



TROUBLE SHOOTING

WOVEN WOOD SHADES

* Never try to remove or replace a damaged reed.

Problem

Check

Solution

Bottom of shade is uneven

Pull down on either side of the shade to stretch the yarn and even up the shade.

Shade does not lie flat against the wall or window

Roll the shade up from the bottom and twist the roll ends in opposite directions to align the yarn and reeds.

Strand of yarn has slipped off the edge of the shade

You can remove that strand of yarn from the overall length of the shade without compromising the integrity of the shade.

Roman fold shade does not fold up correctly

Check the position of rings/wires on the back of the shade. They should be placed horizontally on the same slat or reed.

Reposition the ring/wire to the same reed or slat on both sides of the shade.

Some slats have shifted left or right

With your hands, slightly tap the shifted slats until the edges form a straight line.

* Woven Woods are created using a variety of natural materials such as bamboo, wood, jute, and reeds. Imperfections in these fibers are considered part of the natural beauty of the product and not a defect. Since these are natural materials there will be variations and imperfections of these fibers (such as color, stitching, weave, slubs, etc.) within the shade. These materials will react to humidity and temperature changes and may shrink, stretch, or twist over time.

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

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