

# Common Headrail Brackets Continues to Evolve



The brackets used for common headrail products (Duette® EasyRise™, UltraGlide® and LiteRise®, Applause® LiteRise and Vignette® Tiered shadings) are going through a minor design change to make it more ‘forgiving’ for less than ideal mounting applications. The original design was great if you had a smooth and level mounting surface, and could align the brackets perfectly. However, often this is not the case and these conditions made it difficult to install the headrail into the brackets.



Last August, the Honeycomb brand team released a revised bracket that angled down more and eliminated the “gusset” which increased the flexibility of the bracket to make headrail installation easier. This picture shows the old style of bracket on the left with the gusset. The revised bracket is shown on the right and does not have a gusset. The new brackets were made available to fabricators in August. The picture at the top of the page shows the newest design of the bracket. It has a dimple on the top, and the bottom locking tabs have been modified to make it easier to install the headrail and locks it in better. This bracket will be available in February 2010.



In the photo on the left, the top bracket is the old design where the top of the bracket is straight. The new bracket, pictured at the bottom, angles down. The lack of a gusset and the increased angle makes headrail installation easier. Plus, the dimple makes the bracket angle down more on inside mounts.

In the meantime, we have an ‘installer fix’ for you that will make installing the headrail easier.



Firmly hold the body of the bracket and use a pliers to bend down the front tab of the bracket. The picture on the right shows a standard bracket at the top and one we modified using this technique at the bottom.

An alternative method for IB installations is to use shims on the brackets.



## Every Picture Tells a Story



You have a very valuable tool at your belt...your cell phone! Whether you want to order a part that is not listed in a current product component guide or if you have a shade with a unique issue, your cell phone can help you resolve the issue. Trying to describe something either verbally or in writing does not always provide a clear picture of what you are trying to get across. If your cell phone has a camera and you have e-mail access, shoot a photo of the issue or part and e-mail it your fabricator or even the PIP team. You can even send it as a text message if you have the right service.

We know of one installer who was installing a room full of honeycomb shades and noticed that one shade had a significant fabric flaw. Since a “flaw” is in the eye of the beholder, most fabricators require shades with fabric flaws to be returned for inspection before a replacement shade is made. The homeowner was livid at the thought of having a room full of new shades with one window uncovered. The installer did not want to leave the house without the final check. So he took a close-up photo of the flaw with his cell phone and included it with a text message to his fabricator asking them to call him. In a short amount of time, the fabricator called and said they would remake the shade and the customer could keep the flawed shaded until the replacement was installed.

So whether you want to order a replacement ‘whatz-it’ or report a quality issue, use your cell phone to document what it is. It really helps.



Technically  
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## 2009 A Banner Year for PIP Training



With the Certified Installer<sup>SM</sup> training tour traveling to six cities plus two additional training events in Broomfield, CO, and the introduction of Master Installer<sup>SM</sup> training, 2009 turned out to be the most significant year for the Professional Installer Program<sup>SM</sup> training since the inception of Certified Installer training in 2002.

### **Certified Installer Training**

310 installers attended Certified Installer training in 2009 and we now have a total of 3,618 throughout the U.S. and Canada. There are many benefits to becoming a Certified Installer besides the knowledge gained through two days of hands-on experience with our training staff. The benefit most frequently mentioned by installers is they have online access to the vast number of adjustment and repair videos and E-Learning modules. Certified Installers have access to over 50 videos and over 40 E-Learning modules. The second most popular benefit is the Certified Installer “Parts Request.” Parts can be ordered on-line or by phone at no cost and shipping is included to boot. Certified Installers also like that they receive double points for installations they register.

To see a photo of the last Certified Installer class, [Click Here](#).

### **Master Installer Training**

83 installers attended Master Installer training in 2009. After passing three days of rigorous hands-on training, these installers are indeed the elite of the elite. During the training, installers take shades completely apart and reassemble them. On Silhouette<sup>®</sup> window shadings for example, installers take an EasyRise<sup>™</sup> shading, convert it to an UltraGlide<sup>®</sup> shading, then convert it to a PowerRise<sup>®</sup> shading and finally restore it back to an EasyRise<sup>™</sup> shading

Master Installer is pass/fail training intended for installers with five or more years of experience and are already a Certified Installer. In order to attend the training, you must submit a prequalification form which is reviewed by our training staff to determine suitability and approval to attend. There is no cost for the training and it is held at our Broomfield, CO, training facility. Attendees must pay their own travel and hotel expenses. Shuttle service from recommended hotels to the training facility is complimentary and we also provide two meals each day.

Master Installers receive triple points for installations they register, have access to exclusive videos on PIP Online and also have access to “Assembly Guides” for many of our products.

To view a document containing photos of all 2009 Master Installer classes, [Click Here](#).



