

Troubleshooting May 12, 2000 Duette PowerRise

This addresses the most common installation problem we hear with Duette or Pleated Shade PowerRise shades. Silhouette shadings with PowerRise operate a little bit differently, so this does not apply to them.

The Problem:

Duette or Pleated PowerRise Shades do not lower all the way.

Possible Solutions

FIRST THING TO CHECK is a simple solution: the safety stop. Is the bottom rail hitting anything at all? A window lock? A crank handle? The safety stop feature causes the blind to stop when it encounters any sort of object in its path. This is really a "safety" feature for the shade. If it were to keep going after it hits something, the cord would unravel and the shade would probably have to be restrung. It takes very little to stop the rail, so even the slightest "bump" on the rail can cause it to stop. To resolve this, the obstruction has to be eliminated. Projection brackets or spacer blocks may help to put the shade in a position where it will not encounter obstructions.

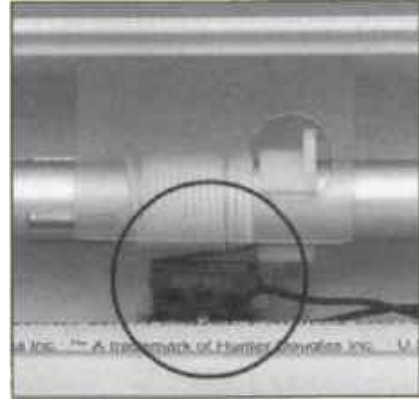
THE SECOND SOLUTION is more likely the problem. The shades have a **limit switch** (see illustrations) that is triggered by a cord in the shade. If the installer has made any adjustments to the length of the shade, it increases the odds that a problem like this will occur.

How It Works:

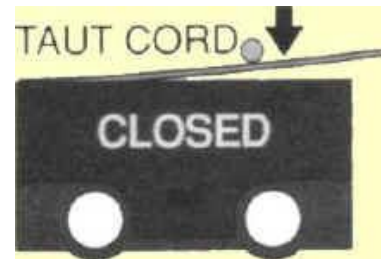
When the cord is taut (*above*), it holds the flexible arm of the switch down, allowing the shade to lower. When the shade reaches the bottom, the cord loosens up (*below*). It releases the switch, causing the shade to stop.

On most shades, there is one limit switch*. It is triggered by the cord in the center of the shade. The limit switch is located in the headrail behind the shade. The cord is held taut against the switch until the shade reaches either its full drop or encounters an obstruction (safety stop). In either of these cases, the cord becomes loose and opens the limit switch. When the switch is open, the shade will not lower any further.

If the center cord is finished "looser" than the outer cords, the shade will stop before it reaches the fully lowered position. Making length adjustments can cause this, or sometimes it just happens. To fix it, all that is usually required is to operate the shade with the remote control while gently pulling the shade rail down at the center cord to the fully lowered position. The purpose of pulling in the center is to put extra tension on the

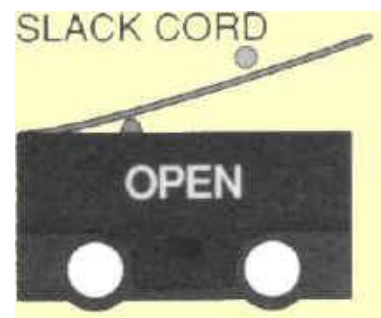


The PowerRise Limit Switch used for Duette and Pleated Shades with PowerRise is opened and closed by the cord as the shade operates.



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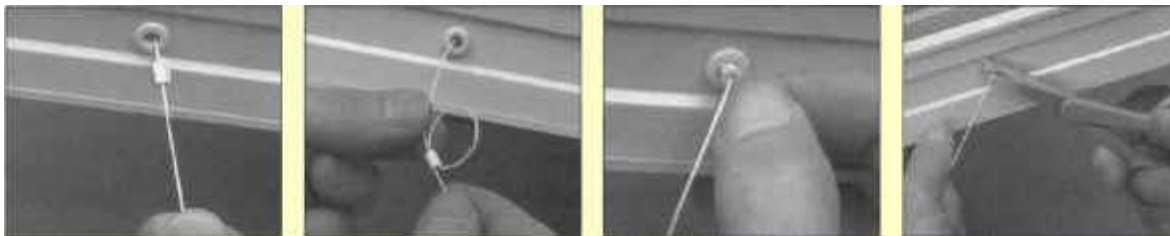


limit stop. Once the shade is in the fully lowered position, pull the center cord tighter, using the standard length adjustment as illustrated on the next page (same method as Manhattan EasyRise). usually a slight adjustment is all that is needed.

Occasionally, the installer may not be able to lower the shade by pulling down on the rail. The limit switch can be "forced" by gently pressing a flat blade screw driver against the flexible arm of the switch as shown in the illustration at right. This is accomplished by carefully reaching in from the top of the shade, holding the switch down and operating the shade with the remote control. When the shade is nearing the full drop length, release the switch to avoid having the cord wind up backwards.

Adjusting Tension Cords

Making an adjustment to the Tension Cord will almost always fix this problem. The pictures below will help you to see how this adjustment is made.



1. With the bottom rail hanging freely, pull the cord that controls the limit switch. If the ferrule comes out of the pocket, tension needs to be increased.