# PORTER PRESTON

## Fabricator of Automated & Custom Window Coverings

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email customerservice@porterpreston.com

# TABLE OF CONTENTS

# REPAIRS / REMAKES AND CANCELLATIONS

- **Repairs:**
  Prior to sending blinds/shades in for repair, please contact Customer Service to insure that your repair will be properly identified and processed. The appropriate information will be taken and entered into our system and a repair number will be issued immediately.

  – To prevent freight damage, pack blinds securely.
  – Please write the repair number on the outside of the box for easy identification.
  – If the product is not returned, the claim will be canceled.
  – We will make every effort to complete the repair within 48 hours of date received (depending on availability of material).

- **Remakes and Requests for Credit:**
  Remakes will be scheduled for production and shipment within 72 hours of the date the claim is approved except in the case of out of stock materials or specialty blinds. To process your request for remakes and/or credits, please call or fax the following information into Customer Service:

  – Your original sales order reference number
  – Your CBG account number
  – The reference number of the blinds(s)/shade(s) for remake and/or credit
  – Detailed reason for the request
    Please Note: Credit(s) that have been approved will be posted to your account prior to the next billing period.

- **Return for Factory Inspection:**
  In order to process your remake(s) and/or request for credit(s), it may be necessary to return the product for inspection.

  – Customer Service will issue you a Return Goods Authorization (RGA) number for that particular claim and will help make arrangements for the product on your claim to be returned.
  – For easy identification, please write the RGA number on the outside of the box.
  – If product is returned due to our error, we will assume responsibility for the freight expense associated with getting the product back to our facility.
  – If it is determined that the customer is responsible for the error, the customer will be billed for freight charges associated with their claim.

- **Freight Damaged Orders:**
  Time is of the essence for orders that are received with Freight Damage. Many carriers will not honor claims that are made later than one week after delivery. Contact Customer Service immediately so that we may issue credit to your account and file a claim with the carrier.

- **Cancellations:**
  Because production may begin as quickly as 4 hours after receipt of your order, if it is necessary to cancel an order, please do so immediately.

  – Once production has begun, the order cannot be changed or canceled.
  – Once status verification of an order has been determined, and if production has not started on your order, you will be issued a "Cancellation Number." You should keep that number and the name of the Customer Service Representative you spoke to on file. Any order without a cancellation number will be your responsibility.

# SHIPPING INFORMATION

## STANDARD DELIVERY GROUND SERVICE (Contiguous 48 states)

• FedEx is the preferred parcel carrier for Custom Brands Group.

• All shipments are prepaid unless specified.

• A **handling fee of $4.50 per unit** will be assessed on every order with a minimum charge of $15.

## OVERSIZE SHIPMENTS (Contiguous 48 States)

• All orders with any quantity of shades or blinds or any continuous valance 96" or more in width (or vertical blinds and vertical application honeycomb shades over 96" in height) are considered oversize. Therefore, a **net shipping charge of $95.00 per order** will be assessed.

• Oversized orders that required to be expedited will be quoted and charged accordingly.

## EXPEDITED SHIPPING CHARGES (Contiguous 48 States)

Expedited shipping of orders is available upon request at the following rates (maximum width allowed is 96"):

• Next Day Air Service – $30.00 per blind/shade

• 2nd Day Air Service – $25.00 per blind/shade

• 3 Day Air Service - $20 per blind/shade

## SHIPMENTS TO ALASKA, HAWAII and PUERTO RICO

• **Standard Shipping**
  – Standard Orders: $26.00 per blind/shade order (does not include shutters)
    (2 Day Air)

• Any shades or blinds or any continuous valance over 96" or more in width (or vertical blinds and vertical application honeycomb shades over 96" in height) will be shipped LTL via Pilot Air Freight (3 to 5 day transit time) at a shipping charge of $132 per unit.

