

Roller Shades and Fabric Care Guide

What to expect

Roller shade fabrics are highly engineered textiles, but like any fabric, there are some visible variations, which are **normal and not product defects** (and thus, **not covered under warranty**). These may be a result of shipping, installation, or through normal use.

Below are some of the most common variations that are observed with shade fabrics. It should be noted that overhead lighting, such as downlights, will emphasize the appearance of some of these variations.



Many ripples and impressions can be easily removed but it is best practice that all shades are installed directly after receiving.

Impressions

Impressions most often occur during shipping or through prolonged storage of the fabric rolled up on the tube. When fabric is kept in contact with a rigid object, that object will leave an impression on the fabric. Crestron recommends that shades be removed from their packaging and installed within two weeks of delivery.

The easiest way to remove impressions is by hanging shades up and leaving them in the down position. When the sun shines on the shade, the fibers will relax over time and the impressions will disappear. If the shade is in a location where it doesn't receive direct sunlight, allow the shade to hang in the closed position for 24 hours. If the impression doesn't disappear, it can be coaxed away with the help of a hair dryer.

NOTE: DO NOT USE A HEAT GUN. Heat guns get extremely hot and may permanently damage the fabric. Call Crestron Shade Technical Support if you are unsure of how to do this.

Some fabrics are more susceptible to impressions than others. The worst offenders are blackout/room darkening fabrics. However, some sheer fabrics have a greater propensity to show impressions, as well. The fabrics that will mark most easily include:

- CSF-P4Kxx-xx
- CSF-TENxx
- CSF-FLCxx-00
- CSF-UNIxx-00
- CSF-VINxx-00
- CSF-SATxx-00
- CSF-AVTxx-00
- CSF-TNBxx-00

Creasing

It's extremely difficult to remove creases from shade fabrics. Creases are caused by mishandling of the shade, or more often, by the shade striking an obstacle during its travel to the closed position. Creases will not "hang out" over time. The likelihood of having to replace the fabric is very high, so it's a good idea to try to remove the crease with a hair dryer first. The best approach is to lay the fabric out on a flat surface such as a table, and then gently massage the crease with your fingers while applying heat from the hair dryer.

Edge Fray

The majority of sheer roller shade fabrics are manufactured using PVC coated fiberglass yarns. This construction ensures that the fabrics have the dimensional stability required for shades to roll up and down squarely. During the cutting process the PVC coating is melted together along the shade edges. Inevitably, some fiberglass strands may not be completely sealed. Over time, the fiberglass strands can fray slightly and become noticeable. Every effort is made during manufacturing to minimize the number of frays along the edges. Our production team manually trims anything that is seen during our end-of-line quality inspection process.

Smaller frays can reappear during shipping, installation, or over time from daily operation. With a pair of scissors this is easy to resolve. With your fingers, fluff the fabric edge so that all frays are visible, and then simply trim them away with a pair of sharp scissors.

If the fraying seems excessive, or it continues to reappear, this is a sign that the fabric is rubbing against something. More often than not, this is due to the shade telescoping to the right or left side of the tube. This must be fixed immediately before permanent damage to the shade is done. Causes for telescoping include:

- Shade not installed perfectly level
 - All shade brackets have a leveling screw built in. See the product instruction sheet for more information on how to make this adjustment.
- Shade fabric struck an obstacle while traveling
 - Lower shade fabric all the way to the closed position; make sure everything is level and then roll back up, ensuring that the fabric is rolling up squarely.
- HVAC ductwork
 - As shades are rolling up, HVAC ductwork could cause them to sway while moving. This could cause them to not roll up squarely on the tube.
- Foreign objects/debris on fabric
 - If there are foreign objects or debris on the fabric and it gets rolled up, it will change the diameter of the roll very slightly. If one side of the shade tube/roll is a slightly larger diameter than the other side, it will cause the fabric to telescope.

