

Custom  
Roman Shades

kirsch®

Suggested Retail Pricing  
Effective March 2012

## Roman Shades

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## Roman Shades

### How to Place an Order

#### STEP 1 General Shade Information

Color Number  
Color Description

#### STEP 2 Options and Upgrades

*The following options may be available. See individual price page information for detailed availability.*

Flat or Hobbled  
Light Filtering or Room Darkening  
Decorative Options—Scallop, Trim, Fringe  
Valance Options—Integrated, Classic  
Lift Options—Corded, Continuous Cordloop, Top Down/Bottom Up,  
Cordless, Cordless Top Down/Bottom Up  
Multiple Shades on One Headrail  
Special Brackets—Hold-Down Brackets, Extension Brackets, Side Mount Brackets,  
Cord Cleats

#### STEP 3 Mount Type and Shade Measurements

*See page 4 for measurement instructions.*

Inside or Outside Mount  
WIDTH first, then HEIGHT

#### STEP 4 Quantity of Shades Being Ordered

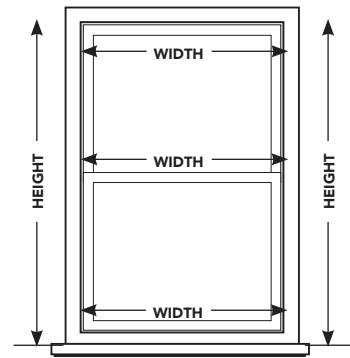
#### STEP 5 Delivery Information

Indicate ship to address

#### STEP 6 Purchase Order Number

## Roman Shades

### How to Measure



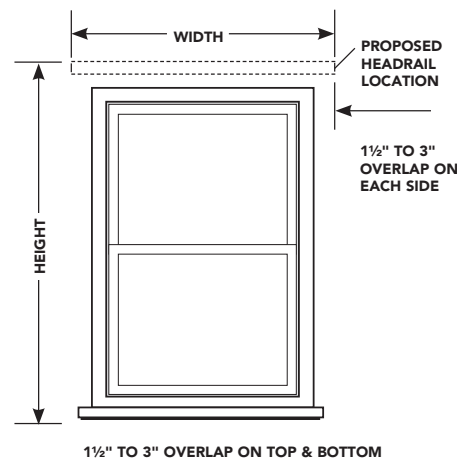
#### INSIDE MOUNT (IM) INSTALLATION

##### TO FIND WIDTH

Measure exact distance between inside surfaces of window frame at the top, middle, and bottom, and use the narrowest width. **DO NOT MAKE ANY WIDTH DEDUCTIONS.** See page 6 for factory deductions.

##### TO FIND HEIGHT

Measure exact distance from inside surface at top of window to sill. If you prefer shade not to touch sill, deduct  $\frac{1}{4}$ ". If there is no sill, measure height to point where shade is to reach.



#### OUTSIDE MOUNT (OM) INSTALLATION

##### TO FIND WIDTH

Measure exact distance between the outermost points where the shade is to be placed. This measurement should overlap each side of window frame by at least  $1\frac{1}{2}$ ". Factory makes no deduction from your shade width dimensions.

##### TO FIND HEIGHT

Measure exact distance from where top of shade will be located to top of sill. If there is no sill or if shade is to overlap window frame, measure to point shade is to reach.

## Roman Shades

### How to Measure Multiple Shades on One Headrail

#### INSIDE MOUNT

- Overall Shade Width—Measure the window's width at the top, middle, and bottom. Order the narrowest measurement.
- Left Shade Width—Measure the width that you want the left shade to cover.
- Right Shade Width—Measure the width that you want the right shade to cover.
- Height—Measure the window from the top to the bottom for the desired height.
- Order the left shade first when placing the order.

**NOTE:** There will be a  $\frac{1}{2}$ " gap between the fabric on the left and right shade to allow for shades to operate independently.

**NOTE:** The left shade width, plus the right shade width must equal the overall shade width.

**NOTE:** Corded Top Down/Bottom Up not available.

#### OUTSIDE MOUNT

- Overall Shade Width—Measure the desired width.
- Left Shade Width—Measure the width that you want the left shade to cover.
- Right Shade Width—Measure the width that you want the right shade to cover.
- Height—Measure the desired height.
- Order the left shade first when placing the order.