# MOUNTING CHART

| PRODUCT | STYLE | Minimum Inside Mount Depth | Minimum Inside Fully Recessed Depth | Minimum Outside Mounting Surface Height | Headrail Depth | Headrail Height |
|---|---|---|---|---|---|---|
| **Honeycomb and SoftStyle Shades** | 3/8" Single Cell | 1" | 1 1/2" | 5/8" | 1 1/8" | 1/2" |
| | 3/4" Single and all SoftStyle Single Cell | 1 1/4" | 2 1/4" | 1" | 1 7/8" | 1/2" |
| | All Double Cell | 1 1/4" | 2 1/4" | 1" | 1 7/8" | 1/2" |
| | Triple Cell | 1 1/4" | 2 1/4" | 1" | 1 7/8" | 1/2" |
| | Continuous Cord | 3/4" | 2 1/8" | 1 1/2" | 2" | 1 1/2" |
| | Cordless Lift | 3/4" | 2 1/8" | 1 1/2" | 2" | 1 1/2" |
| | Cordless Lift & Lock | 1 1/4" | 2 1/4" | 1" | 1 7/8" | 1/2" |
| | RemoteLift™ 2.0 (with battery wand) | 1 1/2" | 2 7/8" | 1 1/2" | 2" | 1 1/2" |
| | RemoteLift™ 2.0 (with satellite pack) | 3/4" | 2 1/8" | 1 1/2" | 2" | 1 1/2" |
| | Simplicity Motorization/PowerWand | 3/4" | 2 1/8" | 1 1/2" | 2" | 1 1/2" |
| | TriLight Continuous Cord | 3/4" | 2 1/8" | 1 1/2" | 2" | 1 1/2" |
| | TriLight Cordless | 3/4" | 2 1/8" | 1 1/2" | 2" | 1 1/2" |
| | Trilight Cordless Lift & Lock | 1 1/4" | 2 1/4" | 1" | 1 7/8" | 1/2" |
| | Tandem™ | 3/4" | 2 5/8" | 2" | 2 1/2" | 3" |
| | Vertical Application | 15/16" | 3 5/8" | 5/8" | 3 1/8" | 1 7/8" |
| | Arches – 3/8" Single Cell | 1" | 1 1/2" | 5/8" | 1 1/8" | 1/2" |
| | Arches – 3/4" Single, Double and Triple Cell | 1 1/4" | 2 1/4" | 1" | 1 7/8" | 1/2" |
| | Skylight – 3/8" Single Cell | 1" | 1 11/16" | 5/8" | 11/16" | 1 11/16" |
| | Skylight – 3/4" Single and Double Cell | 1 1/4" | 2 1/2" | 1" | 1 1/16" | 2 1/2" |
| **2" Hybrid Pleat Shades** | Cordless | 3/4" | 2 1/8" | 1 1/2" | 2" | 1 1/2" |
| | Cordless Lift & Lock | 1 1/4" | 2 1/4" | 1" | 1 7/8" | 1/2" |
| | Continuous Cord | 3/4" | 2 3/4" | 2" | 2 1/2" | 3" |
| | RemoteLift™ 2.0 (with battery wand) | 1 1/2" | 2 3/4" | 1 1/2" | 2" | 1 1/2" |
| | RemoteLift™ 2.0 (with satellite pack) | 3/4" | 2 3/4" | 1 1/2" | 2" | 1 1/2" |
| | Simplicity Motorization | 3/4" | 2 3/4" | 1 1/2" | 2" | 1 1/2" |
| | TriLight | 3/4" | 2 3/4" | 2" | 2 1/2" | 3" |
| | Vertical Application | 15/16" | 3 5/8" | 5/8" | 3 1/8" | 1 7/8" |
| **Window Shadings** | Standard Headrail | 1" | 3 1/4" | 1" | 3 3/16" | 2 1/2" |
| | Standard Headrail with Back Cover | 1 1/4" | 3 1/2" | 1 1/8" | 3 5/16" | 2 1/2" |
| | Cordless Control | 1" | 3 1/4" | 1" | 3 5/16" | 2 1/2" |
| | Retractable Cord Control | 1" | 3 1/4" | 1" | 3 5/16" | 2 1/2" |
| | RemoteLift 2.0 (with battery wand) | 2" | 4" | 1" | 3 5/16" | 2 1/2" |
| | RemoteLift 2.0 (with satellite pack) | 1 1/4" | 3 1/2" | 1" | 3 5/16" | 2 1/2" |
| **Window Shadings Basics** | Cord Loop | 1 1/2" | 3 3/4" | 1 1/2" | 3 5/8" | 3" |
| | Cordless Control | 1 1/2" | 3 3/4" | 1 1/2" | 3 5/8" | 3" |
| | Simplicity Motorization/PowerWand | 1 1/2" | 3 3/4" | 1 1/2" | 3 5/8" | 3" |
| **Vertical Shadings** | Standard | 1" | 6 1/4" | 1 1/8" | 1 1/2" | 1 1/2" |
| **Dual Shades** | Cord Loop | 1 1/2" | 3 3/4" | 1 1/2" | 3 5/8" | 3" |
| | RemoteLift/Simplicity Motorization/PowerWand | 1 1/2" | 3 3/4" | 1 1/2" | 3 5/8" | 3" |
| **Roller Shades** | TouchLift Cordless | 1" | 2" | 1 1/2" | 2" | 1/2" |
| | Clutch Roller | 1 1/4" | 1 1/2" | 1 3/4" | n/a | n/a |
| | Small Cassette Headrail | 1 1/2" | 2 7/8" | 2 3/4" | 2 1/2" | 2 1/2" |
| | Medium Cassette Headrail | 1 1/2" | 3 3/4" | 3 1/8" | 3 3/4" | 3 1/8" |
| | Large Cassette Headrail | 1 1/2" | 4 3/8" | 4" | 3 7/8" | 3 7/8" |
| | Deluxe Valance | 1 1/4" | 3 1/8" | 2" | Varies | 3 5/8" |
| | Fabric Valance | 3/4" + shade clearance | 3/4" + shade clearance | 3" | 3 3/4" | Std. 6", Min. 4" & Max. 12" |
| | 3" Fascia (R Series) | 2 5/8" | 3 1/8" | 2 3/4" | 2 1/4" | 3" |
| | 3" Fascia (Skyline) | 2 3/4" | 3 1/4" | 2 5/8" | 1 1/2" | 3 1/2" |
| | 4" Fascia (R Series) | 3 5/8" | 4 1/16" | 3 3/16" | 2 3/4" | 4" |
| | 4" Fascia (Skyline) | 3 3/8" | 4 3/16" | 2 3/4" | 1 1/4" | 3 3/16" |
| | Pocket Headrail | 3 5/8" | 4 9/16" | 3 3/4" | 4 1/2" | 4 1/8" |
| | Panel Track (for 2 track channels) | 1 3/4" | 2 1/2" | 2 1/2+" | 3" | 5/8" |
| **Roman Shades** | 1 1/2" Headrail | 1 1/2" | 2 1/4" | 1" | 1 1/2" | 5/8" |
| | 2 1/2" Headrail - Continuous Cord | 1 1/2" | 3 1/4" | 1" | 2 1/2" | 5/8" |
| **Woven Woods** | Small Headrail | 1 1/2" | 2 1/4" | 1" | 1 1/2" | 5/8" |
| | Large Headrail (includes Motorization AND Cordless) | 1 1/2" | 3 1/4" | 1" | 2 1/2" | 5/8" |
| | 3/4" Headrail | 3/4" | 1 1/4" | 1/2" | 3/4" | 3/4" |
| | TriLight | 1 1/2" | 3 1/4" | 1" | 2 1/2" | 5/8" |
| | Tandem | 1 5/8" | 3" | 2" | 2 1/2" | 3" |
| | Panel Track (for 2 track channels) | 1 3/4" | 2 1/2" | 2 1/2+" | 3" | 5/8" |
| **Wood Blinds** | 1 3/8" Slat | 1 1/8" | 3 1/2" | 1 3/4" | 2 1/4" | 1 1/2" |
| | 2" Slat | 1 1/8" | 3 1/2" | 1 3/4" | 2 1/4" | 1 1/2" |
| | 2 3/8" Slat | 1 1/8" | 3 1/2" | 1 3/4" | 2 1/4" | 1 1/2" |
| **Faux Woods** | 2" Slat | 1 1/8" | 3 1/2" | 1 3/4" | 2 1/4" | 1 1/2" |
| | 2 1/2" Slat | 1 1/8" | 3 1/2" | 1 3/4" | 2 1/4" | 1 1/2" |
| **Vertical Blinds** | Standard Headrail | 1 3/4" | 3 1/2" | 1 1/2" | 1 3/4" | 1 3/8" |
| **Aluminum Blinds** | Deluxe | 7/8" | 1 1/4" | 5/8" | 1 1/4" | 1 1/2" |
| | Traditional | 1 3/8" | 2 1/4" | 1 3/8" | 1" | 1 1/2" |
| | Value/Basic | 7/8" | 1 3/4" | 5/8" | 1" | 1" |
| | Macro 2" | 1 1/8" | 3 3/8" | 1 3/4" | 2 1/4" | 1 1/2" |

# MEASURING GUIDELINES

- Be sure to use a metal tape measure for all measurements.
- Measure the width dimension first, then measure the height dimension.
- Measure to the nearest 1/8". For inside mount measurements, round down to the nearest 1/8".
- Don't take any deductions.  Factory deductions and adjustments will vary based on product and mounting selection. Please refer to individual product specifications for details.
- Specialty shapes and applications require special measuring procedures that must be followed to ensure accuracy.

Inside (IB) Mount          Outside (OB) Mount
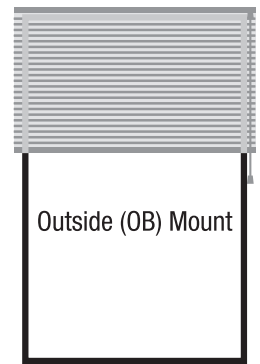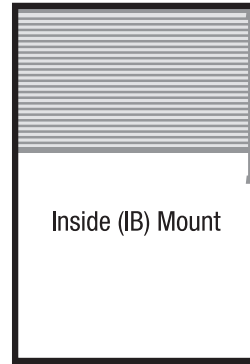
## Inside Mount or Outside Mount?

**Inside (IB) Mount** – Shade will be mounted within the window frame.

**Outside (OB) Mount** – Shade will be mounted outside the opening, and will overlap the  window.

- Be sure to add the desired overlap amount to each side and then add that measurement to the total ordered width when ordering an outside mount shade.

**End (EB) Mount** – Shade is mounted at the top left and right side corners.
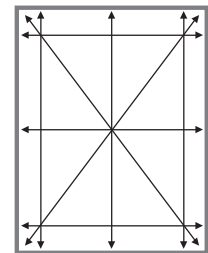
Inside Mount
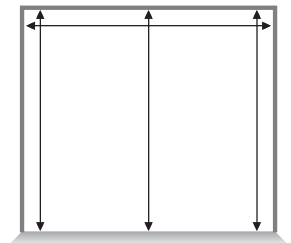
## Standard Measuring Procedures

*Inside (IB) Mount*

1. Be sure the window opening is deep enough to install the mounting bracket.  Refer to the Mounting Charts for minimum and recessed mounting depths for each product.
2. Measure the width inside the window opening at the top, middle and bottom. If widths in the window vary, order the minimum width necessary to allow the shade to fit within the opening and go up and down.
3. Measure the height inside the window opening at the left, right and center. If heights in the window vary, order the shortest height for vertical treatments and the longest height for horizontal treatments – except Window Shadings.  In this case, order the shortest height to allow for full rotation of the bottom rail.
4. To ensure the window is square, measure the window on the diagonal. If the two diagonal dimensions are not exactly the same, it may be necessary to specify an outside mount.