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## Certified Installer<sup>SM</sup> and Master Installer<sup>SM</sup> Training Schedule

**January 17 — Journeyman Shutter**

**January 18 – 19 — Master Shutter**

**January 20 – 22 — Master Installer**

**January 25 – 26 — Master Shutter**

**January 27 – 29 — Master Installer**

**February 9 — Journeyman Shutter**

**February 10 – 11 — Certified Installer**

For more information on training, visit the Dealers, Designers and Installers website at [dealers.hunterdouglas.com](http://dealers.hunterdouglas.com) or call (866) 229-1587. Additional training will be held in the summer of 2010.

**Please note that all Certified and Master Installer training in 2010 will be at our Hunter Douglas Broomfield, CO training facility.** We have worked with two hotels near our facility to offer discounted rates from approximately \$55 to \$85 per night. This cost includes transportation from recommended hotels to our training facility. Breakfast and lunch is included with the training.

We sometimes hear from installers that the reason they do not attend training is because the cost of airfare is too expensive. On 12/14/09, we checked the cost of airfare to Denver for our January training events. We picked some cities in the four corners of the USA and here is what we found: Miami, Fl. \$263.00, New York City, NY \$208.00, Boston, MA \$203.00, Los Angeles, CA \$184.00 and Seattle, WA \$136.00 (all of these prices are nonstop and do not cover taxes).

The Master Installer program ends on Friday afternoon. At our last class in November, we were surprised that only a few people boarded the shuttle to the airport when the training ended. Some attendees were going to take advantage of the world-class skiing Colorado offers, others were going site seeing and some were going to visit with friends in the area. Since most of the cost of the trip was a business deduction, they added in a very cheap vacation as an added benefit to the training.



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# New Batteries and Battery Pack for Duette® PowerRise® Skylights

Hunter Douglas has designed a new battery pack for Duette® with PowerRise® Skylight shades. The new battery pack offers up to 2+ years of operation and uses 16 common lithium batteries that the consumer can replace using store-bought batteries. All new orders for PowerRise Skylights will be shipped with the battery pack.



These batteries are designed to perform in extreme temperatures from  $-40^{\circ}$  to  $140^{\circ}$ F. The new battery pack can be retrofitted to existing PowerRise Skylight shades. Just unplug the old battery and plug in the new one. [Click here](#) to see instructions on how to do it.

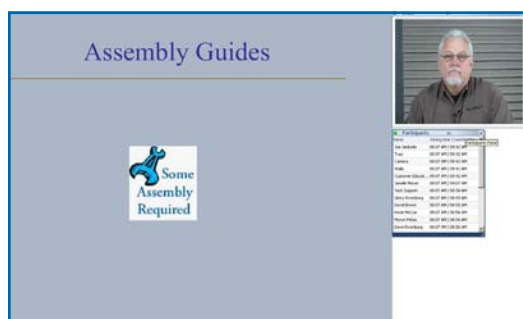
If you order the batteries from your fabricator, they will be shipped from the Duette division in Broomfield, CO. The reason for this is that there are special restrictions on shipping lithium batteries and the Broomfield division is registered to ship such products. You may find it easier to contact your fabricator about getting the new battery pack and then purchasing the batteries locally.

If you want to view a video on how to retro-fit the new battery pack to an existing shade, go to the E-Learning section of PIP Online. If you prefer to see a PDF document on how to do it, [Click Here](#).



## Duette® Skyrise® To Be Discontinued

The Honeycomb Business Unit recently announced that Duette® and Applause® SkyRise® shades will be discontinued effective February 2, 2010. This includes both manual and motorized shades. The reason they will be discontinued is because a supplier for key components of the shade has gone out of business. All SkyRise repairs and remakes from February on, will be handled in Broomfield, CO.



## First Master Installer<sup>SM</sup> Webcast Features Child Safety Announcement

The Professional Installer Program<sup>SM</sup> held its first webcast for Master Installers on December 17th. A webcast is a live presentation via the internet that can show streaming videos of the presenters, pre-recorded videos and allows for interaction between the presenters and the audience.

The most important message of the webcast was to inform our installers and dealer/installers of a voluntary “recall to repair” of traditional roman shades and roll-up blinds issued by the U.S. Consumer Product Safety Commission in conjunction with the Window Covering Safety Council. Joe Jankoski, Vice-President of Merchandising, personally delivered the information which affects Hunter Douglas Provenance<sup>®</sup> and Designer Screen Shades manufactured prior to September 2009.

Joe stated: “It’s a recall to repair and that does not mean everyone is going to send their blinds back. What it means is that consumers who have a concern about roman or roll-up shades they have purchased already can get by relief by going to [www.windowcoverings.org](http://www.windowcoverings.org) or by calling 1-800-506-4636 and that would get them in touch with the Window Covering Safety Council from which they could get a CPSC approved retro-fit kit.”

