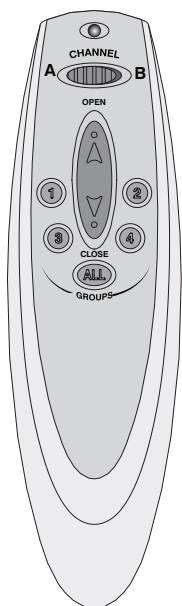


WHISPER® Cellular SmartMotion Shades



Installation • Operation • Care

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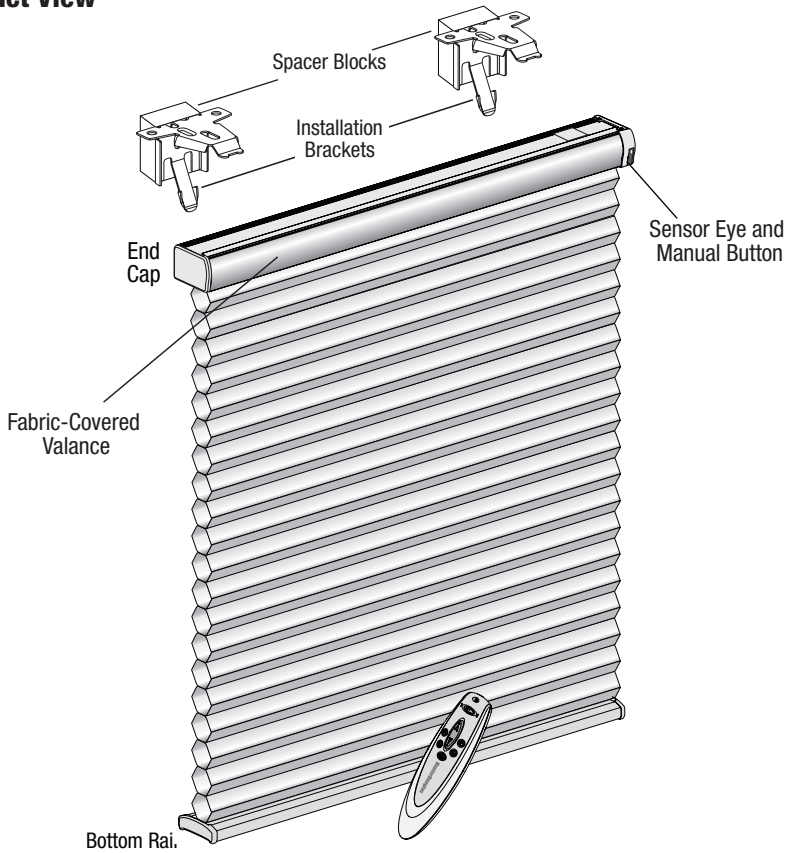
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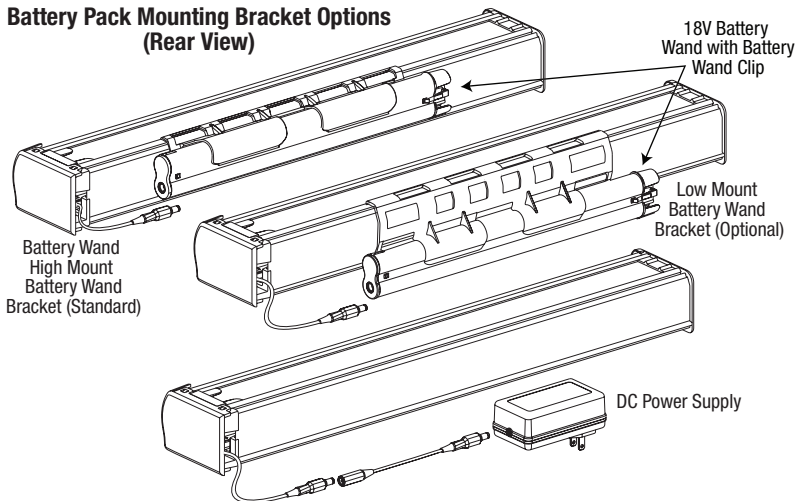
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Product View



Battery Pack Mounting Bracket Options
(Rear View)



GETTING STARTED

Thank you for purchasing WHISPER® Cellular SmartMotion 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 Anchor (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 Common
Headrail End Mounts
(Provided)



