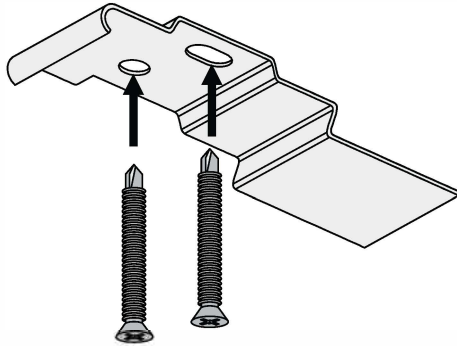


### Fitting the brackets

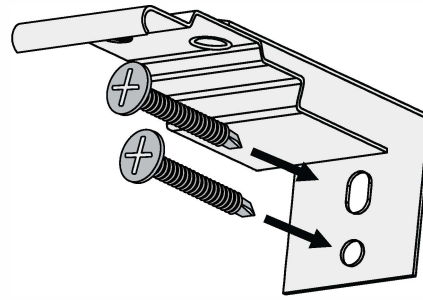
1

The brackets offer two methods of installation:



#### Top-Fixing

Use the front two holes in the top of the bracket to fix to the lintel (the 'ceiling' of the recess).



#### Face-Fixing

Use two screws through the back plate to mount onto a facing surface (a wall or window frame)



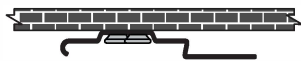
Note that the position of the outermost brackets should be at least 5cm away from the ends of the rail, with any other brackets evenly distributed across the width.

### Fitting the shade

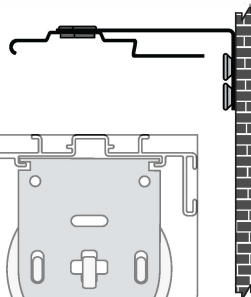
2

#### Top-Fixing

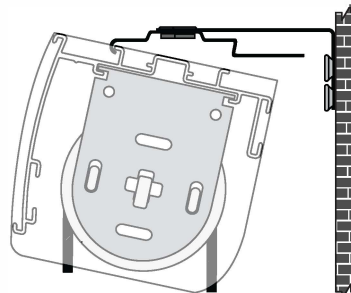
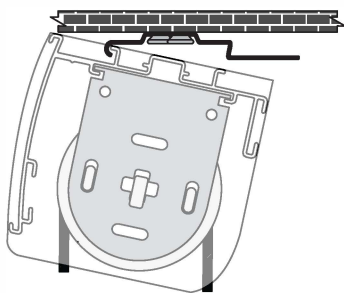
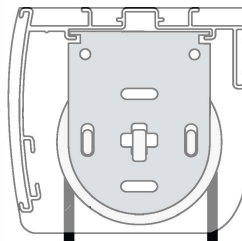
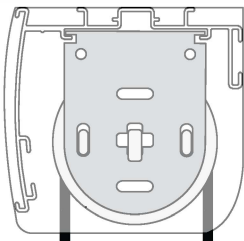
#### Face-Fixing



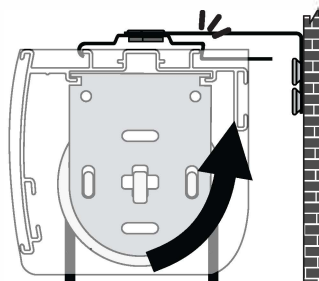
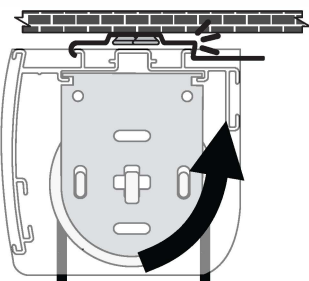
Bracket  
(side-on)



Shade  
(side-on)



Holding the rail at an angle, situate the T-shaped lip on the front of the cassette into the front lip of the bracket.



Twist the back of the cassette upwards until it snaps into place against the back lip of the bracket.

## Chain Tensioner

## Child Safety

Shades with clutch controls come with a continuous chain loop, which should always be screwed to the wall with the included chain tensioner.

The chain tensioner should be installed to a flat surface, so the bead chain is taut but not stretched. Be sure not to twist or cross the chain.

On inside mount shades, the tensioner may be attached to the windowsill or to the inside of the window frame. For outside mount or wall mount shades, the bracket may be mounted to the exterior of the window frame or the wall.

With a pencil, mark the desired location of the screw holes for the tensioner and then drill pilot holes. Then install the tensioner with the screws, making sure that the tensioner is fully installed, so that the spring is pushed in and the chain passes smoothly through the guide.



**The chain tensioner forms an important safety function by keeping chain loops away from small children. Never operate this shade without a functioning and correctly installed chain tensioner.**

*Please retain these instructions for the future reference.*

*Thank you for purchasing this product. Please read the instructions and warning carefully before installation to ensure safe and satisfactory use of this product.*

# ZEBRA SHADES

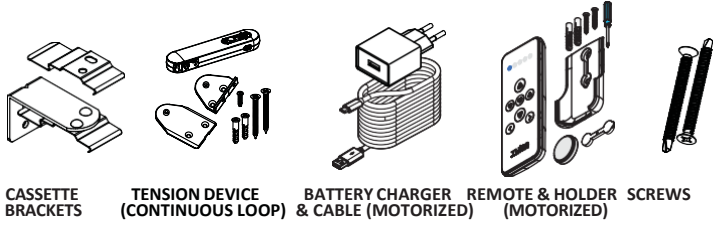
## LIFT SYSTEMS: CONTINUOUS CORD LOOP | MOTORIZATION



