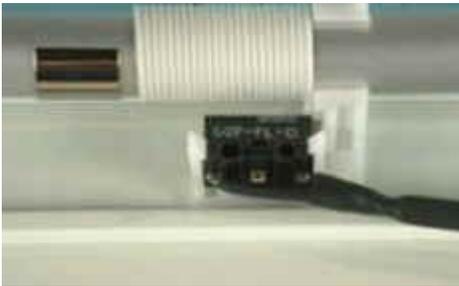




Take It To The Limit

A Common Installation Issue With Duette® PowerRise™ Shades Can Be Prevented or Easily Fixed

The limit stop function of Duette Shades with PowerRise protect the shade from damage and tell it when to stop. Even a minor field adjustment can cause the shade to stop operating properly. Here's how to deal with it if it does happen and how to keep it from happening in the first place.



One of the most frequent calls we get from installers about Duette® honeycomb shades with PowerRise™ that aren't working usually goes something like this,

"I installed a PowerRise shade. It worked fine up and down a couple of times. The shade was a little too long, though, so I shortened it a little, using the ferrules at the bottom. After that, the shade went up once, but only lowered a couple of feet and then stopped. It won't go in either direction now. Is the shade defective? Should I send it back?"

The good news is that the shade is *not* defective and does not need to be returned. Even better, with a few simple steps you'll have it working properly in no time. It's the height adjustment that caused the shade to stop working. The key to the adjustment is to make sure all cords that have limit stops are completely taut. Problems like this are most likely to occur on shades over 26" in width because there is just one cord with a limit stop. It is always the middle cord of the shade at these widths. Shades under 26" in width have two limit stops, one on each cord. Since there are only two cords both remain taut at all times, but with wider shades, a slight adjustment can prevent the shade from operating.

What Does The Limit Stop Do?

The limit switch may be seen in the headrail. The view at right is from above. The cord holds against the spring plate on the switch. When the cord goes slack the spring plate automatically opens and the limit switch cuts off power to the motor.

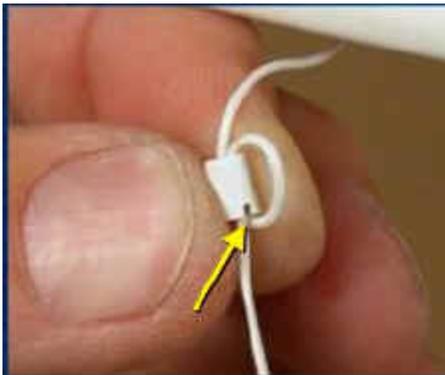
This happens when the shade is fully lowered, when it hits the sill or when it hits an obstruction of any sort on the way down. Without the limit switch, if the shade were to hit an obstruction of any sort, the motor would continue to run even though the shade can go no further, which could result in irreparable damage. The limit switch is a great way to protect the shades from damage.

Aside from the protection, the limit switch is a way to "tell" the shade it has reached the bottom of the window, the limit switch prevents damage to the shade that could occur if the motor continued to run after the shade encountered an obstruction.

Best Method Is Prevention

The problem as described above can be prevented from happening by making sure that when any adjustments are made with the ferules that the center cord is the absolute bottom of the shade. This means that if any adjustment is made to either or both of the outer cords, the center cord will also need to be adjusted. If the center cord is not completely taut after a height adjustment is made, the shade will go up, but will only come down part of the way —often not far at all.

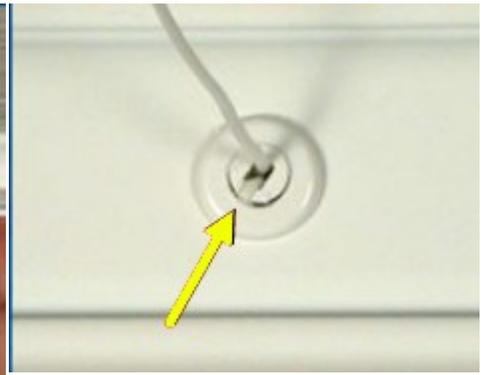
In addition, when the adjustment is made, be sure that the cord rests in the slot at the bottom of the ferule. If it doesn't, it will not be fully set and could slip. This could cause the shade to stop functioning properly after a few days, a week or even a month after you've left, depending on how often the shade is used. Then, be sure to fully press the ferule into the pocket and check it again to be sure the cord is locked into the slot.



Be sure cord is in slot



Press ferule fully into the pocket



Check again to be sure cord is locked in slot

Repairing A Shade That Won't Lower

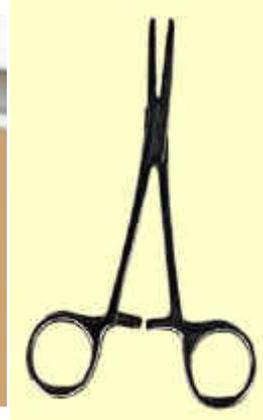
When a shade has gone up but won't lower all the way to the bottom, it's a simple matter of making an adjustment on the center cord. But the adjustment should NOT be made until the shade is fully lowered. It's an easy little trick to get the shade lowered. Pull the remaining cord tail on the center cord to release the ferule. If the cord has already been trimmed use a hemostat, light needle-nose pliers or some other clamping device to get a hold of the cord. Once you have released the ferule, put a little slack on the cord and then pull it taut. If you listen carefully you will hear a little click that tells you the switch is engaged. With one hand, keep a steady, gentle tension on the cord to keep the switch engaged. With your other hand, press and release the down button on the PowerRise remote control transmitter. Don't hold the button down or the shade will stop short. As you keep that gentle tension applied the shade will lower to it's lowest position and then stop. At that point, it's just a matter of shortening the cord on the ferule to be fully taut at the shades lowest position. Be sure to lock the cord into the slot of the ferule and press it fully in place so you can rest assured that the shade is completely and permanently adjusted.



Pull Ferule on CENTER cord from the pocket



Keep steady gentle tension applied



Hemostats can help capture trimmed cords
