

Care and Cleaning

PRODUCT MAINTENANCE

The charts on pages 6 to 8 list care and maintenance recommendations for most Hunter Douglas window fashions. For additional information, consult Customer Support.

Most Hunter Douglas soft window treatments do not require frequent cleaning. A light dusting or gentle vacuuming on a regular basis will keep them looking new for years.

DESIGNED FOR EASY CARE

- All Hunter Douglas products are made for a lifetime of wear-resistant, trouble-free performance.
- Many shade fabrics are specially treated to repel dust and dirt.
- Questions? Contact Hunter Douglas Customer Support at 1-800-265-8000.
- Detailed cleaning instructions are included with all Hunter Douglas window fashions.

RECOMMENDED CLEANING METHODS

Dusting

Regular light dusting maintains a like-new appearance for most blinds, shades, shadings, sheers, shutters and window panels.



Dusting

Vacuuming

For deeper cleaning, vacuum gently with a brush attachment of any vacuum cleaner.

Most products may be vacuumed using a vertical stroke; however, *do not* use a brush attachment with Luminette® Privacy Sheers or Vignette® Modern Roman Shades Leela™ fabric.



Vacuuming

Compressed air or hair dryer (non-heat setting)

Use to blow dust off selected window coverings.

Spot-cleaning

Spot-clean shades with a soft cloth or sponge moistened with lukewarm water. Add mild detergent if needed. Blot gently to avoid creasing or damaging the fabric. Rubbing can damage fabrics.



Spot-Cleaning

Notes:

- Alustra® Pirouette® and Pirouette Window Shadings, Alustra Silhouette® and Silhouette Window Shadings, Sonnette® Cellular Roller Shades and certain honeycomb fabrics should not be spot-cleaned.
Important! Refer to the charts on pages 6 to 8 for products not recommended for spot-cleaning.
- Use cool, distilled water when spot-cleaning fabric-covered headrails on Nantucket™ Window Shadings, Alustra Silhouette and Silhouette Window Shadings, Alustra Vignette and Vignette Modern Roman Shades.
- Aluminum blinds. Use an over-the-counter blind cleaner with a soft cloth.
- Vinyl and aluminum vertical blinds. Reduce buildup of static electricity by applying a very thin film of detergent on all vanes.

Bathtub cleaning/water immersion

This method can be used for some honeycomb fabrics.

1. Immerse entire shade assembly in lukewarm water with mild detergent. Wash for five minutes by gently moving liquid around with your fingers.
Important! Do not immerse headrails on EasyRise™, LiteRise®, UltraGlide®, PowerView® Gen 3 Automation, PowerView® Gen 3 AC Automation, PowerView+™ Gen 3 Automation, SoftTouch® Motorization, Vertiglide™ or Custom Clutch systems.
2. Rinse with clean water.
3. Close shade before removing from rinse water.
4. Hold rails and tilt the shade to allow excess water to drain off.
5. Re-install damp shade into window opening.
6. Lower shade all the way to allow it to dry completely.

Important! Refer to the charts on pages 6 to 8 for products not recommended for bathtub cleaning.

Ultrasonic cleaning

Professional ultrasonic cleaning is recommended for several products (see charts on pages 6 to 8).

Important! Refer to the charts on pages 6 to 8 for products not recommended for ultrasonic cleaning.

Injection/extraction cleaning system

This type of cleaning injects a cleaning solution into the fabric and immediately extracts the dirty solution. It is a very effective way to deep clean your window treatments. The service is typically performed in the home so there is no need to remove the window treatments. Products that can use this method include most soft, fabric-based Hunter Douglas products (see charts on pages 6 to 8).

Important! Refer to the charts on pages 6 to 8 for products not recommended for Injection/extraction cleaning.

Important! Do not use this method to clean fabric-covered headrails, fabric-covered middle rails, fabric-covered bottom rails, fabric-covered valances or fabric-covered returns.

To locate businesses that utilize this method, check the yellow pages or call Hunter Douglas at 1-888-501-8364 for referrals. Hunter Douglas acknowledges these cleaning methods as being safe and effective. However, we cannot attest to the quality of equipment or services provided by any independent cleaning facility.

Steaming

Steaming can be done to remove wrinkles from some fabrics. A hand-held travel-size steamer that provides continuous steam is best. Do not hold steamer head in direct contact with the fabric. A distance of 6" to 8" from the fabric folds is recommended. Heavy-duty steamers are not recommended. Contact Hunter Douglas Customer Support for product specifics.

Note: Additional information on steaming and dressing Vignette Modern Roman Shades and Alustra Vignette Shades can be found in the Vignette product section on page VI-45.

Important! Refer to the charts on pages 6 to 8 for products not recommended for steaming.