The difficulty level of this installation is ranked at **Level 2 - You got this!**

If you have questions or get stuck, call our Customer Care Team at 888-257-1840, or email [customer care@selectblinds.com](mailto:customer care@selectblinds.com)

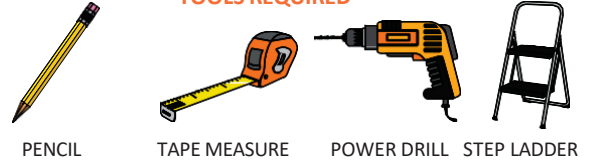
### HARDWARE AND PARTS INCLUDED



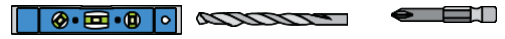
CASSETTE BRACKETS    TENSION DEVICE (CONTINUOUS LOOP)    BATTERY CHARGER & CABLE (MOTORIZED)    REMOTE & HOLDER (MOTORIZED)    SCREWS

\*The quantity of brackets you receive will depend on the width of your shade

### TOOLS REQUIRED



PENCIL    TAPE MEASURE    POWER DRILL    STEP LADDER

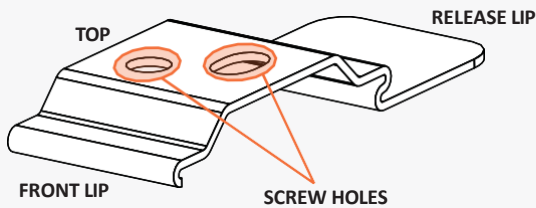


LEVEL    5/64" DRILL BIT    PHILLIPS BIT

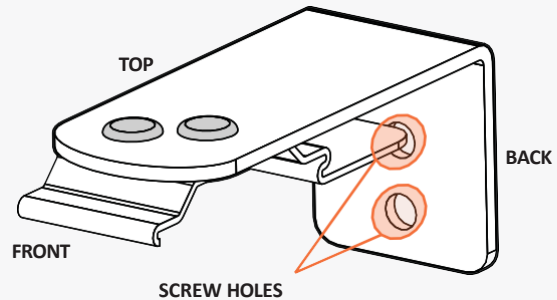
## 1. MOUNTING THE BRACKETS

### MOUNTING CASSETTE HEADRAIL BRACKETS

**NOTE:** The zebra shade tube is pre-installed in the cassette headrail, which simply snaps onto the provided hardware. You will receive two or more cassette brackets, depending on the width of your shade.



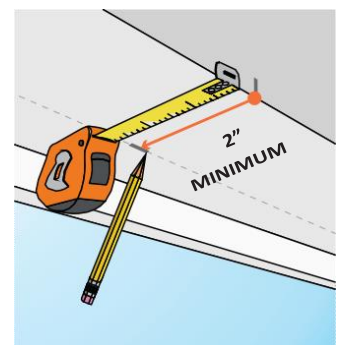
INSIDE MOUNT CASSETTE BRACKET



OUTSIDE MOUNT CASSETTE BRACKET

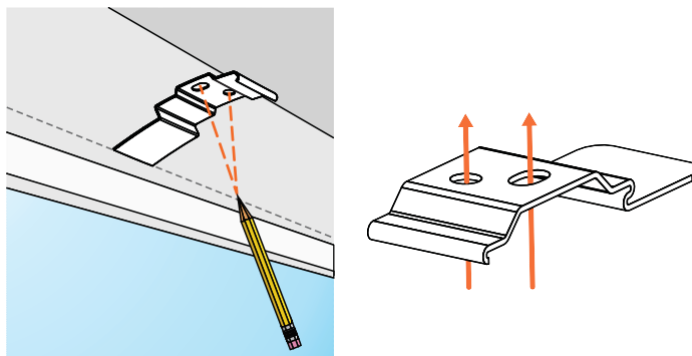
### CASSETTE HEADRAIL - INSIDE MOUNT

1. At the top corners of the window, measure inward and mark with your pencil **2" - 4"** from each side. If you have additional brackets, make an additional mark for each one, evenly spaced between the outer marks.



2. Next, you'll need to measure how deep to place your brackets in the window. Starting at one of your marks, measure back at least 2" and make a mark with your pencil. If you want the front of the cassette to be flush with the wall, measure back 3 1/2" and make a mark. Repeat this step until you've marked the same depth measurement for each bracket.

3. Hold each bracket up to the ceiling or window frame so the release lip lines up with your mark. Mark the holes in each bracket, then use your pencil to mark where the screws will go. Repeat this step until you've marked the screw holes for each bracket.

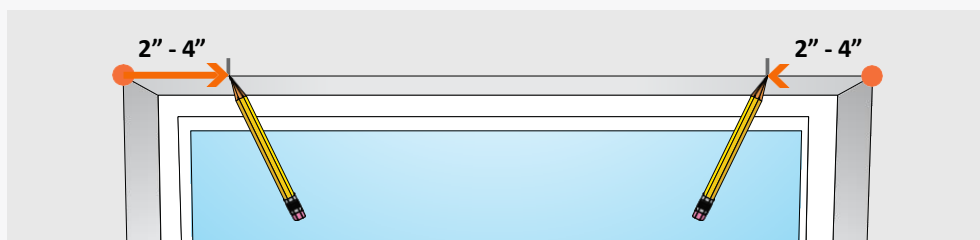


4. Pre-drill the screw holes with a 5/64" drill bit at your marks for each bracket location. Before you mount the brackets, you may want to erase any pencil marks that remain on the wall or window.