Speed Nut
and Screw
(Provided with Each
Extension Bracket)

Installation Overview

To install your shade, you will need to perform the following three easy steps:

STEP 1: Install the Brackets

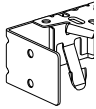
STEP 2: Install the Shade

STEP 3: Connect the Power Source

STEP 1 — Install the Brackets

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

Installation Bracket

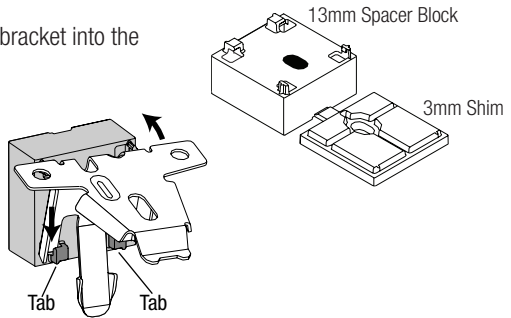


| Shade Width (mm) | Brackets Required |
|------------------|-------------------|
| 310 – 915 | 2 |
| 916 – 1830 | 3 |
| 1831 – 2445 | 4 |
| 2446 – 3660 | 5 |
| 3661 – 4400 | 6 |

IMPORTANT: A 13mm spacer block is required for shades using the battery wand clip. The spacer block needs to be attached to the back of the installation bracket.

- Should the spacer block become detached, reattach it.

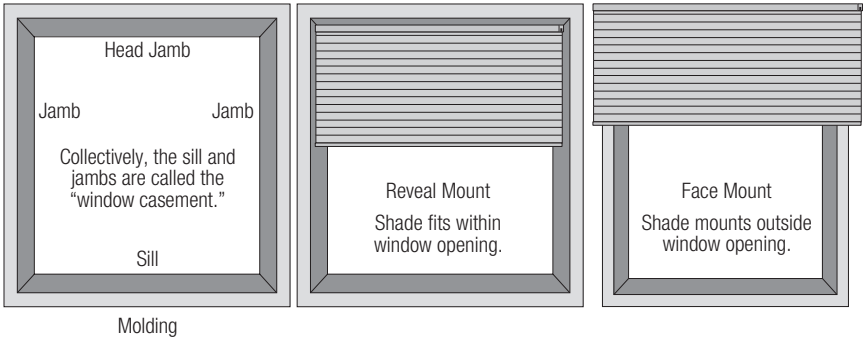
- Insert the legs of the installation bracket into the tabs on the spacer block.
- Rotate the installation bracket back, as shown.



INSTALLATION

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.



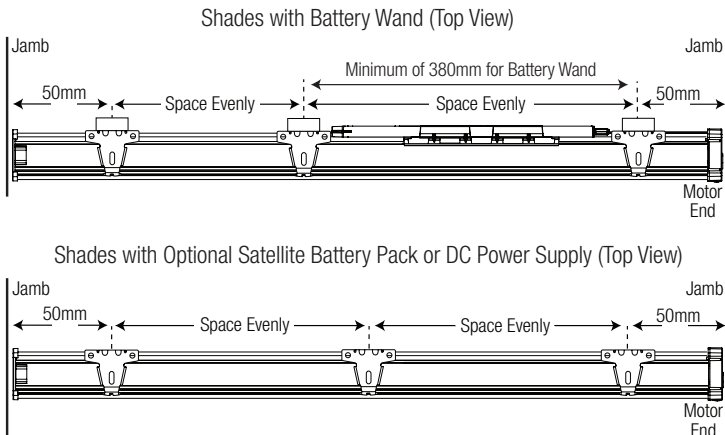
■ Refer to the appropriate page below based on your order:

- **Reveal Mount — Below**
- **Face Mount — Page 7**
- **End Mount — Page 9**

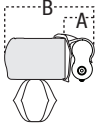
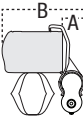
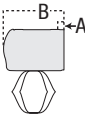
Mount the Installation Brackets — Reveal Mount

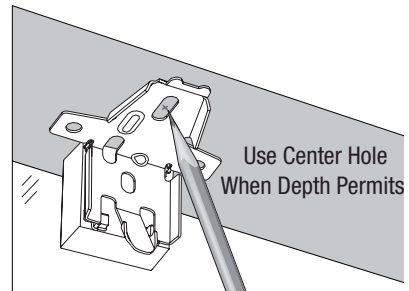
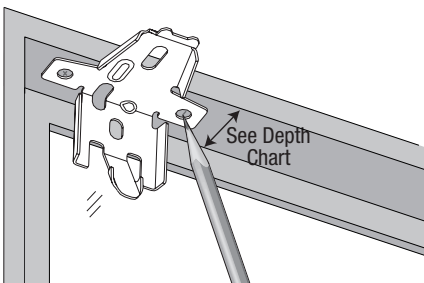
■ Mark 50mm in from each jamb for bracket location.