Inside Mount –
Vertical Treatment
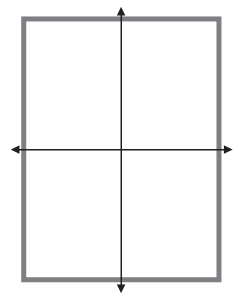
*Outside (OB) Mount*

1. Measure the desired width and height. To minimize light gaps, the shade should overlap the window opening at least 2" on each side and at the bottom.
2. When measuring the height, be sure to take into account the requirements for mounting the bracket attachment above the window opening.
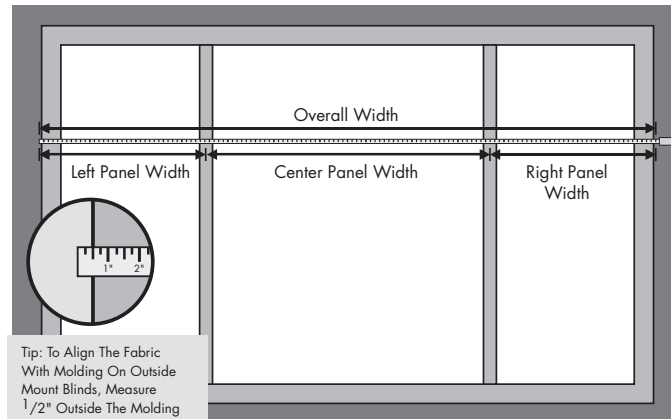
Outside Mount

## MEASURING FOR MULTIPLE BLINDS ON ONE HEADRAIL

1. Measure the overall width of the opening.  For inside mounts, record the narrowest width measurement.  For outside mounts, we recommend a 3" overlap on all sides.

2. Measure each panel width from one side to the position of the desired split.

3. Enter all measurements on the order form — overall width, left panel width, center panel width (if required), right panel width and height.

4. All panel widths combined must equal the overall width.

Overall Width

Left Panel Width    Center Panel Width    Right Panel Width

Tip: To Align The Fabric With Molding On Outside Mount Blinds, Measure 1/2" Outside The Molding
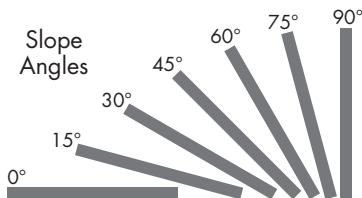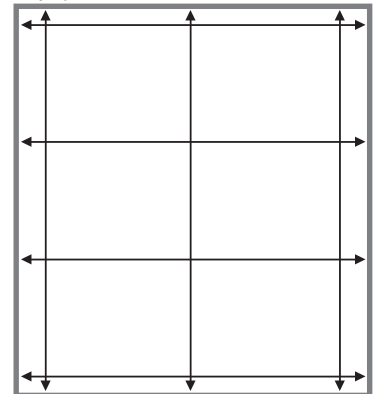
## SKYLIGHTS

**Outside Mount**

Follow the same procedures as standard rectangular shades.

**Inside Mount**

• Measure the width and height inside the window opening in at least three locations.

• Order the narrowest width and the shortest height.

Skylight Inside Mount

Slope Angles

0°  15°  30°  45°  60°  75°  90°

## CUT-OUTS

A cut-out is a blind or shade with a small rectangular area removed from it to avoid obstructions, usually from one of the corners or from the bottom. Not all products allow cut-outs. Refer to the specific product section to confirm availability.

Measure a cut-out like a standard rectangular shade, but also provide detailed measurements of the area to be removed. In addition, mark your measurements on a sketch of the cut-out to ensure accurate communication of the order.
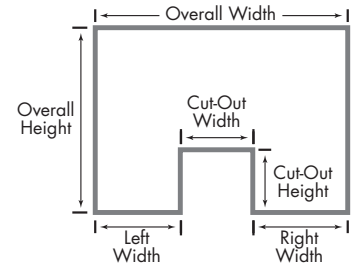
Not available on all products. See product sections for more details.

## CORNER WINDOWS

### *Butt and Bypass Shades*

When two shades butt against each other at a corner, as shown in the overhead views at right, one shade is the "butt" shade and the other is the "bypass" shade. Measure each shade separately using the procedures described, then *subtract headrail depth from the butt shade to obtain the proper ordering width*. With outside mounts, remember to allow for overlap on the sides and at the bottom.

Refer to the mounting chart information for headrail depth for specific products.

Corner Shades
Measure Each Window Separately

Inside Mount

Outside Mount
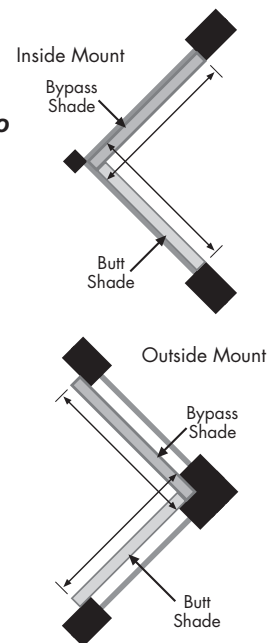
### *When Not Using Butt and Bypass*

Some window treatments cannot use the butt and pass. They are then measured to meet in the corner.

1. Measure the width of both openings to the common corner.

2. Deduct the necessary depth of the treatment from the width of each measurement so they will meet in the corner but not overlap. Note: If spacer blocks or extension brackets will be used for extra clearance on outside mounts, add the amount of extra clearance to the deduction.

3. Order the width less the deduction for each window.

## BAY WINDOWS

With bay windows, the location of the shade and the ordered width are marked and measured as illustrated below.

1. Determine the depth of the product you are mounting and use this for the width of your poster board.

2. Cut two pieces of poster board (depth determined from #1 above) wide by 12" long. Note: If spacer blocks or extension brackets will be used for extra clearance on outside mounts, add the amount of extra clearance to the width dimension of the poster board before measuring.

3. Place the strips in the left angle first and bring them together until the front corners of the poster board meet. Mark points A and B.

4. Repeat this step for the right side angle, marking points C and D.

5. Measure between points B and C to obtain the width measurement of the center window treatment.

6. Measure from point A outward to the desired width to obtain the width measurement of the left window treatment.

7. Measure from point D outward to the desired width to obtain the width measurement of the right window treatment.
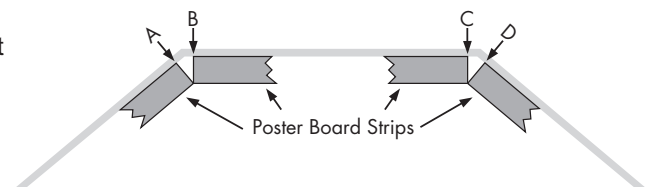
Poster Board Strips

## HONEYCOMB SPECIALTY SHAPES – NO TEMPLATES REQUIRED FOR MOST SPECIALTIES

To simplify the process for ordering honeycomb specialty shapes, we encourage you to use our No Templates process. Simply supply us with some basic information and we can make your specialty shape shade to your exact specifications saving you the time and effort required to produce and send in a template.

The following page features our Honeycomb Specialty Shapes Order Form with a step-by-step guide for placing your order.  Your window must be perfectly symmetrical and conform to one of the shapes indicated on the form. **Maximum size is 80" x 58" or 58" x 80". Specialties that exceed these dimensions require a template.**

**Ordering is easy:**

**• To place an order via eOrders:**
After you "Send to Fabricator", email the Specialty Shapes Order form to altacustomerservice@custombrandsgroup.com or fax to 800-316-6076.  Be sure to include your eOrders order number on the form.

**To place an order via phone:**
The customer service representative entering your order can fill this form out during the call.  You can also email or fax the form using the information listed above once the order has been placed.  Be sure to include your order number on the form.

## IF A TEMPLATE IS REQUIRED, PLEASE FOLLOW THESE INSTRUCTIONS:

Templates are required for all specialty shapes.