5. Line up your first bracket with the screw holes, and insert two screws to secure the bracket to the mounting surface. Repeat this step for any remaining brackets. When all brackets are secure, you're ready to mount the shade into the window.

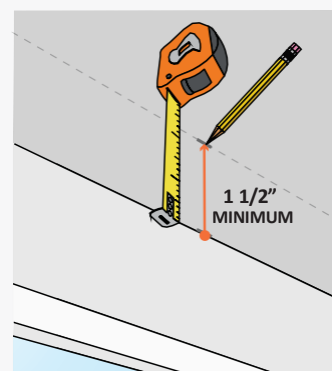
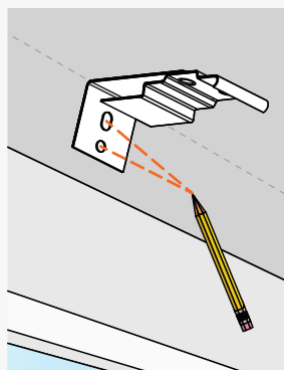
## CASSETTE HEADRAIL - OUTSIDE MOUNT

1. At the top corners of the window, measure inward and mark with your pencil 2" - 4" from each side. If you have additional brackets, make an additional mark for each one, evenly spaced between the outer marks.



2. From one of these marks, measure upward and mark the height for the bracket placement. The minimum requirement is 1 1/2", but if you want the brackets to clear the top of the window, measure and mark at least 1 3/8" above your window. Repeat this until you've marked the same height measurement for each bracket.

3. Position a bracket so that the back is against your mounting surface, and the top is aligned with one of your upper marks. Hold the bracket in place and mark with your pencil where the screws will go. Repeat this until you've marked the screw holes for each bracket.



4. Pre-drill the screw holes with a 5/64" drill bit at your marks for each bracket location. Before you mount the brackets, you may want to erase any pencil marks that remain on the mounting surface.

5. Line up your first bracket with the screw holes, and insert two screws to secure the bracket to the mounting surface. Repeat this step for any remaining brackets. When all brackets are secure, you're ready to mount the shade into the window (see below).

## 2. ATTACHING THE SHADE

**NOTE:** Before you attach the shade to the brackets, check that your brackets are straight and aligned with each other. The screw holes on all brackets are elongated, so making small adjustments is easy.

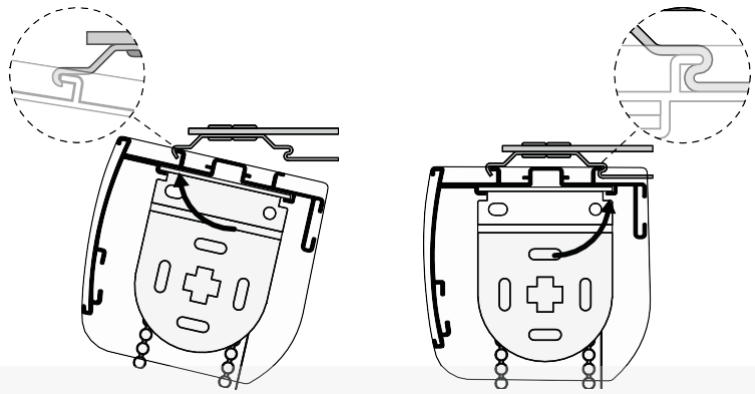
**Inside Mount:** Use a tape measure to check that each bracket is set to the same depth. If you need to make adjustments, slightly loosen the screws on a bracket and shift it back or forward. Secure the screws when the position is corrected.

**Outside Mount:** Use a tape measure to check that each bracket is set to the same height, and use a level on top of each bracket to make sure they're all straight and aligned. If you need to make adjustments, slightly loosen the screws on a bracket and shift it until it's level and set to the correct height.

## CASSETTE HEADRAIL

1. Grab the cassette and hold it up to your brackets. Set the front edge of the headrail onto the front hook of each bracket. While in this position, you can slide the shade left or right until the cassette is centered.

2. When you're ready to secure the headrail, push the headrail upward until the back lip of each bracket snaps onto the back edge of the cassette. When the shade is installed, you may safely remove the bubbled wrapped around the roller.

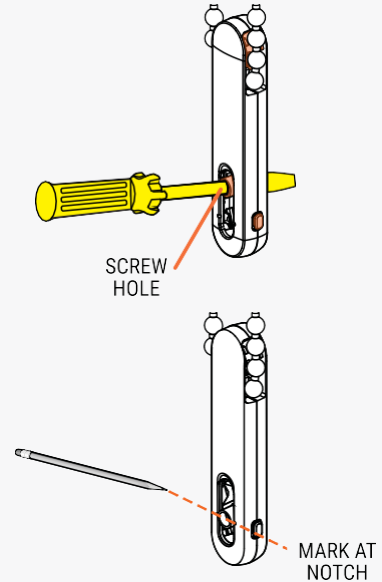


## 3. ADDITIONAL INSTRUCTIONS

### INSTALLING CHAIN TENSION DEVICE

**NOTE:** Cord or chain tension device are used to ensure the smooth operation of your shade and to help protect children from getting tangled in loose chains. If there is any protective plastic around the chain, remove it before you proceed. Before doing anything, you must first slide the tension device to the bottom of the bead chain loop.

