STEP BY STEP INSTALLATION INSTRUCTIONS

Pleated Shades

Motivia™
Motorization
Everything You Need

A Smooth Set-Up
We want you to love your new window coverings and that includes having a smooth installation experience. If you encounter any difficulties or questions, please reach out to us for help. It’s why we’re here. Call us at 800.248.8888 or visit www.smithandnoble.com/knowhow for more info on installation.

We recommend you hold on to all packaging until your window coverings are fully installed. Should something go wrong (we strongly doubt it), we want any potential returns to be as painless as possible.

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Customer Service Hours
Monday – Friday: 6am – 7pm PT
Saturday – Sunday: 7am – 4pm PT
smithandnoble.com
Step 1 – Parts & Tools

Getting Started

First, make sure you have all the parts and tools required to install your shades.

ALL THE HARDWARE YOU’LL NEED:
Pencil, screw-driver, ¼” nut driver, level, and a drill with a ⅛” drill bit.

Then find wooden studs where you’ll want to attach the brackets; if you need to mount your shades to wallboard or plaster, use a secure fastener designed for hollow wall applications. For metal surfaces, pre-drill holes and use the included screws. For concrete, stone, brick, or tile surfaces, use a masonry drill and appropriate plugs, anchors, or screws.

It’s important when selecting a fastener to make sure it’s designed to support the weight of the shade. Follow the fastener manufacturer’s instruction from there on out.

<table>
<thead>
<tr>
<th>SCREWS</th>
<th>MOUNTING BRACKETS</th>
</tr>
</thead>
<tbody>
<tr>
<td>POWER DRILL (NOT INCLUDED)</td>
<td>EXTENSION &amp; SIDEMOUNT BRACKET (OPTIONAL)</td>
</tr>
<tr>
<td>LEVEL (NOT INCLUDED)</td>
<td>HOLD DOWN BRACKET (OPTIONAL)</td>
</tr>
<tr>
<td>SCREW DRIVER &amp; PENCIL (NOT INCLUDED)</td>
<td>HEADRAIL BATTERY PACK CLIP</td>
</tr>
<tr>
<td>WALL MOUNT BATTERY PACK CLIPS</td>
<td>SPACER BLOCKS (INCLUDED WITH OUTSIDE MOUNT ONLY)</td>
</tr>
</tbody>
</table>

Bracket Quantity & Positioning

Shades are shipped with the required number of brackets for proper installation. End brackets should be located approx. 3” from either end. Depending on the width of the shade, additional brackets may be necessary, evenly spaced between the two end brackets. If mounting the battery pack to the head rail, bracket positions may need to be adjusted to accommodate the battery pack. You must have at least 19” between bracket center lines to fit the battery pack. Mark the hole locations with a pencil for drilling.

Brackets must be in line and level. Shim brackets on inside mounts if necessary. The head rail must be level for the shade to operate properly.

Important: Spacer blocks are required on outside mount shades using the headrail battery pack clip.

<table>
<thead>
<tr>
<th>BRACKET QTY</th>
<th>SHADE WIDTH</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>up to 40”</td>
</tr>
<tr>
<td>3</td>
<td>&gt;40½”–72”</td>
</tr>
<tr>
<td>4</td>
<td>&gt;72½”–84”</td>
</tr>
<tr>
<td>5</td>
<td>&gt;84½” and up</td>
</tr>
</tbody>
</table>
## Inside Mount

<table>
<thead>
<tr>
<th>Product Minimum Depth Chart</th>
<th>Min. Depth (flush)</th>
<th>Min. Depth (mount)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pleated Shade - Motorization - (shade &amp; bracket only)</td>
<td>1&quot;</td>
<td>2½&quot;</td>
</tr>
<tr>
<td>Pleated Shade - Motorization - (shade, bracket &amp; battery pack)</td>
<td>1¼&quot;</td>
<td>2½&quot;</td>
</tr>
</tbody>
</table>

Hold the shade inside the window frame so that the front edge of the shade and the front edge of the window line up. Don’t forget to keep it centered (you’ll want the spaces between the ends of the headrail and window edges to be equal). End brackets should be located 3" in from each end.

Use the top bracket holes.

Attach the brackets flat against the top window sill frame.

## Outside Mount with Battery Pack mounted on the wall

The minimum mounting height for outside mounted shades is 2". The brackets are mounted with two screws through the back end of the bracket flat against the window molding or the wall above the window.

For wall or outside mounts, use the rear bracket holes.

The Battery Pack is mounted under the headrail to the wall with the mounting clips provided. See Step 3 for how to attach Battery Pack.

## Outside Mount with Spacer Block and Battery Pack on Headrail

Two spacer blocks must be stacked to give enough clearance for the battery pack on headrail.

Make sure that the brackets are level and aligned.

Attach using the screws that were provided in the package with the spacers. Screws should be long enough to secure the bracket to the mounting surface.

## Side Mount

Line the side mount bracket up with the desired height of the top of the headrail.

Measure from the window sill up to the desired mounting position on each side of the window frame.

Mark holes for screws. Remove brackets and drill holes.

Mount the side mount brackets on each side of window frame as shown. Make sure to confirm that the headrail will sit perfectly level.

Attach the brackets together, using the nuts and bolts provided.

## Step 2 — Mounting Brackets

2½" minimum depth needed to fully recess shade to wall mount with battery pack.
Step 2 — Mounting Brackets

Extension Brackets (optional)
Optional Extension Brackets are used to project the back of the shade up to 2³⁄₈" from the mounting surface. Attach the Mounting Bracket to the Extension Bracket with the nut and bolt provided.