1. Tape butcher paper or heavy wrapping paper over the window opening, allowing plenty of overlap. Use paper that has never been folded; a template can have no folds or creases.

2. Draw an exact outline of the window opening by carefully tracing over the inside edge of the window frame with a fine tip pen or marker.

3. Remove the paper from the window opening. If the shade is an outside mount, add the desired amount of overlap to the window outline and draw a second outline around it to match the shape of the finished shade.

4. Mark the shade dimensions on the template. Check that the template dimensions match your measurements of the actual window opening. Cut out the template and reposition in the window opening to ensure accuracy.

5. Identify the template and its orientation. Write the customer's name on the template, and mark the "ROOM SIDE" and "TOP". Roll up the template and place it in a mailing tube to include with the order. **Do not fold the template.**

**SEND TEMPLATE TO:**
**Custom Brands Group**
**111 North Apollo Road**
**Salt Lake City, UT 84116**
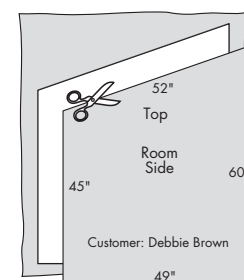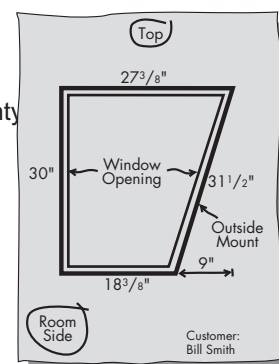


*Note:* **Template must be cut out in the exact shape of the window opening and tested in the window for correct fit.**

# Honeycomb Shades Specialty Shapes Order Form

Date: _____ Account #: _____

Account Name: _____

Shipping Address: _____

City: _____ State: _____ Zip: _____

Phone: _____

Contact: _____

REF #: _____ Sidemark: _____

## ORDERING STEPS:

1. Select the specialty shape from one of the 10 shades on the next page.
2. Fill-in one information box below for each item.

Your window must be perfectly symmetrical and conform to one of the 10 shapes on the next page.
(Otherwise, a template will be required)

Maximum size: 80" x 58" or 58" x 80". Specialties that exceed these dimensions require a template.

See the Alta Window Fashions Price Guide for product size standards.

Your specialty shapes will be fabricated to the sizes you specify below.
No further adjustments will be made other than the standard IB or OB allowances.

| Item #1 | Item #1 | Item #1 | Item #1 |
|---|---|---|---|
| Shape: _____ | Shape: _____ | Shape: _____ | Shape: _____ |
| Quantity: _____ | Quantity: _____ | Quantity: _____ | Quantity: _____ |
| Width: _____ | Width: _____ | Width: _____ | Width: _____ |
| Height: _____ | Height: _____ | Height: _____ | Height: _____ |
| S1: _____ | S1: _____ | S1: _____ | S1: _____ |
| S2: _____ | S2: _____ | S2: _____ | S2: _____ |
| Fabric: _____ | Fabric: _____ | Fabric: _____ | Fabric: _____ |
| Color Name:_____ | Color Name:_____ | Color Name:_____ | Color Name:_____ |
| Color #: _____ | Color #: _____ | Color #: _____ | Color #: _____ |
| Mount: _____ | Mount: _____ | Mount: _____ | Mount: _____ |
| Stationary | Stationary | Stationary | Stationary |
| Operable | Operable | Operable | Operable |
| Top-Down | Top-Down | Top-Down | Top-Down |
| Special Instructions: | Special Instructions: | Special Instructions: | Special Instructions: |
| _____ | _____ | _____ | _____ |
| _____ | _____ | _____ | _____ |
| _____ | _____ | _____ | _____ |

# Honeycomb Shades Specialty Shapes Order Form

Circle
(CIR)
← Width →

Hexagon
(HXG)
← S1 →

Octagon
(OCT)
← S1 →

Perfect Arch
(PAR)
← Width →

Imperfect Arch
(IAR)
Height
← Width →

Extended Arch
(XAR)
Height
S1
S2
← Width →

Left
Quarter
Circle
(LQC)
Height
← Width →

Right
Quarter
Circle
(RQC)
Height
← Width →

Right
Angle
(RAG)
S1
S2
← Width →

Left
Angle
(LAG)
S1
S2
← Width →
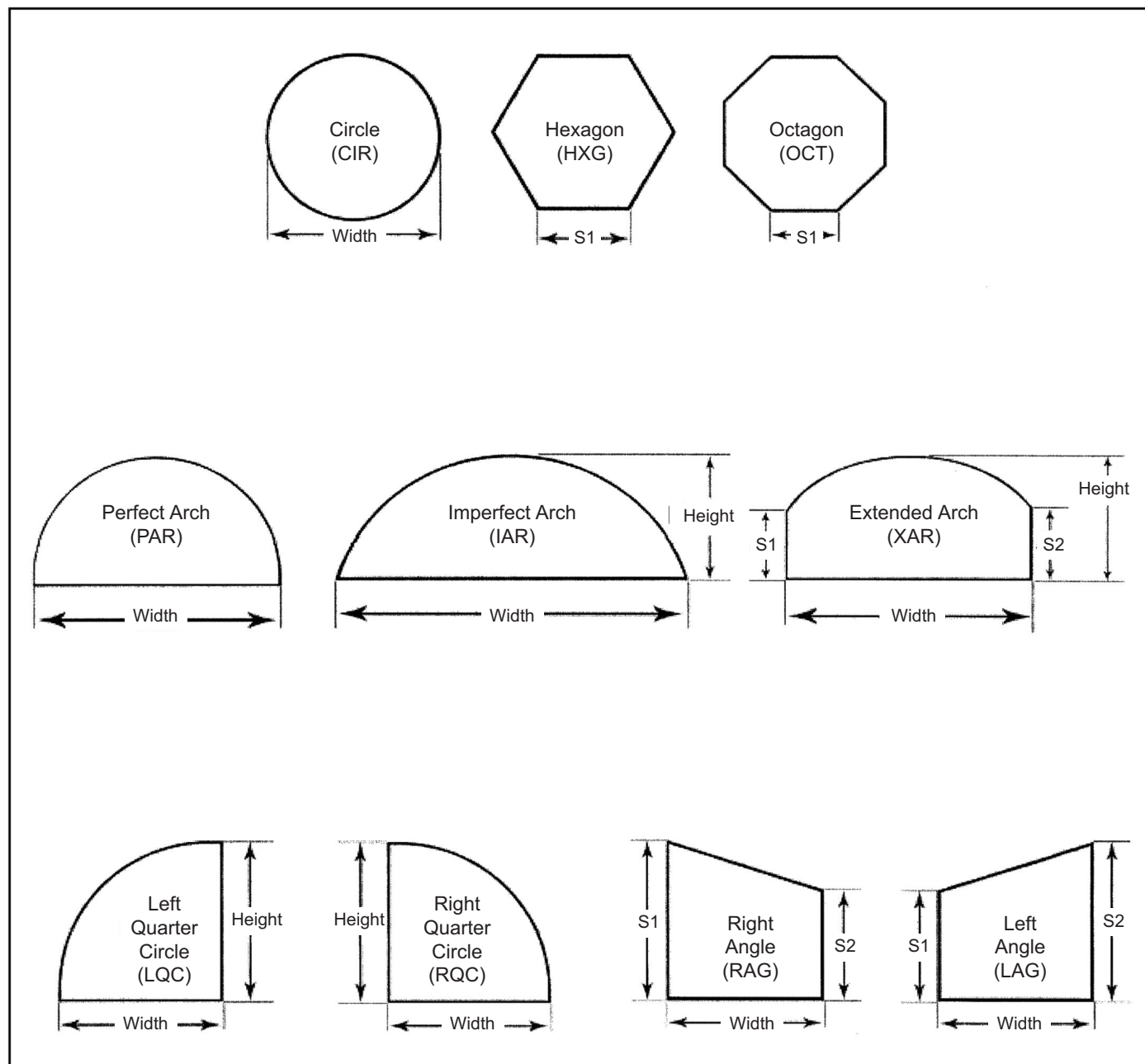
## Angle and Triangle Windows

Either the top or bottom of the shade is sloped or angled.