In addition, he suggested the following: Parents and caregivers are being reminded of potential window-cord dangers and are urged to make the right choice and only use cordless window products in homes with young children. Owners and renters should replace all window coverings in the home made before 2001 with today’s safer products. Hunter Douglas dealers and installers have an obligation to notify consumers of unsafe window coverings.

To maximize window-cord safety when young children are present, consumers are urged to follow these safety guidelines:

- Install only cordless window coverings in homes with young children. Replace window blinds, corded shades and draperies manufactured before 2001 with today’s safer products.
- Move all cribs, beds, furniture and toys away from windows and window cords, preferably to another wall.
- Keep all window pull cords and inner lift cords out of the reach of children. Make sure that tasseled pull cords are short and continuous-loop cords are permanently anchored to the floor or wall. Make sure cord stops are properly installed and adjusted to limit movement of inner lift cords.
- Lock cords into position whenever horizontal blinds or shades are lowered, including when they come to rest on a windowsill.

The Window Covering Safety Council, which initiated the “recall to repair”, is a coalition of major U.S. manufacturers, importers and retailers of window coverings. The retro-fit kit they provide consists of several small carabineer clips. The cords that travel up the back of the blind can form a loop that can be a strangulation hazard. The remedy is to cut and remove the lift cords on the back of the shade and use the carabineer clips on the back rings to position the height of the shade. Yes, this means that the shade becomes inoperable.

Hunter Douglas is a leader in the industry in child-safe products and has made modifications to the Designer Screen Roman Shades, Alustra<sup>®</sup> Woven Textures Roman Shades and Provenance Woven Woods Roman Shades. These shades manufactured after September 1, 2009 have a unique lift cord that is attached to each batten. This method only allows a 5 inch loop to be formed.

Over 40 installers tuned in for the webcast and many commented on how much they enjoyed the webcast format, especially the audiences’ ability to see and interact with Andy Irwin and Joe Jankoski. What a great idea...an installer community!



## Listening and Taking Action from Installer Comments

By Mike Cienian

Hunter Douglas North America Vice President of Quality Assurance

As you know, the Installation Registration system is an excellent way to provide feedback on quality issues. But did you know that the Hunter Douglas North America Quality Team reads every comment? They do!

Every week our Quality Team gets a report that shows every comment that installers put into the system. “We meet weekly through a web-cast to review the most serious problems, and insure that corrective or improvement actions are being taken.

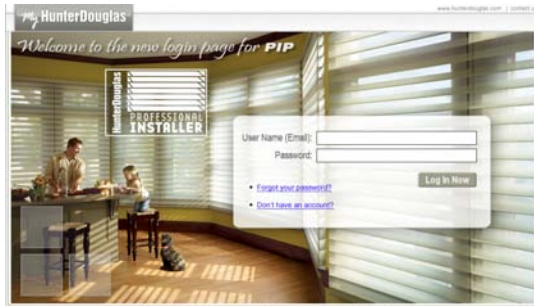
The Quality team includes the Quality Directors from all across North America representing all key Hunter Douglas branded products, including the Window Fashions Division, the Horizontal Blinds and Shutters Divisions, the Fabrication Division, Window Designs and the Independent Fabricator Group. Depending on the comment, someone from the team will follow up with the installer who posted the comment either by email or phone to get more information.

“When Installers request that someone get back to them, we will call them,” says Mike Beaty, WFD Director of Quality. “They are appreciative of the effort we make to contact them and we appreciate the feedback they give us, so we can make improvements that benefit us all.”

While we’re reacting to actual problems, this effort helps make the root cause effort become proactive. This helps us to prevent repeat problems by implementing countermeasures. There has been several success stories. Some have required a couple of attempts to solve, but the team has stayed with the issues until we’re certain the problem is resolved. In some cases we’ve had to add new quality checks, change specifications or improve packaging to correct the situation.”

“Our installers are one of our best sources for feedback,” continued Mike Beaty. “Their experience, product knowledge and keen insights into solving problems are very helpful as we work to raise the quality of our products.”

Quality is of utmost importance to Hunter Douglas. The Installation Registration system is one of several tools used to listen to the ‘voice of the customer.’ We want your input on the quality issues you’re facing and encourage you to tell us what you are experiencing.



## What Happened to PIP Online?

On January 5th, the login in page for PIP Online will change. Hunter Douglas is developing a revamped web site design for dealers, designers and installers named My Hunter Douglas. As a matter of fact, if you have visited the dealers, designers and installers (DDI) or Learning Center websites recently, you will have already seen the login page the PIP Online will be using.

Your existing username and password can be used on the new login page and it will bring you to the same PIP Online website you are used to seeing.

## A Different Kind of Fastener

We come across all kinds of new ideas for tools and fasteners every month. Well, this EZ-T fastener caught our attention because it provides a good solution for mounting onto hollow-core wood or fiberglass doors. It is very easy to install and comes in 2" and 3" sizes.  
[Click Here](#) to see a sales sheet on the product.