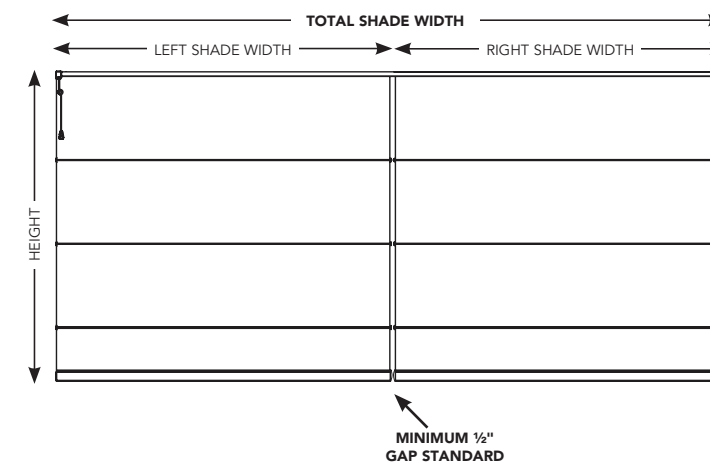
**NOTE:** For maximum privacy and window coverage, add at least 3" to overall height of the window.

**NOTE:** There will be a  $\frac{1}{2}$ " gap between the fabric on the left and right shade to allow for shades to operate independently.

**NOTE:** For standard shades, controls will be located on the left side of the left shade and the right side of the right shade.

**NOTE:** Fabrics cannot be seamed or overlapped.

**NOTE:** Corded Top Down/Bottom Up not available.



**NOTE:** On price grids where 2 on 1 headrail is required, note that 2 on 1 headrail surcharge applies.

# Roman Shades

## Critical Dimensions

	Standard Corded	Standard Corded TDBU	Cordless	Cordless TDBU	Continuous Cordloop
Headrail Dimensions	1/2" h x 1 7/8" d	1/2" h x 1 7/8" d	1 3/8" h x 1 3/4" d	1 3/8" h x 1 3/4" d	1 3/8" h x 1 3/4" d
Headrail Deductions Inside Mount	3/8"	3/8"	3/8"	3/8"	3/8"
Headrail Deductions Outside Mount	0"	0"	0"	0"	0"
Valance Return Dimensions	1 7/8"	1 7/8"	1 3/4"	1 3/4"	1 3/4"

### Minimum Installation Depth Required

Headrail Protrudes from Window	5/8"	5/8"	1/2"	1/2"	1/2"
Headrail Flush with Window	2 1/4"	2 1/4"	2 1/8"	2 1/8"	2 1/8"

### Flat Single Shade

Minimum Width	17"	17"	18"	27 1/2"	21"
Maximum Width	96"	96"	96"	60"	96"
Minimum Height	18"	18"	18"	18"	18"
Maximum Height	120"	120"	78"***	78"***	90"

### Hobbled Single Shade

Minimum Width	17"	17"	18"	27 1/2"	21"
Maximum Width	96"	96"	84"	60"	72"
Minimum Height	18"	18"	18"	18"	18"
Maximum Height	120"	120"	78"***	78"***	90"

### 2 on 1 Headrail

Minimum Width	34 1/2"	N/A	36 1/2"	55 1/2"	42"
Maximum Width	144"	N/A	120"	120"	144"
Minimum Height	18"	N/A	18"	18"	18"
Maximum Height	120"	N/A	78"***	78"***	90"

\*\*If single shade width <31," maximum height= 72."

\*\*\*If 2 on 1 shade width <66," maximum height is 76."

**NOTE:** For specific fabric critical dimensions, see individual price grid.

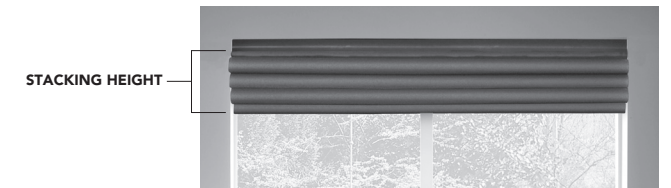
WIDTH	up to 38"	44"	60"	68"	80"	82"	96"	106"	130"	130"+
Single Shade Quantity of Cords for Corded, Corded TDBU & Continuous Cordloop	2	2	3	3	3	4	4	N/A	N/A	N/A
Single Shade Quantity of Cords for Cordless	2	2	4	4	4	4	4	N/A	N/A	N/A
Single Shade Quantity of Cords for Cordless TDBU	2	2	2	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Quantity of Installation Brackets	2	3	3	4	4	4	5	5	6	7

LENGTH	up to 48"	60"	72"	96"	120"
Cordloop Length	24"	36"	48"	72"	96"
Standard Cord Length	2/3 of the length of the shade Can be customized to any length 0" - 144" in 1/8" increments				

# Roman Shades

## Critical Dimensions

These charts represent the amount of shade that is gathered at the top of the window when fully raised. The measurements in these charts include the stack of the fabric, the headrail and the bottomrail.