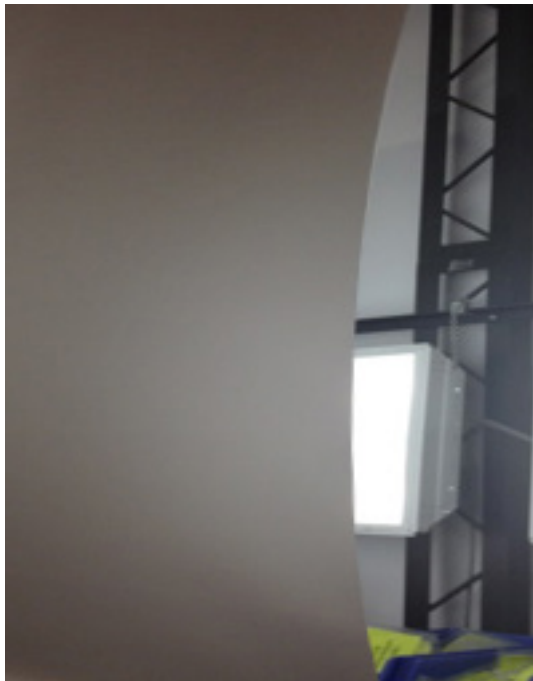


Example of Edge Fray

Edge Curling or Cupping

When the edges of the fabric are curled or cupped, the shade takes on an hourglass shape. In tall/narrow shades, edge curls tend to increase. Most often, cupping occurs on shades that have had the fabric railroaded, or turned 90 degrees.

Battens may be added to the shade to prevent the curling or cupping. The shade will have a horizontal piece of fiberglass or spring steel inserted into the fabric. However, to a customer, this may not be aesthetically pleasing.



Example of Edge Curling or Cupping

Fullness/Ripples

Fullness or ripples are vertical "waves" in the fabric. This occurs mainly in wide shades and tall shades. Like edge curling or cupping, battens may be added to the shade as described above.

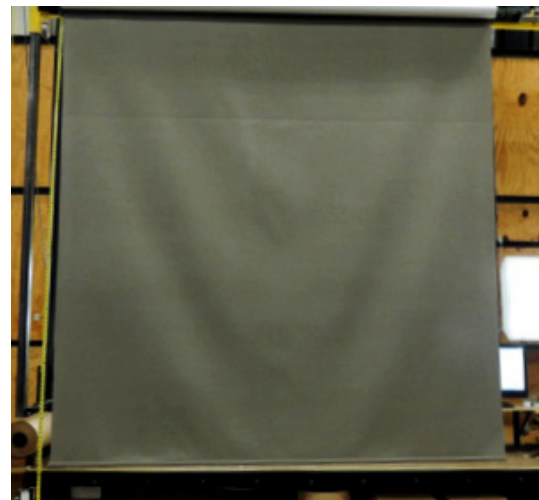
Smiles or V-ing

A shade will exhibit "smiles" or "Vs" in the fabric when the tube begins to sag. This occurs as shades get wider. Smaller diameter tubes, such as our QMT® 3 Series tubes will begin to sag earlier than our larger diameter tube. An aluminum tube will sag earlier than a steel tube, such as the one that is used with our CSM-QMTDC-275-4-CN/EX motor.

Crestron CDT software automatically calculates the amount of sag and provides two levels of warnings when configuring a shade. The first warning is an indication that a slight "V" may be present in the fabric, but the software will still allow the shade to be built. The second warning is an indication that a more pronounced "V" will be present and the software will not allow the shade to be built. If this happens, our Technical Sales department can override this for you. However, it is not recommended unless you are certain that the aesthetic nature of these "Vs" will not be an issue with the customer

There are a few things that can be done to prevent Vs:

- If the current spec is QMT 3 hardware, increase to QMT5
- If the current spec is QMT 5, use the QMT-DC-275 motor, which will change to steel tube
- Split the shade into two fabric panels using a coupler or two individual shades



Example of Smiling or V-ing

Product Care

By following a few tips and tricks for the care of our fabric-based products, homeowners can enjoy their Crestron shades for years:

Storage

As mentioned previously in this document, roller shades or horizontal sheers should not be stored for long periods of time in their original cartons. Crestron recommends that shades be installed within two weeks of receipt to minimize the likelihood of impressions that will occur.

Installation

Shading products are typically one of the last technologies to be installed in a home. Installation should occur only after all construction is completed. All painting in the home should be done and the home free of dust and debris. It's quite common for shades to be installed as furniture is being moved into the home.

Cleaning

Routine cleaning of shades is best accomplished using a feather duster or hand-held vacuum with low suction. A "dry sponge" may also be used to try to remove smudges, fingerprints, etc. For further cleaning details for a specific fabric, please see the Crestron Master Fabric list, available online. Or contact our Shade Technical Support department for information.