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HELPFUL HINTS FOR YOUR CUSTOMER

To ensure that your customer has a "thoroughly satisfying experience" when purchasing Hunter Douglas window fashions, the following "helpful hints" have been outlined by product category for your use. Pass these along to your customers when appropriate.

Alternative Wood or Vinyl Products

- To reduce static cling and help repel dust, wipe the product with dryer sheets.
- Do not use abrasive cleaners or chemical solvents, as they will scratch or damage the surface.
- Clean Palm Beach™ Polysatin™ Shutters with mild soap and water. Do not use ammonia-based products.

Wood Products

- Clean using a dry, soft feather duster, clean cloth, dust cloth or dusting mitt. A vacuum with a soft brush attachment can also be used.
- Ultrasonic cleaning or use of chemical solvents and scrubbing cleansers are not recommended. They will damage the product.
- Protect all fine wood products from exposure to steam, high moisture areas, rain or sprinkler systems to ensure their long life.
- When cleaning any window, spray glass cleaner on a cloth rather than spraying directly on the window. This will prevent damage to the wood finish by splattering the cleaner.
- Stained blinds, like wood furniture, should be treated periodically with lemon oil or other wood preservative to protect their finish and enhance their luster.

Cloth Tapes

- Spot-cleaning with fabric cleaning wipes found at your grocery store is recommended for all tapes. These will typically not leave a stain or discolor the tapes. We suggest a cleaning test on the underneath side of the blind where the tape wraps around the bottom rail where any stain would be the least visible.

- 100% polyester tapes can be spot-cleaned with cool distilled water using a clean white cloth. Support the tape from behind using another clean cloth that is dry. Use a gentle blotting action to clean the spot or soiled area. Rinse by blotting with clean distilled water. Let air dry. A gentle detergent can also be used on the 100% polyester trims.
- If the tape is shiny or has a luster, DO NOT USE WATER. The tape is most likely rayon or acetate. The result will be a water stain. Wipes are the best for all fiber contents.

Fabric Shades, Shadings or Window Panels

- Do not use magnetic cleaners such as a dusting mitt on light-dimming fabrics. This will damage the light-dimming backing.
- When cleaning any window, spray glass cleaner on a cloth rather than spraying directly on the window. This will prevent damage to the fabrics by splattering the cleaner.
- While some fabric window covering products may seem perfect for an outdoor setting, all except for Designer Screen Patio Shades are recommended for indoor use only.

Privacy Sheers

When choosing an ultrasonic cleaning technician for Luminette® Privacy Sheers fabrics, be sure to ask:

- Have you ultrasonically cleaned Luminette sheers for other customers?
- Do you have the proper equipment and Luminette product knowledge? The ultrasonic cleaning process requires the sheers to be removed from the home and transported back to the cleaning facility. Sheers should be rolled on a tube during transport to minimize wrinkling and damage.
- Will the temperature of the bath water exceed 90° F? If the water temperature is higher than the recommendation, oxidation may occur in room-darkening vanes.
- Is your tank long enough to accommodate the length of the sheer? (Very important.) The tank used should be at least as long as the height of the sheer to allow for cleaning without folding and wrinkling the vanes.

Alustra® Collection Hardware Finishes

For Gold Radiance™, Silver Reflection™, Bronze Shimmer™ and Champagne Shine™ hardware finishes:

- Spot-clean with lukewarm water and gentle soap. DO NOT USE ALCOHOL, BABY WIPES OR ALKALINE CLEANSERS. These are harsh solvents that may stain or destroy the finish.

Design Studio™ Side Panels, Drapery and Roman Shades

After installing Design Studio™ Side Panels, Drapery and Roman Shades (and periodically thereafter), the products may need to be "dressed." This involves steaming or otherwise smoothing the fabric to achieve a pleasing and uniform appearance along the full length of the side panels, drapery or shade.

- When steaming, a hand-held steamer on a low setting is recommended.

Provenance® Woven Woods Shades

After installing a Provenance® Roman shade or Vertical Drapery, the shade may need to be "dressed." Guide the shade up or draw to one side to ensure folds billow correctly. Steaming may also be used to reduce any wrinkle formed during shipping.

- When steaming, a hand-held steamer on a low setting is recommended. Do not touch steamer to fabric. Steam the liner material from the back of the shade. Do not steam Woven Woods face fabric. This involves steaming or otherwise smoothing the fabric to achieve a pleasing and uniform appearance along the full length of the shade.

Notes

- Dry environmental conditions in different parts of the country at various times of the year may generate static on fabric home furnishings — including window coverings. Should this occur, lightly apply a static spray for home furnishings, being sure to follow the manufacturer's instructions. Allow the shade/shading to dry in the fully closed/lowered position. If necessary, reapply the static spray each time the shade/shading is professionally cleaned.
- Refer to individual product Installation, Operation and Care Guides for further details.