### How to Use the Chart:

1. Determine Flat or Hobbled
2. Find Price Group/Fabric
3. Find Lift Option
4. Look to right to find stack height for specific shade height

### STACKING CHART - FLAT Price Groups: A, B (Muslinet Only) & C

Height	24"	36"	48"	60"	72"	78"	84"	96"	108"	120"
Corded	5 7/8"	6"	6 3/8"	6 1/2"	6 3/4"	6 7/8"	7"	7 1/8"	7 3/8"	7 1/2"
Corded Top Down Bottom Up	7 1/8"	7 3/8"	7 1/2"	7 5/8"	8"	8 1/8"	8"	8 1/4"	8 3/8"	8 5/8"
Cordless & Continuous Cordloop	6 5/8"	6 3/4"	7"	7 1/8"	7 1/2"	7 1/2"	7 1/2"	7 3/4"	8"	8 1/8"
Cordless Top Down Bottom Up	7 7/8"	8"	8 1/4"	8 3/8"	8 5/8"	8 3/4"	8 3/4"	9"	9 1/8"	9 3/8"

### STACKING CHART - FLAT Price Groups: B (Crisp Linen & Seta Only) & D

Height	24"	36"	48"	60"	72"	78"	84"	96"	108"	120"
Corded	6"	6 1/2"	6 3/4"	7 1/4"	7 3/4"	8"	8 1/4"	8 1/2"	9"	9 1/2"
Corded Top Down Bottom Up	7 1/8"	7 5/8"	8"	8 1/2"	9"	9 1/8"	9 1/8"	9 5/8"	10 1/8"	10 5/8"
Cordless & Continuous Cordloop	6 3/4"	7 1/8"	7 1/2"	8"	8 1/2"	8 3/4"	9"	9 1/8"	9 3/4"	10 1/8"
Cordless Top Down Bottom Up	8"	8 1/8"	8 5/8"	9 1/8"	9 5/8"	9 5/8"	10"	10 3/8"	10 7/8"	11 1/8"

### STACKING CHART - HOBLED Price Groups: A, B (Muslinet Only) & C

Height	24"	36"	48"	60"	72"	78"	84"	96"	108"	120"
Corded	5 3/4"	6"	6 1/4"	6 1/2"	6 3/4"	6 7/8"	7"	7 3/8"	7 5/8"	7 7/8"
Corded Top Down Bottom Up	6 7/8"	7 1/4"	7 1/2"	7 3/4"	8"	8 1/8"	8 1/4"	8 1/2"	8 3/4"	9 1/8"
Cordless & Continuous Cordloop	6 1/2"	6 3/4"	7"	7 1/4"	7 1/2"	7 5/8"	7 3/4"	8"	8 3/8"	8 5/8"
Cordless Top Down Bottom Up	7 5/8"	7 7/8"	8 1/4"	8 1/2"	8 3/4"	8 7/8"	9"	9 1/4"	9 1/2"	9 3/4"

### STACKING CHART - HOBLED Price Groups: B (Linen & Seta Only) & D

Height	24"	36"	48"	60"	72"	78"	84"	96"	108"	120"
Corded	6 1/4"	6 3/4"	7 1/4"	7 3/4"	8 1/4"	8 1/2"	8 3/4"	9 1/2"	10"	10 1/2"
Corded Top Down Bottom Up	7 1/8"	8"	8 3/8"	9"	9 3/8"	9 5/8"	10"	10 3/8"	11"	11 5/8"
Cordless & Continuous Cordloop	7"	7 1/2"	8"	8 1/2"	9"	9 1/8"	9 1/2"	10"	10 3/4"	11 1/8"
Cordless Top Down Bottom Up	8"	8 1/2"	9 1/8"	9 5/8"	10 1/8"	10 3/8"	10 5/8"	11 1/8"	11 5/8"	12 1/8"