1. Insert a small screwdriver, punch, or awl through the screw at the bottom of tension device.
2. While pressing the tension device release buttons on the sides of the tension device, move the screw hole down to release the safety mechanism.
3. Slide the tension device down to the bottom of the bead chain loop, position it at the desired location.
4. Mark the window casement at the notch in the tension device.
5. The goal of using the tension device is to make the chain taut but still slightly loose. The center of the screw hole should be aligned with the notch in the UCT ( $\pm 1/8"$ ). The tension device can be mounted in 3 ways (Inside Mount with bracket or without bracket, Outside Mount).

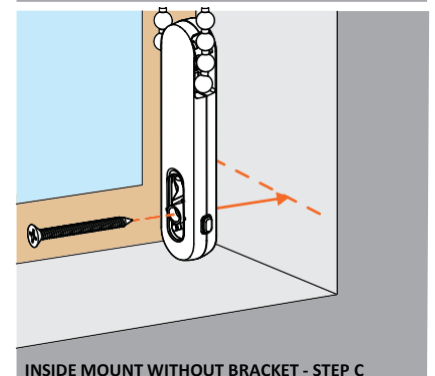
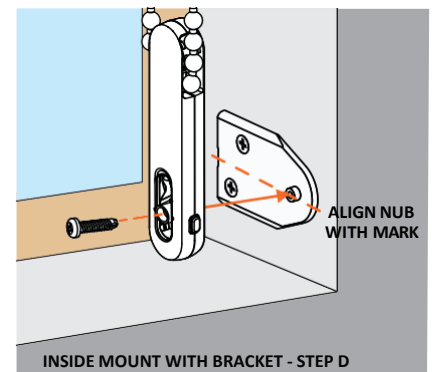


### INSIDE MOUNT WITH BRACKET

- A. Hold the Tension Device's Inside bracket with its center hole aligned with the mark and mark both hole locations.
- B. Drill  $1/8"$  pilot holes, if wall anchors are required, first tap them into the  $7/32"$  pre-drilled holes. Use a Phillips screwdriver and the longer provided screws to attach the bracket to the wall.
- C. Press the tension device release buttons on the sides of the tension device while pulling down on the spring-loaded screw hole. Insert the nub on the inside mount bracket into the back of the screw hole in the tension device.
- D. Insert the small provided screw into the nub through the front of the screw hole and tighten it to secure the tension device to the bracket.

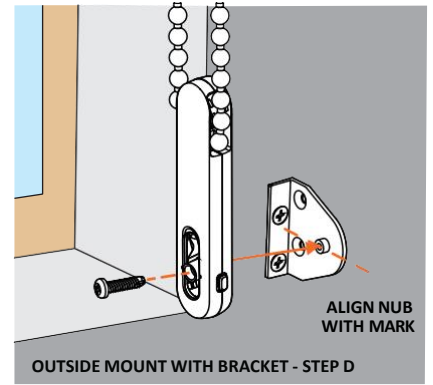
### INSIDE MOUNT WITHOUT BRACKET

- NOTE:** If mounting to a textured or uneven surface, use the provided mounting bracket.
- A. Position the tension device with its spring-loaded screw hole aligned with the mark.
  - B. If a wall anchor is required, first tap the anchor into the  $7/32"$  pre-drilled hole.
  - C. Insert the longer provided screws into the spring-loaded screw hole in the tension device and attach the screw.



## OUTSIDE MOUNT

- A. Hold the Tension Device's Outside bracket with its center hole aligned with the mark and mark both screw hole locations.
- B. Drill 1/8" pilot holes, if wall anchors are required, first tap them into the 7/32" pre-drilled holes. Use a Phillips screwdriver and the longer provided screws to attach the bracket to the wall.
- C. Press the tension device release buttons on the sides of the tension device while pulling down on the spring-loaded screw hole. Insert the nub on the inside mount bracket into the back of the screw hole in the tension device.
- D. Insert the small provided screw into the nub through the front of the screw hole and tighten it to secure the tension device to the bracket.



### CAUTION:

- The window covering will not operate properly unless the tension device is secured.
- Locate the tensioner as close to the window glass as possible to minimize accessibility by children and pets.
- Be sure the tension device is not placed in the path of the bottom rail or fabric, this may cause the bead chain to become too tight, affecting the shade function and increasing bead chain wear.

**WARNING:** A damaged, loose, or missing tension device poses a strangulation risk to children. Remove from use and repair or replace if tension device is damaged, loose, or missing.