BATTERY CLIP  
EXTENSION BRACKET  
NUT  
BOLT  
BRACKET

Extension Bracket requires 2" flat surface for mounting

Step 3 — Attaching the Battery Pack

Battery Pack Attachment
Attach the Battery Pack clip to the back of the head rail as shown. (diagrams A & B)

IMPORTANT: Position the clip so that the battery pack will be between mounting brackets.

Before mounting the pack, make sure that the pack and excess wire will not interfere with the operation of the shade. Extension wires are available if needed.

Snap the battery pack into the clips.

NOTE: Be sure battery wire will reach motor plug.

Wall Attachment

Attach the wand clips in the desired location with the screws provided.

Before mounting the pack, make sure that the battery pack and excess wire will not interfere with the operation of the shade. Extension wires are available if needed.

Press the pack into the clips.

Please Note: Be sure the battery wire will reach the motor plug.
### Step 4 — Hanging & Removing the Shade

**Hanging the Shade**

Before mounting the headrail make sure that the small white receiver wire is out of the headrail. For optimal performance position the receiver wire so that it is facing into the room.

Position the motor wire so that it comes out the back side of the shade.

Position the headrail with the front lip (A) resting on the top hooks of all the brackets. Make sure that no fabric is pinched between the brackets and the headrail.

Push the bottom of the headrail firmly upwards and toward the window until the groove at the bottom of the headrail snaps into place, (B) as shown.

Be sure the motor wire is not pinched by the bracket.

**Removing the Shade**

Insert a screwdriver between the headrail and the bottom back of the bracket (tab which extends out slightly from each bracket). (dia. C)

Gently pry the screwdriver to release the bracket from the headrail.

### Step 5 — Attaching the Power Source

**Attach Battery Pack to Motor**

Plug the battery pack wire into the motor wire.

**Attach Transformer (optional)**

Plug the transformer wire into the motor wire. Secure the wire behind the shade and along the window casing as required.

Plug the transformer into an electrical outlet.

If the wire is not long enough to reach, optional 48” extension wires are available.
Remote Control

For added protection, your remote control arrived with a protective film on the top. Please remove this film prior to use.

Select the desired channel with the CHANNEL key. The channel indicator light will illuminate the channel that is on. If all 5 lights are lit, the remote will control all 5 channels at once.

Tapping the UP or DOWN keys for less than 2 seconds will move the shade in short steps. Holding the UP or DOWN keys down for more than 2 seconds before releasing, will operate the shade in the faster standard speed.

Press the UP or DOWN keys to raise or lower the shade.

Press the STOP key to stop the shade anywhere along the window.

Setting and Using a Favorite Position:

Use the UP or DOWN buttons to position the shade at the desired “favorite” position. First press and hold the LIMIT button on the back of the remote with a small screwdriver or tip of a pen. While holding the LIMIT button press and hold the UP button. Release both buttons when the shade jogs.

With the shade at either the upper or lower limit, simply press the STOP button to bring the shade to the “favorite” position. To go to the “favorite” position from any other location, make sure the shade has been stopped for at least three seconds before pressing the STOP button.

Refer to the Motorization Guide for additional details.

Hold Down Brackets (optional)

Optional Hold Down Brackets are mounted with the supplied screws. With the shade at its proper drop, place the pin of each Hold Down into the hole in each End Cap and make sure the pins are level and aligned. Mark the Hold Down screw hole with a pencil. Raise the shade, then screw the Hold Down Bracket into the mounting surface. Slightly flex the hold down brackets to insert the pins into the end caps.
Care & Cleaning

Minimal care and cleaning is needed to maintain the beauty of your shades.

To Vacuum: Use a hand-held vacuum with low suction for a more thorough cleaning to keep your shades looking fresh and neat.

To Dust: Use feather duster.

Safety First. Style Second To None™

Great style should never come at the cost of safety. Every Smith & Noble window treatment conforms strictly to today’s safety standards, including permanent tie-down devices and built-in cord stops. To protect young children and pets, there’s no better way to eliminate risk than to use one of our Motivia™ motorized products.

Troubleshooting

<table>
<thead>
<tr>
<th>Problem</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>The motor does not work</td>
<td>1. Check that the power source and motor are connected properly.</td>
</tr>
<tr>
<td></td>
<td>2. If using a battery pack - confirm that the batteries are fresh</td>
</tr>
<tr>
<td>The motor continues to run in one direction</td>
<td>The limit setting was unsuccessful and needs to be reset. Find limit settings in our Advanced Programming Guide.</td>
</tr>
<tr>
<td>The indicator light on the remote does not shine or the remote-controlling range becomes shorter.</td>
<td>Replace the battery in the remote (CR2430 Lithium)</td>
</tr>
<tr>
<td>The motor stops working or works intermittently</td>
<td>Replace the batteries in the wand with 8 fresh AA lithium batteries.</td>
</tr>
<tr>
<td>The motor beeps when operated</td>
<td>The battery power is low. Replace the batteries in the wand with 8 fresh AA lithium batteries</td>
</tr>
</tbody>
</table>

If these suggestions don’t work, then please give us a call or visit our website.
Warranty Service

The enjoyment of your window coverings should be everlasting, which is why our products come with a limited lifetime warranty. The warranty applies to the original owner, requires a proof of purchase and covers defects in material or craftsmanship. Shades or blinds must have been properly installed. We reserve the right to determine if your window covering warrants a repair or a replacement. In need of warranty service? Call us at 800.248.8888 and we’ll arrange for a repair or replacement ASAP.