



TROUBLE SHOOTING

PLEATED/CELLULAR SHADES

Problem

Hear a popping sound in EZ-lift headrail

Bottomrail not even or Topdown/ Bottomup rails not even

Skylight fabric falling out of side channels

EZ-lift bottomrail uneven
NOTE: This may happen more on narrow or extra wide shades

Pleats are coming out of the shade

Check

The headrail may be pinching the brackets inside

Are cords even?

Tension

Solution

Inside the headrail there are neutral colored brackets. Slide these brackets down the pinion, closer to each end of the shade.

Raise the shade completely until the rail is even, then bring cord straight down. If the cord is not even, adjust the cords in the stop ball.

Adjust the tension on the spring inside the bottomrail with the allen-key included.

Pull the higher side of the shade down to even the rail out. The bottomrail is self adjusting and will "correct" itself if you pull the shade to the open position.

When shade is left down for an extended period of time, pleats can lose their memory. On a regular basis, raise the shade up completely to allow fabric to regain memory.

Still have questions? Call our hotline at 1-800-726-3380

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