## 4. PROGRAMMING AND USING YOUR REMOTE

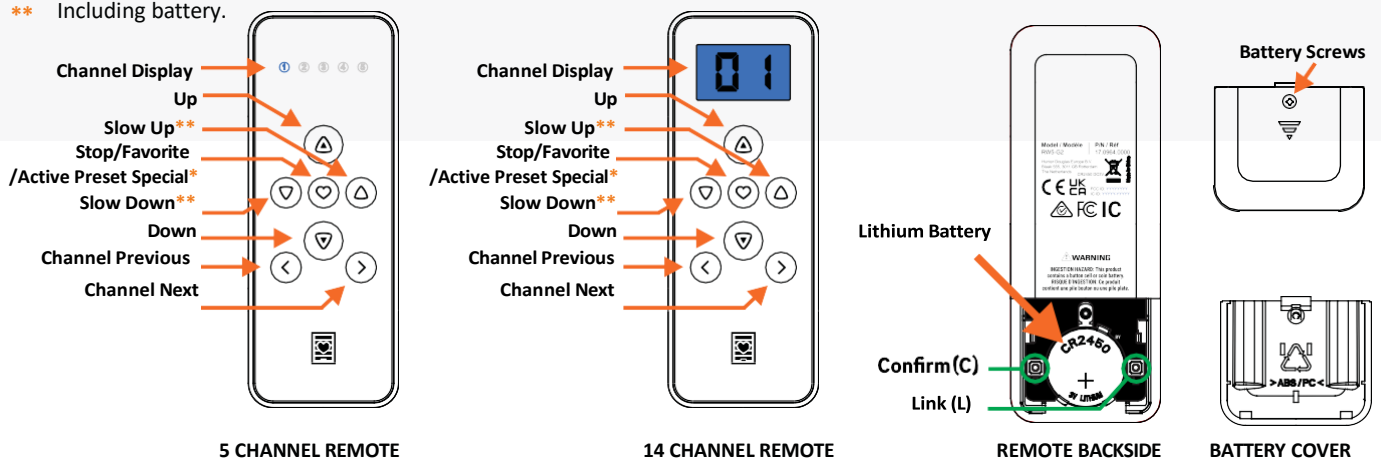
**IMPORTANT: THE MOTORIZED SHADES WERE PROGRAMMED AND IN SLEEP MODE, PLEASE WAKE UP THE MOTORS BEFORE USING. TO DO THIS, PRESS AND HOLD THE SETTING BUTTON FOR 6 SECONDS UNTIL YOU HEAR THE MOTORS SOUND AND THE LEDS FLASH RED FOUR TIMES.**

### REMOTE CONTROLLER TECHNICAL DATA

• Channels	5+all (RW5-G2) 14+all (RW14-G2)	• Operation Temp	-20 ... 55°C
• Max. blinds	16 per channel	• Frequency	ASK 433.92 MHZ
• Supply voltage	3V, CR2350 Coin Cell	• Indoor range*	35m
• Protect Rate	lp20	• Dimensions(W x H x D)	46 x 122 x 12.4 mm
		• Weight**	56 grams

### NOTE :

- \* The indoor range is typically 35m but can vary based on the thickness and material of the walls.
- \*\* Including battery.

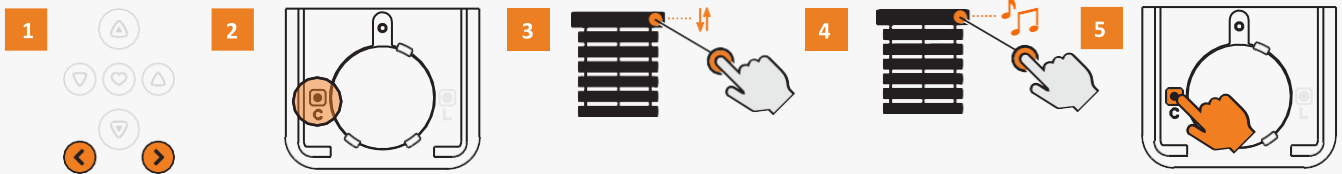
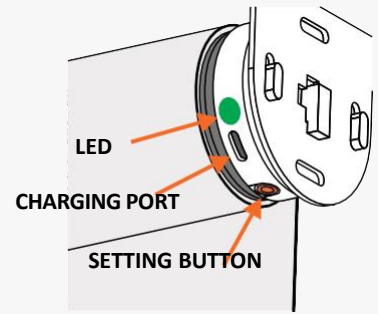


### NOTE :

- \* Only for certain products
- \*\* To active the preset special function, hold 2 seconds and then release.

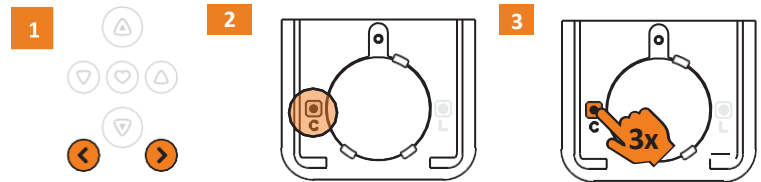
## PAIR A SINGLE SHADE TO A CHANNEL

1. Select the desired shade **channel** (channel backlight will turn off after 4 secs).
2. Remove the battery cover to access the '**C**' button.
3. Hold the **setting button** until the shade **jogs** and the motor's **green** LED blinks.
4. Hold the **setting button** again until the shade **beeps** and the motor's **red** LED blinks steadily.
5. While the motor beeps (max. 15 secs), press the '**C**' button. The shade will **jog**, and the **green** LED will flash to confirm successful pairing.



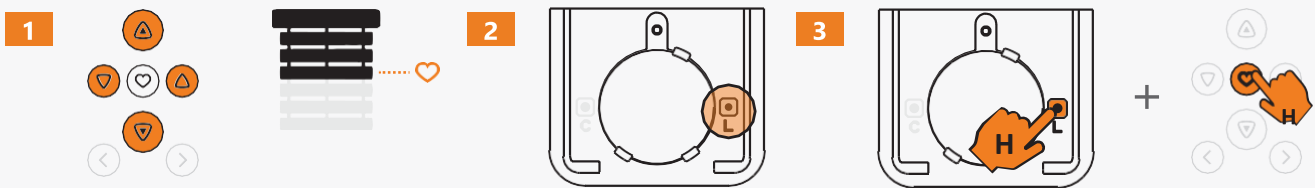
## DELETE A SHADE FROM REMOTE

1. Select the desired shade **channel** (channel backlight will turn off after 4 secs).
2. Remove the battery cover to access the '**C**' button.
3. Press the '**C**' button three times within 2 seconds. The shade will jog, and the **green** LED will flash to confirm deletion.