**NOTE:** Stacking dimensions are approximate and could vary ± 1."

## Roman Shades

### Finish Index

Price Group A	COLOR #	
<b>Zileana</b>	LIGHT FILTERING	ROOM DARKENING
Powder	51170200	52170200
Vanilla	51170202	52170202
Rich Cream	51170204	52170204
Stone	51170247	52170247
Flax	51170209	52170209
Oatmeal	51170330	52170330
Coriander	51170331	52170331
Cappuccino	51170216	52170216
Coffee	51170272	52170272
Acorn	51170332	52170332
Grass	51170333	52170333
Khaki	51170334	52170334
Aquamarine	51170336	52170336
Azure	51170337	52170337
Sea	51170234	52170234
Picante	51170342	52170342
Paprika	51170243	52170243
Brick	51170801	52170801
Wine	51170245	52170245
Steel	51170343	52170343
Gunmetal	51170345	52170345
Roast	51170804	52170804
Midnight	51170847	52170847
Royale	51170346	52170346

Price Group B	COLOR #	
<b>Muslinet</b>	LIGHT FILTERING	ROOM DARKENING
Glacier	51135021	52135021
Natural	51135024	52135024
Autumn	51141123	52141123
Coffee	51135025	52135025
Oatmeal	51135026	52135026
Steel	51135027	52135027
Gunmetal	51135028	52135028
Roast	51135029	52135029
Peacock	51135030	52135030
Chapel	51135035	52135035
<b>Crisp Linen</b>		
Steel	51131620	52131620
Gunmetal	51131621	52131621
Grass	51131622	52131622
Coffee	51131623	52131623
Royale	51131624	52131624
Azure	51131625	52131625
Oatmeal	51131626	52131626
Onyx	51131615	52131615
Cappuccino	51131608	52131608
Picante	51131627	52131627
Coriander	51131607	52131607
Peacock	51131619	52131619
Chapel	51131618	52131618

Price Group B	COLOR #	
<b>Seta</b>	LIGHT FILTERING	ROOM DARKENING
Vanilla	51131650	52131650
Stone	51131651	52131651
Autumn	51131652	52131652
Aquamarine	51131653	52131653
Khaki	51131654	52131654
Oatmeal	51131655	52131655
Coffee	51131656	52131656
Sea	51131657	52131657

Price Group C	COLOR #	
<b>Floral</b>	LIGHT FILTERING	ROOM DARKENING
Acorn	51170170	52170170
Praline	51170171	52170171
Moss	51170174	52170174
Fog	51170175	52170175
Cappuccino	51170173	52170173
Coffee	51170172	52170172
<b>Modern Filigree</b>		
Powder	51131701	52131701
Stone	51131714	52131714
Flax	51131705	52131705
Pesto	51131773	52131773
Onyx	51131715	52131715
Cappuccino	51131708	52131708
Paprika	51131771	52131771
<b>Herringbone</b>		
Onyx	51133324	52133324
Coffee	51133322	52133322
Steel	51133325	52133325
Gunmetal	51133326	52133326

## Roman Shades

### Finish Index

Price Group D	COLOR #		
<b>Stitched Stripe</b>	LIGHT FILTERING	ROOM DARKENING	NO LINER
Roast	51133300	52133300	N/A
Azure	51133301	52133301	N/A
Wine	51133302	52133302	N/A
Coffee	51133303	52133303	N/A
Khaki	51133304	52133304	N/A
Artichoke	51133305	52133305	N/A
<b>Grosgrain Stripe</b>			
Moss	51133306	52133306	N/A
Grass	51133307	52133307	N/A
Sea	51133308	52133308	N/A
Praline	51133309	52133309	N/A
Midnight	51133310	52133310	N/A
Azure	51133311	52133311	N/A
<b>Strie Satin Stripe</b>			
Onyx	51133312	52133312	N/A
Autumn	51133313	52133313	N/A
Flax	51133314	52133314	N/A
Roast	51133315	52133315	N/A
Sea	51133316	52133316	N/A
Peacock	51133317	52133317	N/A
<b>Intaglio</b>			
Stone	N/A	N/A	50133327
Steel	N/A	N/A	50133328
Powder	N/A	N/A	50133329
<b>Horizon</b>			
Gunmetal	N/A	N/A	50133330
Onyx	N/A	N/A	50133331
<b>Woodgrain</b>			
Oatmeal	N/A	N/A	50133332
Cappuccino	N/A	N/A	50133333
Stone	N/A	N/A	50133334
Coffee	N/A	N/A	50133335











## Roman Shades

### Light Control Index

Each collection is rated for light control. This convenient indicator can be found next to the available colors grid on each pricing page.



