

Problem

Shade will not go up all the way

Slat hem sticks

Shade goes up crooked

Clutch chain connector is stopping chain from rotating

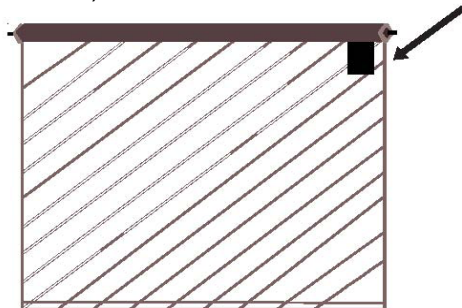
Check

Tension on roller

Make sure you are pulling the shade from the center of the hem. If you pull the shade from one side, it will cause the fabric to roll up crooked.

Are the brackets level? Brackets must be level for the shade to operate properly.

Which side is the fabric coning on?
(Side the fabric is rolling toward the bracket)

**Solution**

Pull shade half way down and remove from brackets. Roll up by hand and replace the shade in the brackets. Continue this process until you have the proper tension.

Lay shade on a hard, flat surface. Massage in a downward motion to relax seam. Some fabrics will never lay completely flat.

Pull shade from center of hem.

Use a level on top of the shade to test, and adjust brackets accordingly. Or try the tape fix below.

If your shade is not hanging straight, the tape included is designed to level your shade. When the shade is in the up position please note the side that the fabric is moving towards the wall. Slowly lower the shade until a small portion of the roller is exposed. Place a piece of the levelling tape on the opposite side of the roller.

Repeat process by adding tape until the shade straightens.

Pull the shade to the "open" (up) position and remove the shade from the brackets. Roll the fabric up by hand and replace the shade into the brackets.

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