



Packing a Shade for Return

Troubleshooting Guide

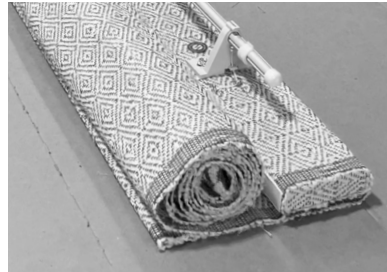
SHADE PACKING INSTRUCTIONS:

(If shade is motorized, see pg 2)



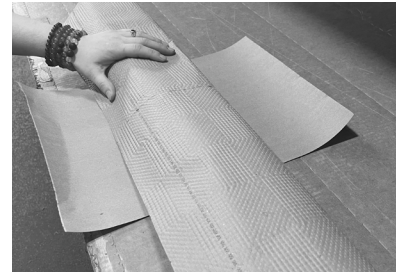
Step 1 Completely lower shade and carefully roll it up from the bottom.

Note: Rollershades should be in their full upright position, completely rolled around tube.

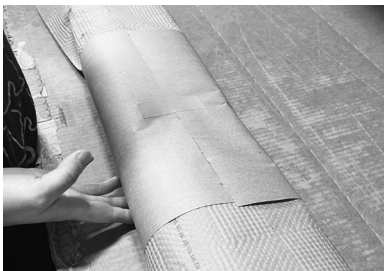


Step 2 If there is a valance, fold it backwards and wrap it around shade. It shouldn't touch the clutch or motor.

Step 3 Wrap cord around itself and gently bind with a twist tie, rubber band or similar device.



Step 4 Place cushion wrap and brown paper underneath shade, then wrap cushion wrap over clutch mechanism along the top of the shade to protect shade and valance.



Step 5 Use brown paper to create a belly band around shade.

Step 6 Wrap shade in paper.



Step 7 Use extra cardboard to create braces on two sides of the shade, tape and put into box.



Step 8 Fill any extra space with packing material and close box.

DO NOT:

- Wrap cords around shade
- Package multiple shades in the same box without adequate padding



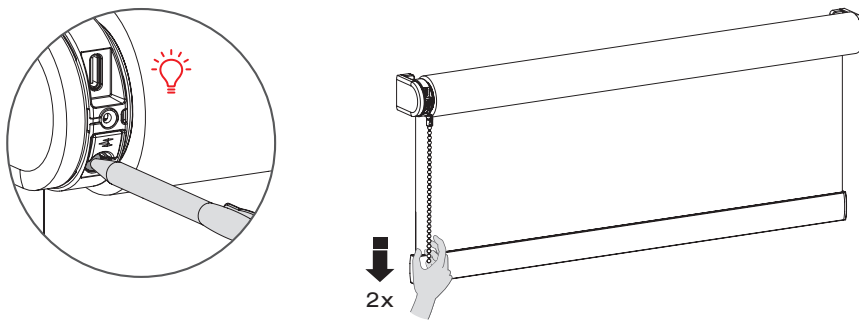
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WARNING: Motorized shades need to be put into sleep mode before packing for return.

NEWTON MOTORS:

1. Simultaneously press and hold the programming button while giving two quick complete tugs on the tassel.
2. A red LED will illuminate to show the motor is now asleep.



SOMFY RTS MOTORS:

1. Lower the shade then put the motor into programming mode by pressing and holding the button on the motor head or by pushing the programming button on the back of the remote. The motor will jog.
2. While the motor is in programming mode, press UP, My and Down simultaneously until the motor jogs once.
3. The motor is now off.