### Cleaning Guide

#### Care Instructions

A brush-type vacuum attachment or feather duster should be used for cleaning. If your shade should become stained, you may clean it by dabbing the spot with a sponge dampened with lukewarm water. Avoid contact with window cleaning products as these may discolor your shade. Ultrasonic cleaning is not recommended or covered by our warranty.

#### Color Variation and Fabric Repeat Information

Color lot variations may occur due to the process of color application. For the best color match, order all shades for a room at the same time. Pattern availability and color lot match between orders cannot be assured. Any variation in color is in accordance with industry standards.

Shades made from the stripe collections may differ slightly in the location of the vertical stripes from shade to shade. This is due to the location in the roll from which the fabric is cut for the shade. Fabrics will not be railroaded.

## Roman Shades

### Options and Upgrades

#### DECORATIVE OPTIONS

##### Scallops

Decorative hems may be added to any Roman Shade by choosing from one of the styles shown to the right.

##### NOTES:

- Scalloped hems add approximately 4" to the standard Roman Shade stack height.
- Only available with shade width  $\geq$  26."
- Scallop must have trim. Please select coordinating trim color.



##### Decorative Trim

The trim is placed directly on the edge of the scallop while the 1" fringe hangs over the edge of the scallop. Please visit [Kirsch.com](http://Kirsch.com) for additional information and photography of trim colors.



TRIM



FRINGE

##### AVAILABLE COLORS

Black	20023
Cedar	20050
Gold	20051
Gray	20029
Rose	20053
Vanilla	20017
White	20018

#### VALANCE OPTIONS



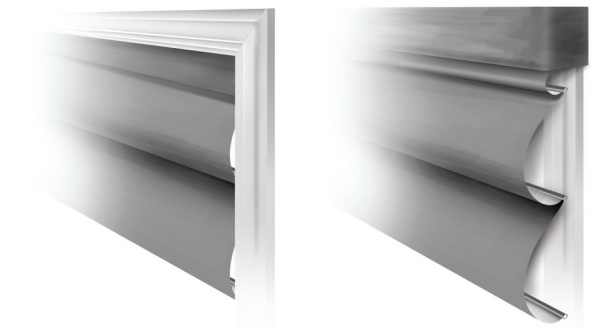
##### Integrated Valance

The Integrated Valance comes standard and offers a clean look. This aluminum valance is color-matched and coordinated to the fabric.

##### Classic Valance\*

This fabric valance offers a more traditional look and feel. Matches to the shade fabric.

\*The height of the Classic Valance is 4 5/8"



INSIDE MOUNT

OUTSIDE MOUNT

Both valance options are available as inside mount and outside mount. If upgrading to a Classic Valance, returns are standard for outside mount. See chart on page 6 for valance depth dimensions.

## Roman Shades

### Options and Upgrades

#### LIFT OPTIONS

##### Continuous Cordloop

- Perfect for large windows
- Eliminates dangling cords
- Cords remain at the same position regardless of shade position

**NOTE:** See each price grid for single shade width restrictions.

##### Top Down/Bottom Up

- The shade can be lowered from the top and raised from the bottom
- Separate controls on each side of the shade control the rails independently
- The shade is measured in the same way as a standard shade
- A Classic Valance is included at no additional charge
- See each price grid for specific width and height limitations

**NOTE:** For Corded Top Down/Bottom Up, left controls lift from bottom; right controls lower from top.

**NOTE:** Not available with 2 on 1 headrail.

**NOTE:** Not available with Continuous Cordloop.

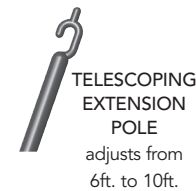
##### Cordless

- Offers a clean, finished profile across all your windows without dangling cords
- See each price grid for specific width and height limitations

**NOTE:** Extension pole can be purchased separately to raise and lower shades that are hard to reach.

**NOTE:** All shades are shipped with a bottomrail handle for operation.

**NOTE:** Cordless shades need to be operated daily.



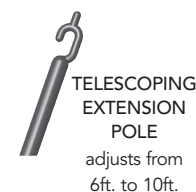
TELESCOPING  
EXTENSION  
POLE  
adjusts from  
6ft. to 10ft.