1. **Measure all sides to ensure accurate fabrication.**
2. Measure the inside of the window opening for inside mounts.
3. For outside mounts, add the desired amount of overlap.
4. Slope angle must be measured in degrees using a protractor.
5. Record all measurements on the template you create for the shade.
6. Use the tallest height and widest width measurements when pricing the shade, unless otherwise specified.

## Key (see Fig. 1)

LH: Left Height

RH: Right Height

W: Width

S: Slope

## Arch, Circle and Quarter Circle Windows

1. For inside mounts, measure the exact width and height inside the window opening.
2. For outside mounts, measure the desired width and height.
3. Measure the height at its tallest point.
• With quarter circles, height will equal width. In perfect arches, height will equal one-half the width.
• With imperfect arches or eyebrows, exact height/width relationships do not occur, so measure carefully to ensure a good fit (see below).
• Imperfect arches have a minimum height limitation. Generally, height should not be less than 25% of the overall width.
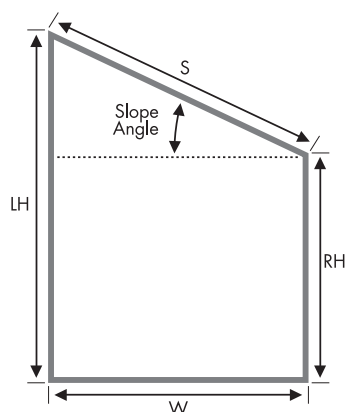
Fig. 1
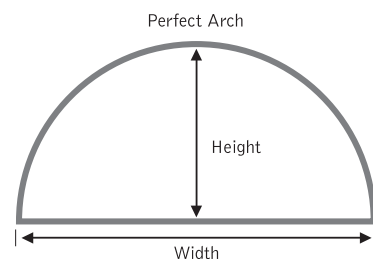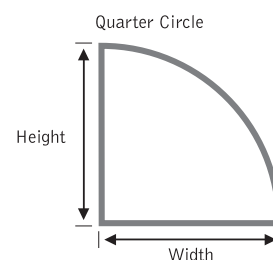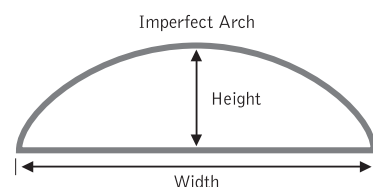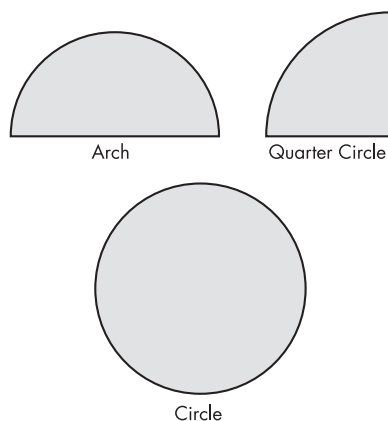
## SPECIALTY SHAPES

### Hexagons and Octagons

1. Measure the window height and width appropriately for an inside or outside mount.
2. Measure the width at the shade's widest point.
3. Measure and indicate top rail width and bottom rail width.

### Trapezoids

1. Measure the window height, the top and bottom widths, and the length of the sloped side(s).
2. Measure what the width reduction of the shorter rail will be on each side (see below). The maximum differential is 9" per side.
3. Record all measurements on your template.

*Note:* The maximum rail differential varies by product. Refer to the specific product sections for maximum reductions.
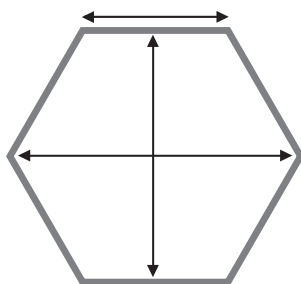
Inside Mount
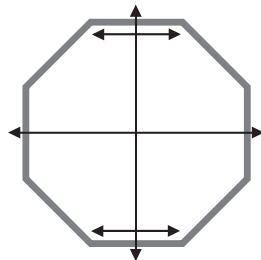
Outside Mount
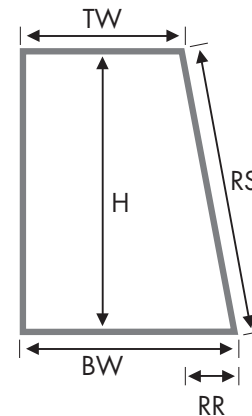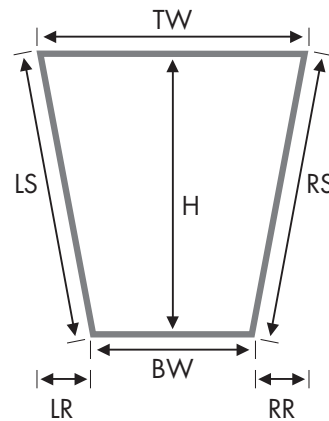
Key

| | | | |
|---|---|---|---|
| TW: | Top Width | BW: | Bottom Width |
| RS: | Right Side | RR: | Right Reduction |
| LS: | Left Side | LR: | Left Reduction |
| H: | Height | | |

Effective 4/9/18

For most of our window treatments, a light dusting with a vacuum cleaner brush attachment on a regular basis will keep them looking new for years.

## RECOMMENDED CLEANING METHODS

- **Dusting.** Regular light dusting maintains a like-new appearance of most blinds, shades, shadings, and sheers.

- **Vacuuming.** For deeper cleaning, vacuum gently with a brush attachment of any vacuum cleaner. Most products may be vacuumed using a vertical stroke.

- **Compressed air or hair dryer (non-heat setting).** ). Use to blow dust off selected window coverings.

- **Spot-cleaning.** Spot-clean shades and blinds with 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 may result in cleaner areas.

- **Vinyl vertical blinds.** You can reduce build-up of static electricity by applying a thin film of detergent on all vanes.

- **Bathtub cleaning/water immersion.** This method can be used for faux wood blinds and most, but not all, honeycomb fabrics.

  1. Immerse entire shade in lukewarm water with mild detergent. Wash by gently moving liquid around with your fingers. Not recommended for blinds with cotton or decorative tapes.

  2. Rinse with clear 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.

*Note:* Honeycomb shades should be dried in the fully lowered position.


Dusting


Vacuuming


Spot-Cleaning

*Products not recommended for bathtub cleaning include all SoftStyle honeycomb fabrics, blackout honeycomb fabrics, 2" Hybrid Pleat Shades, skylights, Window Shadings, Fabric Verticals, Woven Woods, Roller Shades, Dual Shades, Tandem and TriLight Shades, and Wood Blinds.*

*Important! Do not immerse rails on Cordless Lift, Cordless Lift & Lock, Continuous Loop, Vertical Honeycomb systems, Faux Wood Blinds or Tandem and TriLight Shades. Do not immerse headrail or bottomrail on Cordless Lift & Lock shades.*

- **Ultrasonic cleaning.** Professional ultrasonic cleaning is recommended for several products. *Do not use this method for:* wood blinds, honeycomb Skylights systems, faux wood blinds, room darkening Window Shadings, Tandem and TriLight Shades. **Important! Do not immerse rails on Cordless Lift, Cordless Lift & Lock, Continuous Loop, or Vertical Honeycomb systems.**

- **Injection/extraction cleaning system.** This type of cleaning injects a cleaning solution into the fabric and extracts the dirty solution in the same motion. 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. Dry method is recommended for certain fabrics. **Important! Do not use this method to clean fabric-covered rails or valances.**

- **Steaming.** Steaming can be done to remove wrinkles from some fabrics. A hand-held travel size steamer that provides continuous steam is best. Heavy-duty steamers are not recommended.