- If more than two installation brackets came with your order, space additional bracket(s) evenly between the two end brackets. *Allow a minimum of 380mm between the brackets at the motor end for the battery wand.* Mount into wood whenever possible.



- Center the brackets on your marks, then mark each of the screw holes.
 - Mounting depths vary depending on the fabric cell size. See the following chart for minimum and fully recessed (from the front of the sill to the back of the installation bracket) depth requirements.
 - For window casement using the minimum depth of 10mm, mark both winged screw holes.
 - For all other mounting options, mark the center screw hole.

| Mounting Depth Requirements | | | |
|---|--|---|---|
| Cell Size |  High Mount Bracket (Standard) 10mm and 20mm |  Low Mount Bracket (Optional) 10mm and 20mm |  DC Power Supply (Optional) 10mm and 20mm |
| | Minimum mounting depth: Reveal Mount (A) | 25mm | 25mm |
| Minimum mounting depth: End Mount | 45mm | 45mm | 30mm |
| Minimum mounting depth: Flush Mount (B) | 70mm | 65mm | 60mm |
| Minimum flat vertical surface: Face Mount | 30mm | 30mm | 30mm |



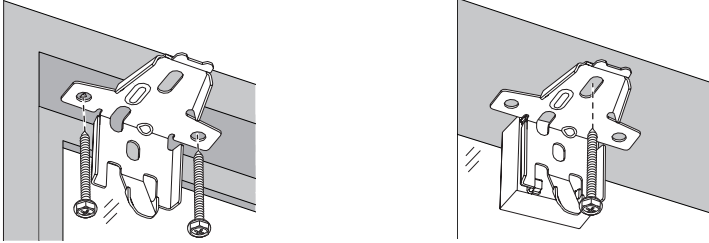
INSTALLATION

- 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.

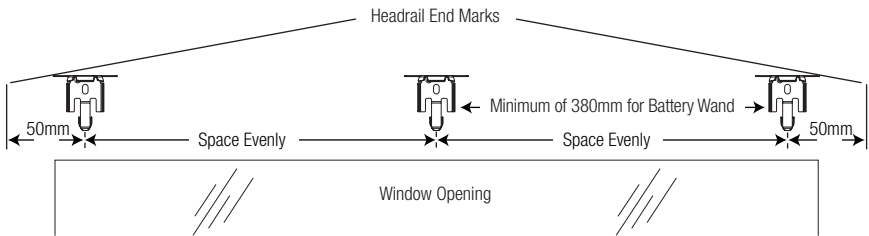
IMPORTANT: The front edges of the installation brackets must be level and aligned. If mounting to a heavily textured surface, shim the brackets, if needed.



Proceed to “STEP 2 — Install the Shade” on page 10.

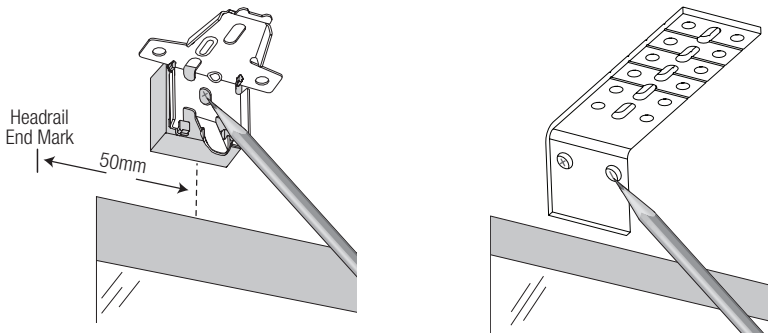
Mount the Installation Brackets — Face Mount

- Center the headrail over the window opening at the desired height. Use a pencil to lightly mark the wall at each end of the headrail.
 - 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 them evenly between the two end brackets and mark their location. Mount into wood whenever possible.



