



## Duette® Ultraglides™— A Smooth Operator!

This smooth operating retractable cord system is a favorite with many. Occasionally, though, a repair may be needed. Here's how to take care of any Duette UltraGlide problem in just minutes.

*Duette®  
with  
ultra  
glide™*

### **Head 'Em Off At The POS!** (Point of Sale)

The first thing to keep in mind is that when an UltraGlide pull cord assembly fails, it can usually be attributed to the way the shade has been operated. Be sure when you sell UltraGlide to spend a little time training your customer how to operate the product. Duette honeycomb shades made with UltraGlide should be lifted in repeated short strokes. Trying to lift a large shade with one or two pulls results in pulling the tape that retracts to its end and actually stressing out the internal parts of the pull cord assembly. This cord is only a little more than thirty inches long fully extended. A few minutes in training at the point of sale will save you and your customers the inconvenience of a repair call.

### **Replacing An UltraGlide Motor**

If it is necessary to replace the pull cord assembly for an UltraGlide shade, the entire process can be done in minutes, once you have obtained the replacement parts from Designer Blinds. There are two sizes of motors used in Duette UltraGlide and they are specific to either left or right side. The best way to ensure you will receive the proper components is to have your original order information at hand when requesting replacement parts. Here are the steps to follow:

#### ***Tools You will need:***

- Small flat blade screwdriver
- a rubber or plastic mallet
- needle nose pliers



## 1. Tap The Cap

After The shade has been removed from the window, remove the end cap from the control side of the UltraGlide headrail. Loosen the end cap by tapping a small flat blade screwdriver as pictured here. Be careful not to damage the end cap; you will need it when you reassemble the shade.

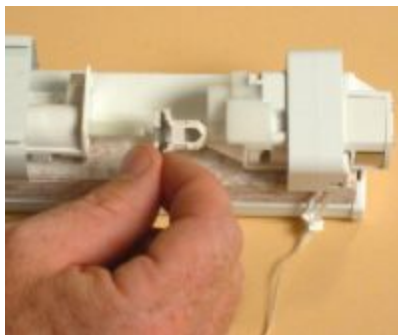
## 2. Slide The Glide

Hold the cord against the bottom rail and slide the pull cord assembly from the headrail. The Pull cord assembly, the fabric and the bottom rail will all slide together. Slide them just far enough to expose the end of the spool housing. Be careful not to pull it past the spool housing.



## 4. Snip The Clip!

Using needle nose pliers, bend the flanges on the shaft retainer clip. Break it and remove the pull cord assembly from the drive shaft. A replacement clip will be included with your replacement parts. Once the clip is broken, remove the pull cord assembly and discard it.



### 5. Get It Together

Attach the new connector and insert the retainer clip into the slot as shown.



### 6. Get A Grip

Slide the new pull cord assembly back on to the drive shaft. Use needle nose pliers to grip the drive shaft while firmly pushing the pull cord assembly onto the shaft.

### 7. Get Rail

Slide the headrail back into position over the pull cord assembly. Be careful not to snag, nick or cut the fabric or the tape hanging down from the pull cord assembly.



### 8. The End

Tap the end cap back into place. Hold the fabric open slightly to avoid crushing the cells.

At this point all that is left is to reattach the pull cord, hang the shade back into the window and test the operation. It is important to discuss operating technique with the customer and demonstrate the proper way to operate an UltraGlide

shade.

**AS LONG AS YOU'RE ALREADY THERE...**

...find out if your customer has some additional windows that need to be covered. Don't overlook the opportunity. It's surprising how many times a minor repair can lead to additional sales. Since you were able to fix this problem in just a few minutes, you'll look even more like an expert than you did before!