# CARE AND CLEANING TIPS

## Faux Wood or Vinyl Products

• To reduce static cling and help repel dust, wipe the blinds with dryer sheets.

• Do not use abrasive cleaners or chemical solvents, as they will scratch or damage the surface.

## Wood Products

• Clean using a dry and soft feather duster, clean cloth, dust cloth or dusting mitt. A vacuum with the 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.

• Do not expose wood products to steam or high moisture areas to help 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 cleaner.

## Cloth Tapes

• Tapes can be spot-cleaned with fabric cleaning wipes that can be found at grocery stores. These will typically not leave a stain or discolor the tapes.

• 100% polyester tapes can be spot-cleaned by blotting with a clean white cloth and cool distilled water.  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, then let air dry. A gentle detergent can also be used on the 100% polyester trims.

## Fabric Shades and Shadings

• **Do not use magnetic cleaners** such as a dusting mitt on room-darkening fabrics. This will damage the room-darkening 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 cleaner.

• While some fabric window covering products may seem perfect for an outdoor setting, all are recommended for indoor use only.

# PRODUCT OPTIONS

| Option | Honeycomb Shades | SoftStyle Shades | 2" Hybrid Pleat Shades | Window Shadings | Vertical Shadings | Woven Woods | Roller Shades | Roman Shades | Dual Shades | Wood Blinds | Faux Woods | Vertical Blinds | Aluminum Blinds |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Standard Cordlock | X | X | | | | X | | X | | X | X | | X |
| Two-on-One Headrail | X | X | | X | | X | X | X | X | X | X | | X |
| Three-on-One Headrail | | | | | | X | | | | X | X | | X |
| Top-Down | X | X | | | | X | | | | | | | |
| Top-Down/Bottom-Up | X | X | | | | X | | | | | | | |
| Continuous Cord Loop | X | X | X | X | | X | X | X | X | | | | |
| Cont. Cord Loop TD/BU | X | X | X | | | | | | | | | | |
| Cordless Lift | X | X | X | X | | X | X | | | X | X | | |
| Cordless Lift TD/BU | X | X | X | | | | | | | | | | |
| Cordless Lift & Lock | X | X | X | | | | | | | X | X | | X |
| Cordless Lift & Lock TD/BU | X | X | X | | | | | | | | | | |
| Retractable Cord Control | | | | X | | | | | | | | | |
| Two-Fabric Combination | X | | | | | | | | | | | | |
| TriLight Shades® | X | X | X | | | X | | | | | | | |
| Tandem™ Shades | | | | | | X | | | | | | | |
| Cord/Chain Control | | | | | | | | | | | | X | |
| Safety Wand | | | | | | | | | | | | X | |
| Arch | X | X | | | | | | | | | | | |
| Angle | X | X | | | | | | | | | | | |
| Specialty Shapes | X | X | | | | | | | | | | | |
| Skylight | X | X | | | | | | | | | | | |
| Vertical Application | X | X | X | | | | | | | | | | |
| Panel Track | | | | | | X | X | | | | | | |
| RemoteLift/RemoteLift 2.0 Motorization | X | X | X | X | | X | X | | X | X | X | | |
| Simplicity Motorization | X | X | X | | | X | X | | X | | | | |
| PowerWand Motorization | X | | X | Basics only | | | X | | X | | | | |
| Hard-Wired Motorization | | | | | | | X | | | | | | |
| Exterior Shades | | | | | | | X | | | | | | |
| Combo Wand/Cord | | | | | X | | | | | | | | |
| Moving Wand | | | | | X | | | | | | | | |

# PRIVACY AND LIGHT CONTROL

| PRODUCT | STYLE | LIGHT CONTROL | | | | |
|---|---|---|---|---|---|---|
| | | A | B | C | D | E |
| Honeycomb Shades | 3/8" Marcella (H44) | | | X | | |
| | 3/8" Opulence (H40) | | | X | | |
| | 3/8" Opulence Blackout (H41) | | | | | X |
| | 3/4" Cardiff (H91) | | | X | | |
| | 3/4" Glimmer (HS3) | | | X | | |
| | 3/4" Linen (H27) | | | X | | |
| | 3/4" Marcella (H45) | | | X | | |
| | 3/4" Marcella Blackout (H46) | | | | | X |
| | 3/4" Melodic (HX6) | | | X | | |
| | 3/4" Mirada (H92) | | | X | | |
| | 3/4" Opulence (H28) | | | X | | |
| | 3/4" Opulence Blackout (H29) | | | | | X |
| | 3/4" Peaceful (H96) | | | X | | |
| | 3/4" Radiance (HF6) | | | X | | |
| | 3/4" Radiance Blackout (HF7) | | | | | X |
| | 3/4" Serene FR (H62) | | | X | | |
| | 3/4" Serene FR Blackout (H60) | | | | | X |
| | 3/4" Tiffany Sheer (H25) | X | | | | |
| | 3/4" Tranquility Semi-Sheer (H24) | | X | | | |
| | 1/2" Marcella Double Cell (H47) | | | X | | |
| | 1/2" Opulence Double Cell (H39) | | | X | | |
| | 3/8" Tricella Triple Cell (H58) | | | X | | |
| | Sheer Pleated for TriLight Shades | X | | | | |
| SoftStyle Shades | Semi-Opaque - Small Single Cell | | | X | | |
| | Semi-Opaque - Large Single Cell | | | X | | |
| | Semi-Opaque - Double Cell | | | X | | |
| | Blackout - Small Single Cell | | | | | X |
| | Blackout - Large Single Cell | | | | | X |
| | Blackout - Double Cell | | | | | X |
| 2" Hybrid Pleat Shades | 2" Hybrid Pleat – Semi-Opaque | | | X | | |
| | 2" Hybrid Pleat – Blackout | | | | | X |

**A. Glare Reducing**
Softly filters light and reduces glare. Images, shapes and people can be seen clearly. Provides the least amount of light and shape screening.

**B. Filtering**
Filters strong light. Images, shapes and people can be seen with some clarity. Provides a modest degree of light and shape screening.

**C. Shading**
Significantly reduces light. Images, shapes and people cannot be seen clearly. Provides a moderate to strong degree of light and shape screening. Darker colored materials tend to provide stronger screening than lighter colored materials in this category.

**D. Blocking**
Dramatically reduces light. Images, shapes and people are not distinguishable. Provides privacy against most all direct light and shape screening (except minimal light that may seep through closed or overlapping opaque/blackout slats and vanes).

**E. Blackout**
Blocks out virtually all light (except light that may enter on the sides of the shade) for maximum privacy and darkness.

