

Aluminum, Wood and Faux Wood Blinds

PROBLEM	SOLUTION
Blind won't fit into mounting brackets.	The box-end brackets might be too close together or not mounted level. Make sure that the brackets are level with each other, and that they are mounted straight on a flat surface.
Blind is stuck in the raised position.	Holding the lift cords with one hand, use your other hand to lift up the bottomrail, which will allow the cordlock to release. Pull the lift cords toward the center of the blind (for larger blinds, this process may require two people).
Blind does not raise or lower properly.	The lift cords may have become twisted. Raise the blind to its fully raised position, then align the cords so that they hang straight. Make sure there are no knots or severe twists in the cord.
Blind hangs crooked.	The lift cords may have become twisted, or one of them is not engaged in the cordlock. Raise the blind to its fully raised position, then remove any slack in the lift cords, making sure that they are all equal (for larger blinds, this may require two people).
Tilt cords (or wand) move, but the slats do not rotate.	Check to make sure the ladder cords are attached to the barrels in the headrail. Also look to see if the gear (the part that the tilt cords connect to) in the tilter hasn't popped out or is stripped.
The slats are warping.	Our Wood blinds are made from premium basswood. However, like any wood product, it responds to humidity changes in the room's environment. Minor warping can occur in high humidity settings.

Cellular Shades

PROBLEM	SOLUTION
Shade won't clip into its mounting brackets.	Make sure that the brackets are level with each other, and that they are mounted level on a flat surface. Make sure no fabric is caught in the bracket.
Shade is stuck in the raised position.	Holding lift cords with one hand, use your other hand to lift up bottomrail, which will allow cordlock to release. Pull lift cords toward center of shade (this process may require two people).
Shade does not raise or lower properly.	The lift cords may have become twisted. Raise the shade to its fully raised position, then align the cords so that they hang straight. Also check to make sure that the fabric has not torn, worn through, or is getting caught on something in the window frame.
Shade hangs crooked.	The lift cords may have become twisted, or one of them is not engaged in the cordlock. Raise the shade to its fully raised position, then remove any slack out in the lift cords, making sure that they are all equal. Also check to make sure the fabric is not getting caught on anything.

Shade doesn't drop all the way down.	Due to the cellular nature of the fabric, it has a memory like a spring. This is normal and will go away after operating the shade a few times.
Cells not evenly spaced.	Fully raise the shade and inspect the lift cords. Remove any twists or kinks in the cord that would catch in the shade.

Woven Wood Shades

PROBLEM	SOLUTION
Shade is stuck in the raised position.	Holding the lift cords with one hand, use your other hand to lift lift from the bottom, which will allow the cordlock to release. Pull the lift cords toward the center of the shade (for larger shades, this process may require two people).
Shade does not raise or lower properly.	The lift cords may have become twisted or caught on the woven material. Raise the shade to its fully raised position, then align the cords so that they hang straight. Also check to make sure that the woven material is not caught on the lift cords, or is getting caught on something in the window frame.
Shade hangs crooked.	The lift cords may have become twisted, or one of them is not engaged in the cordlock. Raise the shade to its fully raised position, then remove any slack in the lift cords, making sure that they are all equal. Also check to make sure the woven material is not getting caught on anything.
Material is warping.	Woven wood products are made with real wood and other natural materials. A response to changes in humidity levels may occur in this product.

Vertical Blinds

PROBLEM	SOLUTION
Blind won't clip into its mounting brackets.	Make sure that the brackets are level with each other, and that they are mounted straight on a flat surface.
The blind won't traverse left or right.	Make sure that there is nothing in the way of the louvers. Also, the louvers should be rotated so they are perpendicular to the wall (in the open position) before traversing the blind.
Only a few of the louvers traverse.	The tethers between the louvers that are traversing and the louvers that are not have come undone. Take the headrail down and clip the tethers back into the louver carriers.
The louvers won't rotate fully.	Check to make sure all of the louvers are in the same position (parallel to each other). If a louver is not facing the same way, hold that louver's clip and rotate it to make the louver face the right way (this may make a clicking sound).

The louvers stick together.	This is usually caused by static. Rub each louver with a dryer sheet to remove static.
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Panel Track

PROBLEM	SOLUTION
Headrail won't clip into its mounting brackets.	Make sure that the brackets are level with each other, and that they are mounted level on a flat surface. Make sure that the spring clips are facing the direction shown in the instructions.
The first panel traverses, but the rest do not.	Make sure that the white stop-block on the rear of the slider is attached and that it catches the front stop-block on the next slider.
The panel sliders seem to get stuck while traversing.	Make sure that the channels of the headrail are free of any debris. Also make sure that the headrail is not bent or bowed. This may be caused by brackets that were not mounted level.

Shutters

PROBLEM	SOLUTION
Shutters hang crooked, or panels don't close properly.	It is possible that the window frame may be out of square. Adjust shutter panel by using a hinge shim behind one, or more, of the hinges to align panel with the window or shutter frame.
The magnets are not catching.	Adjust the position of the magnet so that it touches the steel plate when the panel is closed. Make sure nothing is preventing the panel from closing.
The louvers stick/are hard to move.	Make sure there is nothing in the way of the louvers such as handles or latches. If necessary, loosen the set-screw found on the side of the panel (to reduce friction).
The louvers do not stay up after moving the tilt rod.	The louvers may need to have their friction adjusted. Tighten the set-screw located in the side of the panel until the louvers stay where you put the tilt rod.
Shutter panel fits tighter during certain seasons.	Your home reacts to the environment, and it expands and contracts as the seasons change. During cooler weather, your window frame shrinks slightly, and during warm weather your window frame expands slightly.
The hinges stick or make noise while opening or closing the panel.	The hinges may need lubrication. Silicone spray is the ideal lubricant as it won't harm the finish if it gets on the product.

*If your problem persists, or if it is not addressed on our troubleshooting sheet, please contact us either by email or by phone:
info@blindsplease.com -or- 1-866-667-7607*