- Center the brackets on your marks, then mark each of the screw holes.
 - A minimum of 30mm flat vertical surface is required to mount the brackets.
 - The top of the installation brackets or extension brackets should be at the desired shade 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.*



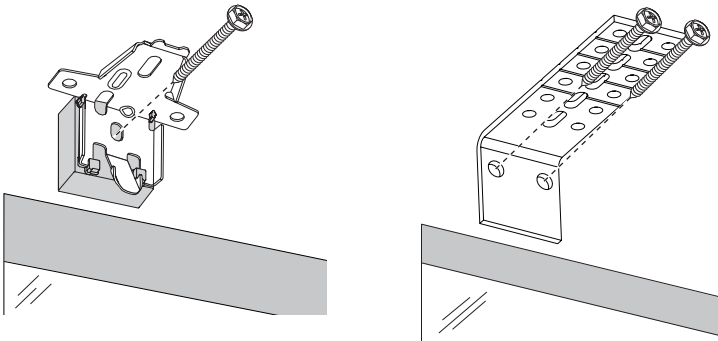
INSTALLATION

- 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.

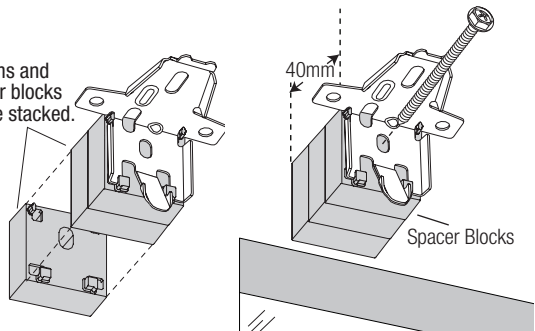


- If using additional spacer blocks, attach the spacer block/installation bracket assembly to a flat vertical mounting surface with a #6 mounting screw long enough for a secure installation.

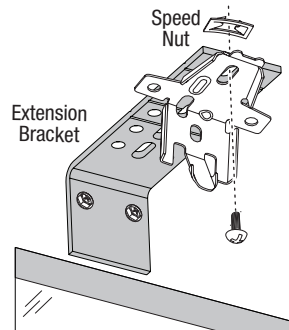
- If using more than one spacer block, snap the additional spacer block(s) to the pre-installed spacer block.

- A maximum of 40mm of spacer blocks per installation bracket is recommended.

Shims and spacer blocks may be stacked.



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



Proceed to “STEP 2 — Install the Shade” on page 10.

Mount the Installation Brackets — End Mount

End mount the headrail when conventional mounting techniques will not work — for example, in an arched window opening. Brackets are the combination of standard installation brackets + extension brackets.

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

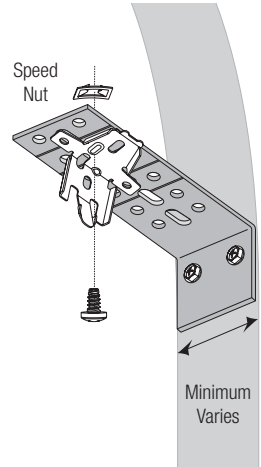
CAUTION: Both brackets *must* be installed at the same depth and height.

- Mark both screw holes for each end mount bracket.
 - The mounting surface must be vertical and flat, not part of an arched curve.
 - Minimum mounting depths and minimum flush mount depths vary depending upon your shade(s) cell sizes and mounting options. To determine specific mounting depths, refer to the chart on page 5.

NOTE: The measurement for a fully recessed end mount is from the front of the window casement to the back of the mounting bracket.

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

CAUTION: Drywall mounting is not recommended.



Proceed to “STEP 2 — Install the Shade” on page 10.

INSTALLATION

STEP 2 — Install the Shade

If You Have a Battery Wand Clip

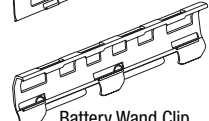
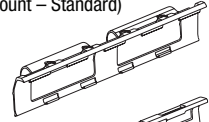
(For DC power supply or satellite battery pack installations, skip this step.)

- Attach the battery wand clip to the headrail.