##### Cordless Top Down/Bottom Up

- For a clean appearance free of dangling cords, this shade can be lowered from the top or raised from the bottom
- The shade is measured in the same way as a standard shade
- The shade is shipped with two handles to raise and lower it
- A Classic Valance is included at no additional charge

**NOTE:** Extension pole can be purchased separately to raise and lower shades that are hard to reach.

**NOTE:** Cordless shades need to be operated daily.



TELESCOPING  
EXTENSION  
POLE  
adjusts from  
6ft. to 10ft.

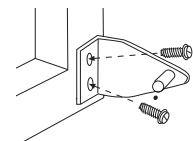
#### MULTIPLE SHADES ON ONE HEADRAIL

- Ideal for wide framed windows
- Allows multiple shades to operate independently on one headrail

#### SPECIAL BRACKETS (must be requested at time of ordering)

##### HOLD-DOWN BRACKETS

Hold-Down Brackets are available for securing the bottomrail in position. These brackets can stop a shade from bouncing and loosely swinging if the shade is hung on a door. Available only on outside mount. Not available with Extension Brackets.



##### EXTENSION BRACKETS

Extension Brackets are available for outside mount shades. When the shade must operate around an obstruction, these brackets project the shade away from the wall, allowing easy operation. Not available with Hold-Down Brackets.

**NOTE:** Available in 3/8" to 2 1/2".  
Please provide extension length at time of order.

##### SIDE MOUNT BRACKETS

Ideal for windows below transoms and arches. Alternative mounting method when no frame is available above the window for mounting. Inside mount only. Use only if shade dimensions fall within the following:

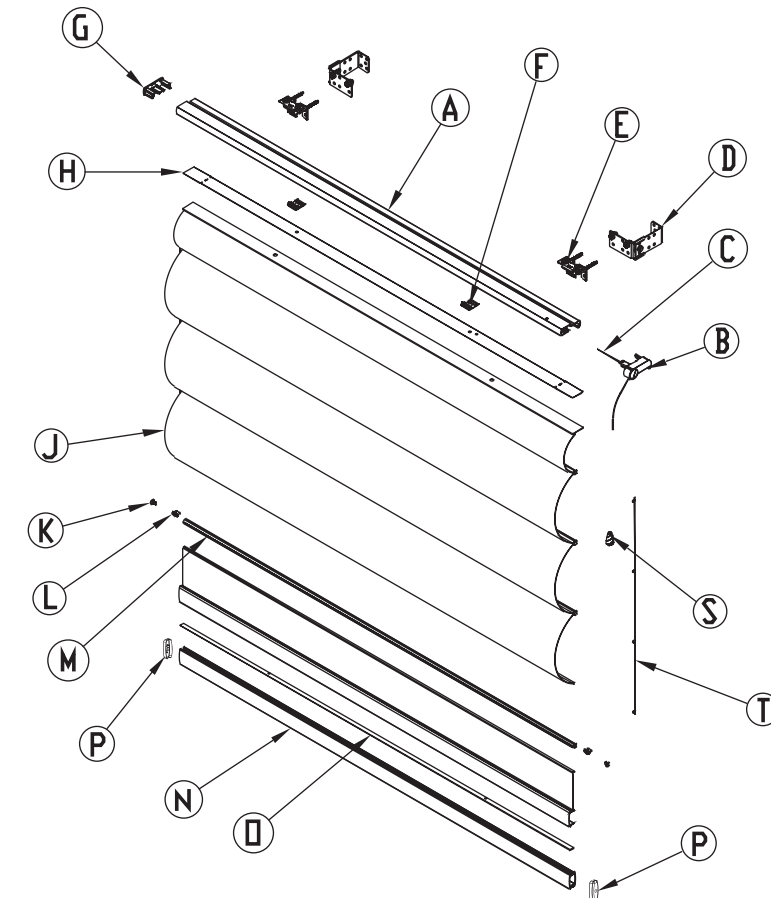
Maximum shade width: 48"  
Maximum shade height: 72"

##### CORD CLEAT

Use with corded product to anchor cords neatly to the wall.

