord Tensioner - 4152336XXX
- Cord Tensioner Hardware - 4150459000

These safety devices are suitable for installation onto the following surfaces:

- Timber
- Aluminium
- Gyproc (Spring Toggle)
- Brick (Wall Plug)

NOTE: The Spring Toggle and Wall Plug are not included in this pack.

For the shading to operate properly and your window covering to be child safe, the cord tensioner must be correctly mounted and secured.

Child Safety Installation Instructions

- Be aware that it is possible for children to strangle in window covering cords. To reduce the possibility of such an accident, all cords and chains must be kept out of reach of children, including infants. Cord cleats and cord tensioners are an effective way to implement this essential precaution.
- Please refer to “Installing the Universal Cord Tensioner” on page 10.

Notes

Notes