# PRIVACY AND LIGHT CONTROL

| PRODUCT | STYLE | LIGHT CONTROL | | | | |
|---|---|---|---|---|---|---|
| | | A | B | C | D | E |
| | 1% E Screen | | | | X | |
| | 1% Sheerweave 2500 | | | | X | |
| | 1% Sheerweave 2701 | | | | X | |
| | 1% Sheerweave 5000 | | | | X | |
| | 1% Toka | | | | X | |
| | 3% E Screen | | | X | | |
| | 3% M Screen | | | X | | |
| | 3% Sheerweave 2410 | | | X | | |
| | 3% Sheerweave 4400 | | | X | | |
| | 3% Sheerweave 5000 | | | X | | |
| | 3% T Screen | | | X | | |
| | 4% S Screen | | X | | | |
| | 4% Silver Screen | | | X | | |
| | 5% E Screen | | X | | | |
| | 5% M Screen Deco | | X | | | |
| | 5% Sheerweave 2390 | | X | | | |
| | 5% Sheerweave 4000 | | X | | | |
| | 5% Sheerweave 5000 | | X | | | |
| | 7% Global Screen | | X | | | |
| | 7% Sheerweave 5000 | | X | | | |
| | 10% E Screen | X | | | | |
| | 10% Sheerweave 5000 | X | | | | |
| | | | | | | |
| | Alexandria | | X | | | |
| | Astaire | | | | | |
| | Avila R Blackout | | | | | X |
| | Baroque | | | X | | |
| | Blackout Solid | | | | | X |
| | Brilliance | | | X | | |
| Roller Shades | Brilliance Blackout | | | | | X |
| | Cararra | | | X | | |
| | Cararra Blackout | | | | | X |
| | Claudio | | | X | | |
| | Claudio Blackout | | | | | X |
| | Cusco | | | | | X |
| | Darien | | X | | | |
| | Drizzle | | X | | | |
| | Fiona | | | X | | |
| | Flocke Blackout | | | | | X |
| | Hayworth | | X | | | |
| | Illusion | | X | | | |
| | Jasper | | | X | | |
| | Linview | | X | | | |
| | Linview Blackout | | | | | X |
| | Montero | | | | X | |
| | Moravia | | X | | | |
| | Santa Cruz | | | | X | |
| | Santa Cruz Blackout | | | | | X |
| | Scala Blackout | | | | | X |
| | Sorrento | | X | | | |
| | Sunscreen 7000 | | | | | X |
| | Uptown | | | X | | |
| | Uptown Room Darkening | | | | | X |
| | World Textures 1 | | | X | | |
| | World Textures 1 Blackout | | | | | X |
| | World Textures 2 | | | X | | |
| | World Textures 2 Blackout | | | | | X |

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CUSTOM BRANDS GROUP

Effective 4/9/18

# PRIVACY AND LIGHT CONTROL

| PRODUCT | STYLE | LIGHT CONTROL A | B | C | D | E |
|---|---|---|---|---|---|---|
| **Woven Woods** | Antiqua | | X | | | X with BO liner |
| | Banjar | | | X | | X with BO liner |
| | Bimini | | | | X | X with BO liner |
| | Ensenada | | | | X | X with BO liner |
| | Hi Lo | X | | | | X with BO liner |
| | Honduras | | | | X | X with BO liner |
| | Hunan | | | | X | X with BO liner |
| | Indo | | | X | | X with BO liner |
| | Jolo | | | X | | X with BO liner |
| | Kano | | X | | | X with BO liner |
| | Katmandu | | X | | | X with BO liner |
| | Katni | | | X | | X with BO liner |
| | Kaui | | | X | | X with BO liner |
| | Kirbati | | X | | | X with BO liner |
| | Kota | | | | X | X with BO liner |
| | Kyoto | | | X | | X with BO liner |
| | Mandalay | | X | | | X with BO liner |
| | Mesa | | | X | | X with BO liner |
| | Nagoya | | X | | | X with BO liner |
| | Saba | | | X | | X with BO liner |
| | Sakura | | | | | X with BO liner |
| | Serengeti | | | X | | X with BO liner |
| | Sonora | | | X | | X with BO liner |
| | Sumatra | | X | | | X with BO liner |
| | Taos | | X | | | X with BO liner |
| | Tobago | | | X | | X with BO liner |
| | Tortuga | | | X | | X with BO liner |
| | Veracruz | | | | X | X with BO liner |
| | Zee | | | | X | X with BO liner |
| | Zulu | | | X | | X with BO liner |
| **Decorative Wovens** | **Select Weaves** | | | | | |
| | Japuir | X | | | | X with BO liner |
| | Lagos | X | | | | X with BO liner |
| | Lomaloma | | X | | | X with BO liner |
| | Macau | | X | | | X with BO liner |
| | Mali | | X | | | X with BO liner |
| | Salvador | | X | | | X with BO liner |
| | Santos Natural | | X | | | X with BO liner |
| | Sintra | X | | | | X with BO liner |
| | Suva | | | X | | X with BO liner |
| | Tai | | | X | | X with BO liner |
| | Tunisia | | X | | | X with BO liner |
| | **Grass Weaves** | | | | | |
| | Aruba | X | | | | X with BO liner |
| | Caracas - Tortoise | | | | X | X with BO liner |
| | Coban | | | X | | X with BO liner |
| | Granada | X | | | | X with BO liner |
| | Luzon | | X | | | X with BO liner |
| | Martinique | | | X | | X with BO liner |
| | Nassau | | | X | | X with BO liner |
| | Singapore | | | X | | X with BO liner |
| | St. Kitts | | X | | | X with BO liner |
| | St. Lucia | | | X | | X with BO liner |
| | Zaire | | | X | | X with BO liner |

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CUSTOM BRANDS GROUP

**18**

# PRIVACY AND LIGHT CONTROL

| PRODUCT | STYLE | LIGHT CONTROL A | B | C | D | E |
|---|---|---|---|---|---|---|
| Window Shadings | Classic | | X | | | |
| | Coastal | | X | | | |
| | Crossroads | | X | | | |
| | Passion | | X | | | |
| | Retreat | | | X | | |
| | Slub Style | | X | | | |
| | Soft Stripe | | X | | | |
| | Solitude | | | X | | |
| | Sophisticate | | X | | | |
| | Villa | | | X | | |
| | Weavescape | | X | | | |
| | Windswept | | X | | | |
| Window Shadings Basics | Dynamic | | X | | | |
| | Mistral | | X | | | |
| | Pergola | | X | | | |
| | Repose | | | X | | |
| Vertical Shadings | Loggia – Translucent | X open | | X closed | | |
| | Loggia – Light Dimming | X open | | | X closed | |
| | Township – Translucent | X open | | X closed | | |
| | Township – Light Dimming | X open | | | X closed | |
| Dual Shades | Advance | | | X | | |
| | Anastasia | | | X | | |
| | Beaumont | | | X | | |
| | Cinema | | | X | | |
| | Definition | | | | X | |
| | Epicure | | | X | | |
| | Extravagance | | | X | | |
| | Glorious | | | X | | |
| | Humber | | | X | | |
| | Impulse | | | X | | |
| | Luxury | | | X | | |
| | Nomad | | | X | | |
| | Obscure | | | | X | |
| | Palladian | | | X | | |
| | Reveal | | | X | | |
| | Strande | | | X | | |
| | Sublime | | | X | | |
| Wood Blinds | All Styles | | | | X closed | |
| Faux Woods | All Styles | | | | X closed | |
| Vertical | PVC - All Styles | | | | X closed | |
| | Fabric - With Insert Groovers | | | | X closed | |
| | Fabric - Free Hang (below) | | | | | |
| | Bayshore | | X | | | |
| | Bellhaven | | X | | | |
| | Cantina Romana | | X | | | |
| | Carelton | | X | | | |
| | Chinese Garden | | X | | | |
| | Coronado | | X | | | |
| | Enchanting | | X | | | |
| | Firenze | | X | | | |
| | Fitzgerald | | X | | | |
| | Kahana | | X | | | |
| | Miramar | | X | | | |
| | Raleigh | | X | | | |
| | Rumbada | | | X | | |
| | Tranquil Weave | | X | | | |
| Aluminum | All Styles | | | | X closed | |

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CUSTOM BRANDS GROUP

Effective 4/9/18

# Insulation

### Heating and Cooling Costs

Energy-efficient window treatments can help lower heating and cooling bills. The more heat loss and heat gain they prevent, the more rooms will stay warm in winter and cool in summer. A set of values for each product and fabric type will help you determine the energy efficiency of each of our window coverings.

### R-Value

A product's "R-value" is a measurement of its ability to resist heat flow. In a home during winter, R-values indicate the ability of walls, roofs and windows to keep heat inside. The higher its R-value, the more insulation a product provides. Values are for shades on double glaze windows.

### Solar Heat Gain Coefficient

A product's "solar heat gain coefficient" (SHGC) is a measurement of its ability to reduce heat gain from the sun. When used with standard double-glazed windows, it is the fraction of solar energy hitting a window that actually passes through it to heat the room. SHGC is expressed as a number between zero (none) and 1 (all). The lower a window's solar heat gain coefficient, the less solar energy it lets through. Values are for shades on double glaze windows.