## Roman Shades

### Exploded View—Standard Roman Shade Components



#### MSRP DESCRIPTION

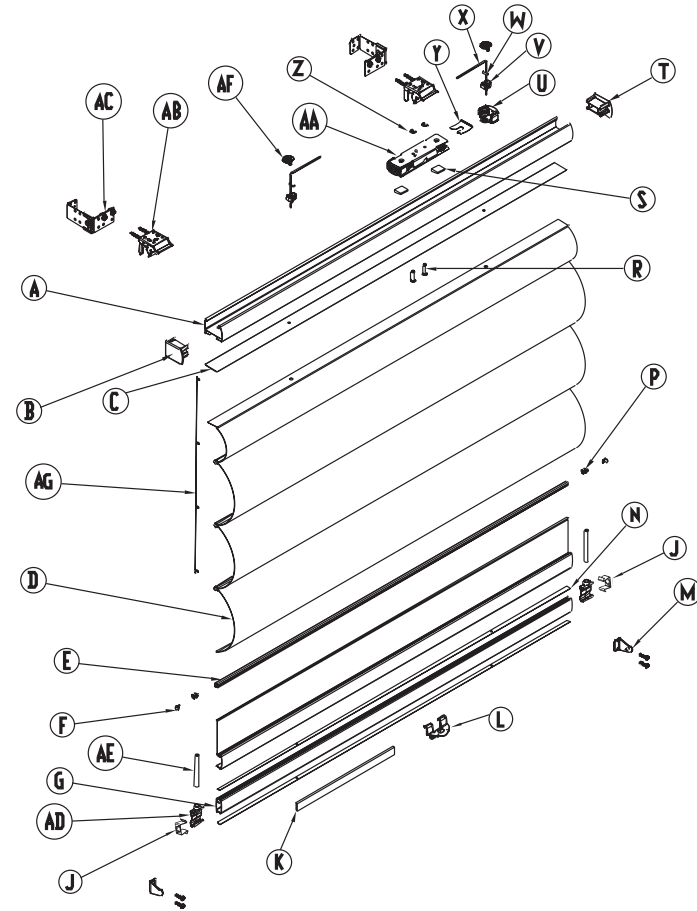
A	HEADRAIL
B	CORDLOCK ASSEMBLY [right/left]
C	CORD
D	EXTENSION BRACKET BASE KIT (OPTIONAL) [2PK/3PK]
D	EXTENSION BRACKET 1" TO 1.5" AND 2.5" TO 3" KIT (OPTIONAL) [2PK/3PK]
D	EXTENSION BRACKET 1.5" TO 2" KIT [3PK] (OPTIONAL)
E	MOUNTING BRACKET [2PK/3PK]
F	CORD GUIDE
G	HEADRAIL ENDCAP
H	INSERT SLAT
J	FABRIC
K	ROMAN BAR ENDCAP [STRIP/SHEET]
L	ROMAN BAR CORDGUIDE [STRIP/ SHEET]
M	ROMAN BAR [STRIP / SHEET]
N	BOTTOMRAIL
O	BOTTOMRAIL LOCKING TAPE
P	BOTTOMRAIL END CAP
P	BOTTOMRAIL END CAP
S	TASSEL
T	HOBBLE CORD

#### SAP DESCRIPTION

*RAHR0016
*HMCL0028 / *HMCL0029
*C78*
BRACKET;EXTN;BASE;2P / BRACKET;EXTN;BASE;3P
BRACKET;EXTN;2PK;1-1 / BRACKET;EXTN;3PK;1-1
BRACKET;EXTN;3PK;1.5
BRACKET;INSTALL;STD;2PK / BRACKET;INSTALL;STD;3PK
CORD GUIDE;CELLULAR
*HGEC0009
INSERT;SLAT;SM
VARIOUS
ENDCAP;ROMAN BARS / ENDCAP;BATTON BAR;ROLLEASE
ROMAN STRIP METHOD D-RING / GUIDE;CORD;BATTON BAR
ROMAN BAR;FOR GLUE F / BATTON BAR;ROLLEASE
BOTBAR;PLASTIC;WHITE
TAPE;FABRIC LOCKING;7MM 754'RL
*HGEC0113
*HGEC0114
*TASSEL*HGTS*
SAFETY CORD - ROMAN HOBBLED