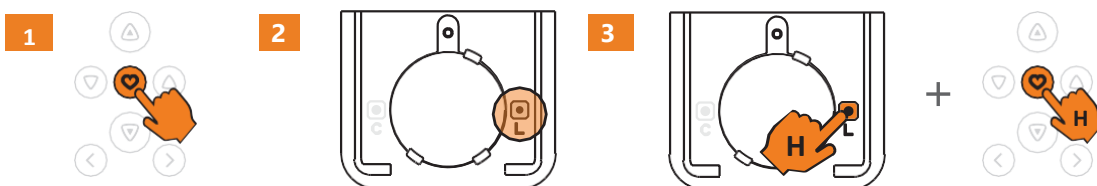
## SET THE FAVOURITE POSITION

1. Send the shade to the desired favourite position.
2. Remove the battery cover to access the '**L**' button.
3. Hold the '**L**' button first, then quickly hold the **Heart** button until the shade beeps and the **green** LED blinks to set the favourite position.



## DELETE THE FAVOURITE POSITION

1. Press **Heart** to send the shade to its favourite position.
2. Remove the battery cover to access the '**L**' button.
3. Hold the '**L**' button first, then quickly hold the **Heart** button until the shade beeps and the **green** LED blinks to delete the favourite position.



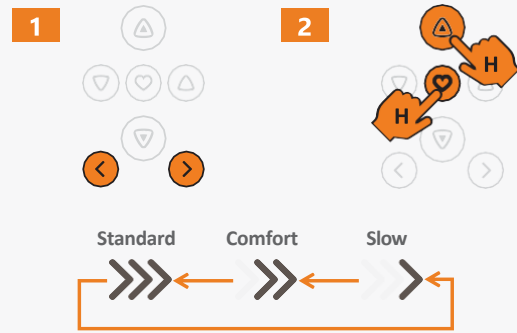
## CHANGE THE MOTOR SPEED

A shade offers three speed levels: **Standard** (default), **Comfort**, and **Slow**. Changing the speed cycles to the next available level

1. Make sure the desired shade channel is active.
2. Hold **Heart** first, then quickly hold the **Up** button until the shade beeps and the **green** LED blinks to change the speed.

**Note:**

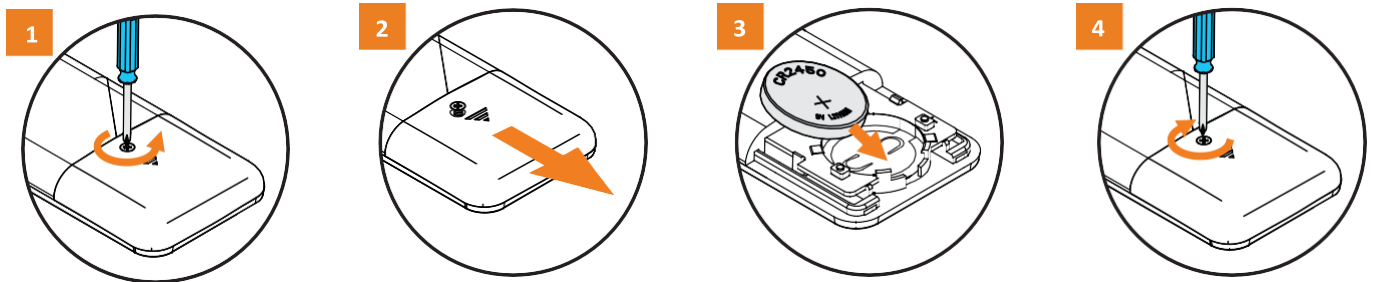
All shades on the same group channel will have their speed changed.



## INSTALL/ REPLACE THE REMOTE BATTERY

If the group channel number no longer lights up or the controlled product stops responding, it's time to replace the battery

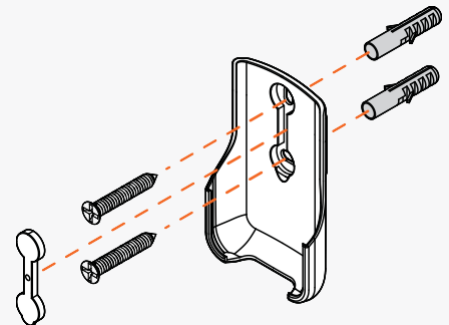
1. Use the included Philips screwdriver to turn the captive screw counter clockwise until it loosens but remains attached to the cover.
2. Slide the battery cover off gently to access the battery compartment.
3. Carefully remove the old battery and align the battery with the + symbol facing upward. Place it into the socket, ensuring it is seated securely and held in place by the plastic snap legs.
4. Securely slide the battery cover back into position and tighten the captive screw.



## MOUNT THE REMOTE HOLDER

**NOTE:** A wall mount remote holder is included with your remote, but it is optional to install it.

1. Determine where you'd like to place your remote carrier in the room. It is common to place it near a light switch, or on the wall next to the window.
2. With the holder in the upright position, insert the provided screws to secure it to our mounting surface.
3. After the screws are attached to the wall, insert the screws cap cover to the desired position in the remote holder.