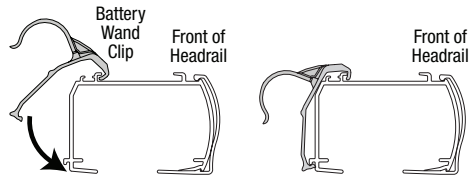
IMPORTANT: Position the clip so that the battery wand will be between installation brackets.

- Hook the battery wand clip onto the back channel of the headrail.
- Rotate the clip down until it snaps into place.

Battery Wand Clip
(High Mount – Standard)



Battery Wand Clip
(Low Mount – Optional)

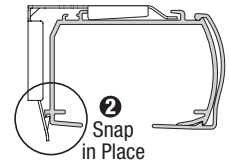
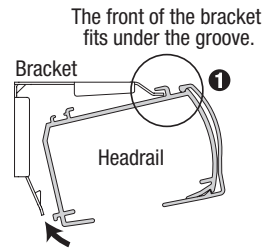


CAUTION: Be sure the power cable or satellite eye cable does not become pinched by the brackets or headrail during installation; damage or overheating of components could result.

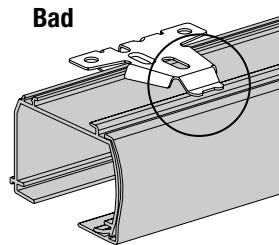
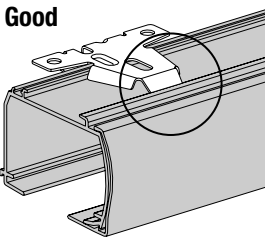
CAUTION: Do *not* connect the battery wand to the power cable prior to installing the shade.

Mount the Headrail

- Hold the shade so that the front of the headrail 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, remove the shade and reinstall. See “Removing the Shade (if Necessary)” on page 19.



The back of the headrail snaps into the bracket.



INSTALLATION

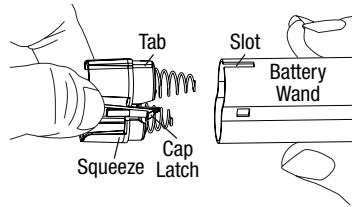
STEP 3 — Connect the Power Source

- Refer to the appropriate page based on your order.
 - For a battery wand or satellite battery pack, see “If You Have a Battery Wand” below.
 - For an optional DC power supply, see “If You Have a DC Power Supply...” on page 14.
 - For an optional DC power supply with daisy-chain connections, see “If You Have a DC Power Supply with Daisy-Chain Connections...” on page 14.

If You Have a Battery Wand

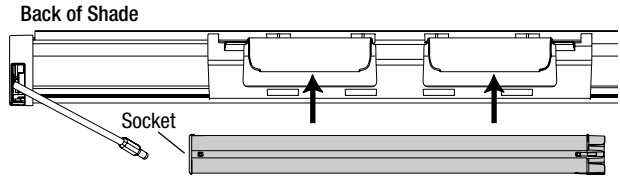
Install the Batteries into the Battery Wand

- Squeeze the cap latch to release the cap.
- Remove the cap from the battery wand.
- Install the batteries according to the instructions on the battery wand label.
 - Hunter Douglas recommends AA alkaline batteries for use with our battery-powered shades. These will provide approximately one year of operation. Lithium and rechargeable batteries are not recommended.
- Replace the cap.
 - Align the tab with the end of the wand.
 - Press the cap on until it latches.



Mount the Battery Wand into the Battery Wand Clip

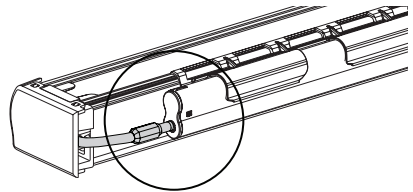
- Align the battery wand with its socket toward the motor side end cap.
- Push the battery wand straight up into the battery wand clip until it snaps into place. Check to make sure the battery wand is secure.



CAUTION: Be sure the cable does not become pinched by the battery wand clip during installation. Damage or overheating of components could result.

Plug the Power Cable into the Battery Wand

- On the back of the headrail, connect the power cable (coming from the shade) into the socket on the battery wand.



INSTALLATION

If You Have a DC Power Supply...