# Ultraviolet Protection

Ultraviolet light entering the home as sunlight can damage furnishings. In time it fades flooring, furniture, upholstery, and artwork. Prolonged exposure to sunlight causes natural, undyed fabrics to turn yellow, weakens their fibers and makes them look old and worn prematurely.  The right window covering can be very effective in blocking ultraviolet rays. It is measured in terms of a "% UV blockage" rating. The higher the rating, the greater the UV protection.

# Sound Absorption

Sound absorption ratings measure the amount of reflected sound absorbed by a window covering. If noise is a concern, choose a window covering that absorbs sound, as indicated by a high sound absorption rating.  The scale for sound absorption is in a range from 0.00 to 1.00, where 1.00 means 100% absorption of sound.

# INSULATION, ULTRAVIOLET PROTECTION, SOUND ABSORPTION

| PRODUCT | STYLE | R-Value | | Solar Heat Gain Coefficient*** | % UV Blockage | Sound Absorption |
|---|---|---|---|---|---|---|
| | | Product with Low-E Double Glazed Window** | Amount Added by Product | | | |
| **Honeycomb*** | 3/4" Blackout | 5.78 | 2.28 | .26 | 99 | .40 |
| | 3/4" Semi-Opaque | 4.49 | .99 | .43 | 99 | .55 |
| | 3/4" Sheer | 3.72 | .22 | .53 | 60 | .10 |
| | 3/4" Semi-Sheer | 4.07 | .57 | .41 | 95 | .10 |
| | 3/8" Blackout | 5.89 | 2.39 | .21 | 99 | .30 |
| | 3/8" Semi-Opaque | 4.92 | 1.42 | .41 | 99 | .40 |
| | Double Cell | 4.78 | 1.28 | .30 | 99 | .55 |
| | Triple Cell | 5.78 | 2.28 | .20 | 99 | .60 |
| **Sheer Pleated (TriLight)** | Carousel Sheer | n/a | n/a | n/a | 60 | n/a |
| | Nova Sheer | n/a | n/a | n/a | 60 | n/a |
| | Lyssa Sheer | n/a | n/a | n/a | 50 | n/a |
| | Willa Sheer | n/a | n/a | n/a | 60 | n/a |
| **2" Hybrid Pleat Shades** | Semi-Opaque | 4.53 | 1.03 | n/a | n/a | n/a |
| | Blackout | 4.78 | 1.28 | n/a | n/a | n/a |
| **Window Shadings** | Classic | 4.00 | .50 | .30 | *87 / 99 | .25 |
| | Coastal | n/a | n/a | n/a | *87 / 99 | n/a |
| | Crossroads | 4.00 | .50 | .30 | *87 / 99 | .25 |
| | Passion | n/a | n/a | n/a | *87 / 99 | n/a |
| | Retreat | n/a | n/a | n/a | *87 / 99 | n/a |
| | Slub Style | 4.05 | .55 | .30 | *87 / 99 | .30 |
| | Soft Stripe | 4.00 | .50 | .30 | *87 / 99 | .30 |
| | Solitude | n/a | n/a | n/a | *87 / 99 | n/a |
| | Sophisticate | n/a | n/a | n/a | *87 / 99 | n/a |
| | Villa | 4.00 | .50 | .39 | *88 / 99 | .30 |
| | Weavescape | 4.00 | .50 | .30 | *87 / 99 | .25 |
| | Windswept | n/a | n/a | n/a | *87 / 99 | n/a |
| **Window Shadings Basics** | Dynamic | 4.00 | .50 | .30 | *87 / 99 | .25 |
| | Mistral | 4.00 | .50 | .30 | *87 / 99 | .25 |
| | Pergola | 4.00 | .50 | .30 | *87 / 99 | .25 |
| | Repose | 4.05 | .55 | .30 | *87 / 99 | .30 |
| **Vertical Shadings** | Loggia – Translucent | 4.36 | .86 | .20 | *52 / 99 | .48 |
| | Loggia – Light Dimming | 4.36 | .86 | .20 | *52 / 99 | .48 |
| | Township – Translucent | 4.36 | .86 | .20 | *68 / 99 | .45 |
| | Township – Light Dimming | 4.36 | .86 | .20 | *68 / 99 | .45 |
| **Roller Shades** | See Solar Optical Chart In Reference Guide | | | | | |
| **Woven Woods** | With Liner | 4.33 | .83 | .24 | n/a | n/a |
| | Without Liner | 3.95 | .45 | .42 | n/a | n/a |
| **Wood Blinds** | All Styles | 3.94 | .44 | .29 | 99 | .05 |
| **Faux Wood** | All Styles | 3.91 | .41 | .31 | 99 | .04 |
| **Vertical Blinds** | Fabric Free Hang | 3.92 | .42 | .23 | 85 | .35 |
| | Fabric Insert Groovers | 3.86 | .36 | .19 | 95 | .35 |
| | Vinyl (PVC) | 3.76 | .26 | .19 | 95 | .10 |
| **Aluminum Blinds** | 1" Deluxe Routeless | 3.84 | .34 | .33 | 99 | .04 |
| | 1" Traditional Routeless | 3.84 | .34 | .35 | 99 | .04 |
| | 2" Macro | 3.78 | .28 | .35 | 99 | .04 |

Notes:  * Sheers open
   ** Double glaze window
   *** See reference guide "Pattern Information" section for additional fabric detail.
         Comparable test data on SoftStyle shades is not available.

CUSTOM BRANDS GROUP

Effective 4/9/18

# LIMITED LIFETIME WARRANTY

**CONGRATULATIONS ON YOUR SELECTION OF AN ALTA WINDOW FASHIONS WINDOW COVERING.**

Because we take pride in our workmanship and quality that goes into every one of our products, we back our products with this:

**LIMITED LIFETIME WARRANTY COVERING OUR CUSTOM MADE WINDOW COVERINGS**

We extend this limited lifetime warranty to the original purchaser. This warranty applies only to manually operated Custom Products properly installed in the window, door or interior area for which they were intended.

Installation of the product must be in accordance with the accompanying instructions. The product cannot be modified. It is the purchaser's responsibility to maintain and clean the product in compliance with the instructions provided. The product must be used only in the window for which it was purchased.

This warranty covers our products for defects in materials, mechanisms, workmanship, or failure to operate properly. Operational cords are warranted for 5 years from the date of purchase.

Any conditions caused by damage to the product resulting from misuse, abuse, direct exposure to salty air or discoloration due to sunlight or the passage of time are NOT covered by this warranty.

**THIS WARRANTY DOES NOT APPLY TO CONDITIONS CAUSED BY NORMAL WEAR AND TEAR UPON THIS PRODUCT.**

This Warranty Is Exclusive And In Lieu Of All Other Obligations, Liabilities Or Warranties. In no event shall Custom Brands Group be liable for INCIDENTAL or CONSEQUENTIAL DAMAGES or any other direct or indirect damage, loss, cost, expense or fee. Some states do not allow the exclusion or limitation of incidental or consequential damages, so this exclusion or limitation may not apply to you.

In the event of a defect under this warranty, Custom Brands Group will repair or replace the product, at our option, provided it is returned to an authorized dealer.

Our warranty excludes shipping charges and labor costs for removal, measuring and installation. Repairs will be made with like or similar parts.

This warranty gives you specific legal rights, and you may also have other rights, which may vary from state to state.

Notes: Specialty Shades are warranted for one year from the date of purchase. Motorization Systems are warranted for five years from the date of purchase.

If You Require Further Assistance, Contact Custom Brands Group:

111 N. Apollo Road, Salt Lake City, UT  84116  (800) 669-6333

# ALTA
## WINDOW FASHIONS

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