## TROUBLESHOOTING

QUESTION	ANSWER
None of the backlit buttons illuminate on my remote when I press the buttons?	Check if the battery needs replacement or is inserted properly and not damaged.
When I try to add a blind to the app or remote, there's no response?	<ol style="list-style-type: none"> <li>1. Blind has no power. Make sure the motor is awake and not in deep sleep</li> <li>2. Make sure the integrated Li-ion battery of the blind is charged.</li> <li>3. Check if the correct group channel has been selected.</li> </ol>

## FREQUENTLY ASKED QUESTIONS

QUESTION	ANSWER
My shades are not responding to the remote control?	<ol style="list-style-type: none"> <li>1. Check battery has been inserted correctly into remote control.</li> <li>2. Check blinds have been added to the remote control.</li> <li>3. Check battery level of the blind, via the app. Go to: Settings &gt; Blind Status, then press 'Connect'.</li> <li>4. If battery level of the blind is good, replace remote control battery.</li> </ol>
Can I add blinds to a remote control without using the app?	<p>Yes. A remote control can be paired to a shade without using the app. To do this:</p> <ol style="list-style-type: none"> <li>1. Choose the group number on the remote control that you want to add the blind to.</li> <li>2. Remove the battery cover on the back of the remote control and locate the button marked 'C'.</li> <li>3. Press and hold the manual push button on the blind until it jogs. Repeat the process until it jogs a 2nd time and persists making audible sound.</li> <li>4. Press the 'C' button on the remote within 15 seconds until the blind jogs. Blind is now paired to the remote control.</li> </ol>
Can I copy the same information from one remote control to another?	No, it is not possible to copy stored information from one remote control to another.
Do I need a remote control to work my blinds?	For maximum flexibility and operation, one remote control per room, is recommended.
Can I assign more than one remote control to an individual blind?	<p>Yes, it is possible to assign up to a max. of 10 remotes to an individual shade. Repeat the following steps for each remote:</p> <ol style="list-style-type: none"> <li>1. Choose the group number on the remote control that you want to add the blind to.</li> <li>2. Remove the battery cover on the back of the remote control and locate the button marked 'C'.</li> <li>3. Press and hold the manual push button on the blind until it jogs. Repeat the process until it jogs a 2nd time and persists makes audible sound.</li> <li>4. Press and hold the 'C' button on the remote control until the blind jogs.</li> <li>5. The shade is now paired to the remote control.</li> </ol>
How many blinds can the remote control operate?	<p>For model 5 channels remote:</p> <ul style="list-style-type: none"> <li>• 1 remote control has 5 groups to choose from.</li> <li>• The maximum number of blinds that can be assigned to each group, is 16.</li> </ul> <p>For model 14 channels remote:</p> <ul style="list-style-type: none"> <li>• 1 remote control has 14 groups to choose from.</li> <li>• The maximum number of blinds that can be assigned to each group, is 16.</li> </ul>
Which battery type is used for the remote control?	The remote control will require a single 3V CR2450 coin / button cell battery.
Will the remote control work fresh out-of-the-box?	No. The remote control will need to be assigned either directly to the shade or via the SmartView app.

## SAFETY INSTRUCTIONS

### WARNING: IMPORTANT SAFETY INSTRUCTIONS

Follow all instructions carefully, as incorrect installation or handling can lead to severe injury.

- Do not ingest the battery. This device contains a lithium coin/button cell battery. Swallowing the battery can cause severe internal burns within 2 hours and may lead to death. Keep new and used batteries away from children. If the battery compartment does not close securely (or lacks a captive screw), stop using the product immediately and keep it out of reach of children. If a battery is swallowed or placed inside any part of the body, seek immediate medical attention.
- Replacing the battery with an incorrect type may compromise safety features.
- Do not dispose of batteries in fire, hot ovens, or crush them, as this can lead to explosions or leakage of flammable liquids or gases. Avoid exposing batteries to extremely high temperatures or low air pressure, as this may cause explosions or leakage. Keep the device dry and do not paint it.
- Do not drop, knock, or shake the device, as rough handling can damage internal circuit boards.
- Ensure the shade can move freely without obstruction from objects.
- Do not allow children to play with the remote control.
- 



Do not drill in to the device!



Do not immerse into a liquid



Never drop the device!



Avoid direct sunlight!

## BATTERY RECYCLING INSTRUCTIONS

1. To responsibly dispose of the coin cell battery in your remote control:
2. **Do Not Discard in Regular Trash:** Coin cell batteries contain hazardous materials and must not be disposed of in household waste. Improper disposal can harm the environment.
3. **Locate a Recycling Center:**
  - In the **United States**, visit [Call2Recycle](#) to find a nearby battery recycling drop-off location. Many retail stores, including home improvement and electronics stores, accept used batteries for recycling.
  - In **Canada**, check with local recycling programs or visit [Call2Recycle](#) Canada to locate a drop-off site.
4. **Prepare the Battery for Recycling:** Before recycling, tape over the positive (+) terminal of the battery with clear or electrical tape to prevent accidental discharge or short-circuiting.
5. **Follow Local Guidelines:** Some municipalities may have additional guidelines for battery disposal. Always adhere to your local regulations to ensure safe handling and recycling.
6. By recycling your coin cell battery, you help protect the environment and comply with regulations in the US and Canada.