Connect the Power Supply

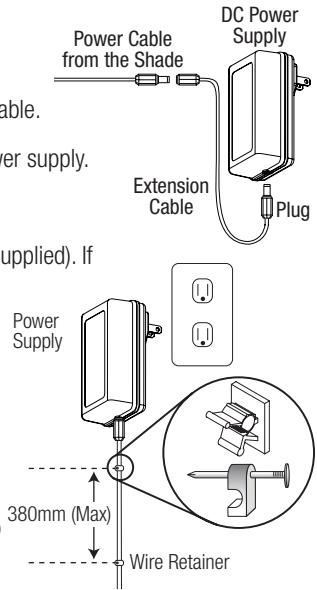
- Plug the power cable from the shade into the extension cable.
- Plug the other end of the extension cable into the DC power supply.
- Plug the DC power supply into a standard outlet.
- Secure the power supply cable using wire retainers (not supplied). If hiding the cable behind the shade, make sure it does not impede the operation of the shade.
- Space the wire retainers approximately 380mm apart along the power supply cable, as shown.



WARNING: Keep cables and small parts out of the reach of children. They can wrap cables around their necks and **STRANGLE**. They can also put small parts in their mouths and **CHOK**E.



WARNING: Electric shock and/or a fire hazard may occur, if not properly installed.

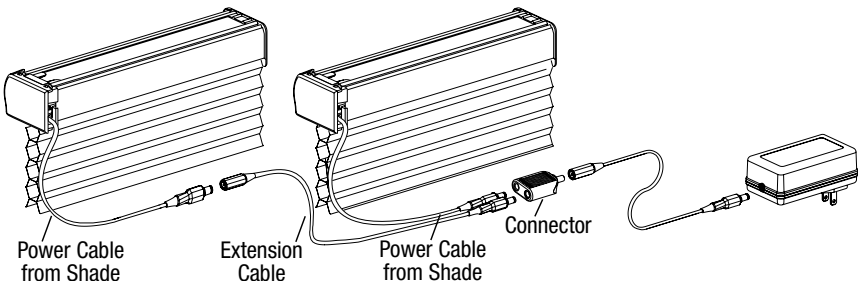


Proceed to “Operate the Shade” on page 15.

If You Have a DC Power Supply with Daisy-Chain Connections

The daisy-chain feature allows up to three PowerRise shades to be powered by a single DC power supply. However, each shade has its own receiver eye and can operate independently. The daisy-chain feature is only available with the DC power supply option.

- Route the power cables from each shade through the connector, using an extension cable, if necessary.
- Plug an extension cable into the connector and the DC power supply. Two extension cables and two connectors are used for three shades.



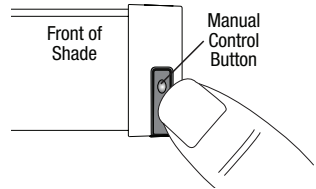
Operate the Shade

Test the Shade Using the Manual Control Button

Testing the shade with the manual control button will allow you to ensure that the motor and power source are working correctly.

CAUTION: When raising the shade for the first time, observe how the fabric stacks. It should stack evenly. If the bottom rail is not level, the shade starts to rub against either window jamb, or the shade height is incorrect, immediately stop the shade. See “Level the Bottom Rail (If Necessary)” on page 16.

- Press the manual control button on the bottom of the end cap to test operation.
 - Press the button to alternately lower, stop, and raise the shade.
- If the shade does not operate, see “Resetting the Shade” on page 16 or refer to “Troubleshooting” on page 17.



Further Operation and Programming Information

SmartMotion Remote Operation

For information regarding operation and programming of the Platinum™ Technology remote control, refer to your *Platinum Technology Remote Control Guide*.

SmartMotion Wireless Wall Switch Operation

For information regarding operation and programming of the Platinum Technology wireless wall switch, refer to your *Platinum Technology Wireless Wall Switch Guide*.

OPERATION

Resetting the Shade

If you need to reset the limits:

Basic Reset

- Press and hold the manual control button for 6+ seconds. The shade moves slightly up and down *once* to indicate that it has been reset. Release the button.
- Press and release the manual control button to close the shade completely. This sets the lower motor limit.
- Press and release the manual control button again to open the shade completely. This sets the upper motor limit.

Factory Reset

To clear all stops, erase all radio frequency (RF) programming, and reset the shade to factory default:

- Press and hold the manual control button for 12+ seconds. The shade moves slightly up and down *twice* to indicate that it has been reset. Release the button.
- Press and release the manual control button to close the shade completely. This sets the lower motor limit.
- Press and release the manual control button again to open the shade completely. This sets the upper motor limit.

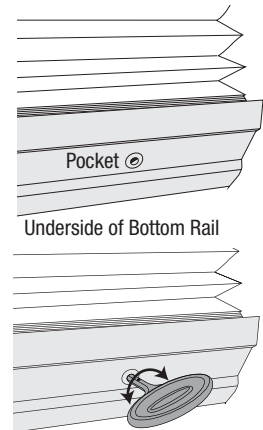
NOTE: Both upper and lower motor limits have been reset. However, any intermediate stop position is cleared and all RF programming has been erased and will need to be set up again.

Level the Bottom Rail (If Necessary)

- Lift the bottom rail to locate the pockets on the underside of the rail.
- Gently pull down on the bottom rail to fully insert the 3mm Allen wrench key into the pocket. The key is fully inserted when the ring on the key abuts to the pocket.
 - Lift up the bottom rail slightly before turning the Allen wrench key.
 - Turn the key 3mm clockwise to raise that side of the bottom rail
 - Turn the key 3mm counter-clockwise to lower it
 - One quarter turn of the key equals approximately 6mm.

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

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



Troubleshooting

If your shade is not operating correctly:

- First review the guide that came with your remote control or wireless wall switch.
- Next refer to the following troubleshooting procedures below for the specific solutions for your shade.

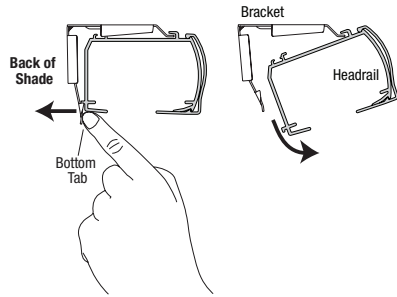
| | |
|-----------------|---|
| Problem | The shade will not fit into the installation brackets. |
| Solution | <p>Check that the installation brackets are level and aligned. Adjust and/or shim to level, if necessary.</p> <p>Be sure the heads of the mounting screws are flush against the installation bracket.</p> <p>Make sure that the shade fabric is not caught between the installation bracket and the headrail.</p> <p>Check that the headrail is completely inserted into the installation brackets. See “STEP 2 — Install the Shade” on page 10.</p> |
| Problem | The shade is not responding to the remote or the wireless wall switch. |
| Solution | <p>Battery power may be low in the battery wand or satellite battery pack. Replace the batteries.</p> <p>Check that the battery wand, satellite battery pack, or DC power supply is securely connected to the power cable and the cables are not pinched or caught in the headrail or installation brackets.</p> <p>Reset the shade. See “Resetting a Window Covering to its Factory Defaults” in the <i>Remote Control Guide</i> or the <i>Wireless Wall Switch Guide</i> for further information or see “Resetting the Shade” on page 16.</p> <p>See the <i>Remote Control Guide</i> or the <i>Wireless Wall Switch Guide</i> for operation or programming troubleshooting solutions.</p> |
| Problem | The shade is operating slowly or does not raise or lower completely. |

OPERATION

| | |
|-----------------|--|
| Solution | <p>The batteries may be low in the wand. Replace the batteries.</p> <p>Check that the battery wand, satellite battery pack, or DC power supply is securely connected to the power cable and the cables are not pinched or caught in the headrail or installation brackets.</p> <p>Check that the fabric stacks up evenly into the headrail. If not, see “Level the Bottom Rail (If Necessary)” on page 16.</p> <p>Reset the stop positions. See “Resetting a Window Covering to its Factory Defaults” in the <i>Remote Control Guide</i> or the <i>Wireless Wall Switch Guide</i> for further information.</p> |
| Problem | <p>The shade raises or lowers unevenly or the bottom rail is uneven when fully raised.</p> |
| Solution | <p>Lower the shade completely to allow it to “self-correct” skewing.</p> <p>Check that the headrail and installation brackets are level and aligned. Shim the installation brackets to level the headrail, if necessary.</p> <p>Adjust the bottom rail. See “Level the Bottom Rail (If Necessary)” on page 16.</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 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

- 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, 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.

CARE

Bathtub Cleaning/Water Immersion

- **Caution:** Do not immerse fabric-covered valance, Daybreak, Dusk, Sunterra and all blackout 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 Sunterra and all blackout 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.