## LEGAL INFORMATION

### CE Statement

Hunter Douglas hereby declares that the RW5-G2 and RW14-G2 Remote Controls are in compliance with the basic requirements and other relevant provisions of the Electromagnetic Compatibility (EMC) Directive 2014/30/EU, Radio Equipment Directive (RED) 2014/53/EU and Low Voltage Directive (LVD) 2014/35/EU. The full text of the EC declaration of conformity can be obtained online: [www.tuiss.com/certifications](http://www.tuiss.com/certifications)



### UK Statement

Hunter Douglas hereby declares that the RW5-G2 and RW14-G2 Remote Controls are in compliance with the basic requirements and other relevant provisions of the Electromagnetic Compatibility Regulations 2016, Radio Equipment Regulations 2017 and Electrical Equipment (Safety) Regulations 2016. The full text of the UK declaration of conformity can be obtained online: [www.tuiss.com/certifications](http://www.tuiss.com/certifications)



### FCC Statement

FCC ID: 2BMQ2RW5RW14

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

### Innovation, Science and Economic Development Canada ICES-003 Compliance

IC: 33385-RW5RW14

CAN ICES-3 (B)/NMB-3(B)

This device contains license-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's license exempt RSS(s). Operation is subject to the following two conditions:

- (1) This device may not cause interference.
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

# No-Drill Blinds Headrail



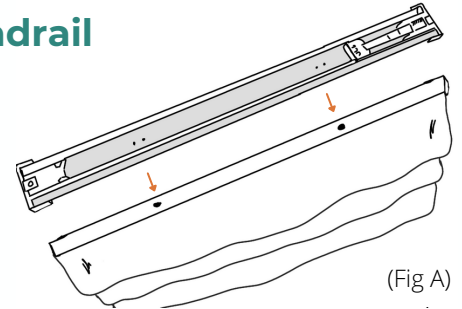
The difficulty level of this installation is ranked at **Level 1**. *A piece of cake!*

If you have questions or get stuck, call our Customer Care Team at 888-257-1840, or email [customer care@selectblinds.com](mailto:customer care@selectblinds.com)

## Remove the No-Drill Blinds Headrail

The No-Drill Blinds Headrail will already be installed onto the existing product headrail.

Remove the product from the headrail (See Fig A), which will vary from product and depend on lift type.

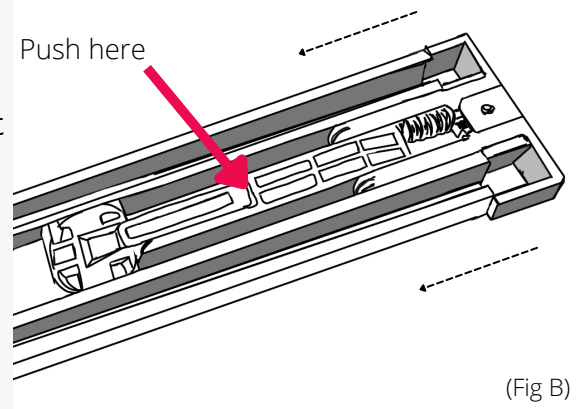


(Fig A)

## 1. Preparing the No Drill Blinds Headrail

Pull the lever from below or push down on the mechanism from above to retract the tension boot (See Fig B).

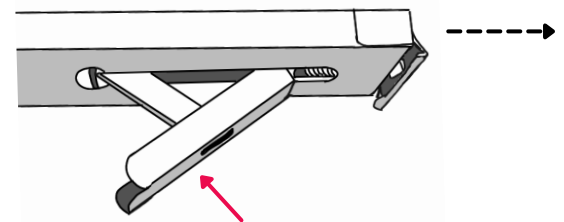
Install the metal strips or padded adhesive tape on opposite sides of the window opening where you'll be installing the No-Drill Blinds Headrail. This is optional and only available on larger products.



(Fig B)

## 2. Installing the No Drill Blinds Headrail

Insert the No-Drill Blinds Headrail into the window opening, make it flush with the top of the window opening, then push on the lever to extend the tension spring and secure the No-Drill Blinds Headrail. (See Fig C)

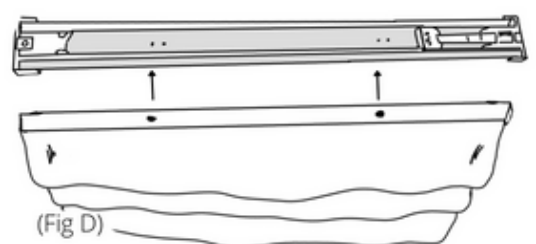


Push the lever in here to extend the spring end.

(Fig C)

## 3. Installing the Product

Install the product onto the brackets (See Fig D). Test and operate the product to ensure secure installation and smooth functionality.

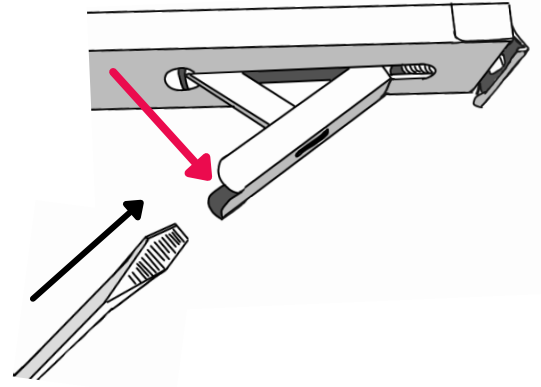


(Fig D)

## Uninstalling the No Drill Blinds Headrail

To uninstall the product, follow step 1 by removing the product from the headrail and use a screwdriver to unlatch the lever.

Make sure to hold the No Drill Blinds Headrail in place while unlatching the lever. This will prevent damage to the window or headrail.



### Tech Tip

If the fixed boot end was accidentally forced out, use a flathead screwdriver to twist the red "droplets" towards the center and then push it back in.