## Roman Shades

### Exploded View—Cordless Roman Shade Components



#### MSRP DESCRIPTION

- A HEADRAIL
- B HEADRAIL ENDCAP - LEFT
- C INSERT SLAT
- D FABRIC
- E ROMAN BAR [STRIP / SHEET]
- F ROMAN BAR ENDCAP [STRIP/SHEET]
- G BOTTOMRAIL
- J BOTTOMRAIL END CAP
- J BOTTOMRAIL END CAP
- K BOTTOMRAIL WEIGHT
- L HANDLE
- M HOLD DOWN BRACKET KIT (OPTIONAL)
- N BOTTOMRAIL LOCKING TAPE
- P ROMAN BAR CORDGUIDE [STRIP / SHEET]
- Q SAFETY WASHER
- R ANCHOR PIN
- S MOTOR DAMPENING FOAM
- T HEADRAIL ENDCAP - RIGHT
- Y FRICTION CLIP
- Z E-CLIP
- AA SPRING MOTOR
- AB INSTALLATION BRACKET KIT (2PK/3PK)
- AC EXTENSION BRACKET BASE KIT (OPTIONAL) [2PK/3PK]
- AC EXTENSION BRACKET 1" TO 1.5" AND 2.5" TO 3" KIT (OPTIONAL) [2PK/3PK]
- AC EXTENSION BRACKET 1.5" TO 2" KIT [3PK] (OPTIONAL)
- AD MIDDLE BAR CLIP
- AE CORDLESS STRUT
- AF SPACER BLOCK 3/8" (OPTIONAL)
- AG HOBBLE CORD
- AH TIE OFF RING

#### SAP DESCRIPTION

- \*RAIL\*D50A\*
- ENDCAP\*D27C5100
- INSERT;SLAT;SM
- VARIOUS
- ROMAN BAR;FOR GLUE F / BATTON BAR;ROLLEASE
- ENDCAP;ROMAN BARS / ENDCAP;BATTON BAR;ROLLEASE
- BOTBAR;PLASTIC;WHITE
- \*HGEC0113
- \*HGEC0114
- WEIGHT;BOTRAIL
- HANDLE;ROMANS;CORDLESS;KI
- HOLD DOWN KIT
- TAPE;FABRIC LOCKING;7MM 754\*RL
- ROMAN STRIP METHOD D-RING / GUIDE;CORD;BATTON BAR
- MOTOR ANCHOR;CELL;CDLESS;SPRING
- FOAM;DAMPENING;CORDLESS MOTOR
- ENDCAP\*D27C5200
- CLIP;CORDLESS;FRICTION
- ANCHOR PIN;CELL;CORDLESS;E-RING
- \*CELLULAR CORDLESS MOTOR\*
- BRACKET;INSTALL;CORDLESS;2PK / BRACKET;INSTALL;CDLESS AUTORISE;3PK
- BRACKET;EXTN;BASE;2P / BRACKET;EXTN;BASE;3P
- BRACKET;EXTN;2PK;1-1 / BRACKET;EXTN;3PK;1-1
- BRACKET;EXTN;3PK;1,5
- CLIP;ROMAN;MIDDLE BAR;TDBU
- STRUT;ROMANS;CORDLESS
- BRKT;SPACER;00010;-W02E
- SAFETY CORD - ROMAN HOBBLED
- RING;BRASS


## Roman Shades

### Troubleshooting Tips

#### Corded Roman Shades

PROBLEM	SOLUTIONS
Cordlock inoperable	Contact place of purchase for an authorized repair.

#### Cordless Roman Shades

PROBLEM	SOLUTIONS
Creeping or sagging  Friction Clip #HMSPO010	If you notice your shade is creeping up from the bottom or sagging from the top, contact Customer Service to receive friction clips and instructions to install into the spring motor.
Hangs unevenly	In some instances, the cords in your Cordless shade can become entangled. This problem can typically be solved by pulling the shade down completely. This will usually realign the cords. <b>Prevention Tip:</b> Always lift your shade from the middle rather than the sides, and do not lift too quickly, as this creates slack in the cords.
Does not operate smoothly	Look inside the headrail at the spring motor and check for friction clips. Remove one and/or all of the friction clips and check for improved operation.
Will not lift	Gently pull down on the bottomrail and then lift to reactivate the spring.

#### Continuous Cordloop Roman Shades

PROBLEM	SOLUTIONS
Frayed cordloop	Remove control end cap by lifting the tab on the top of the headrail that locks the cap into place. The cap should then easily pop off. Remove frayed cordloop by gently lifting the cord and turning the mechanism ( <b>Tip:</b> a screwdriver inserted into the center of the mechanism allows for easy rotation). Start new cordloop into the pulley by placing the cord into one of the teeth of the gear. Rotate the cordloop into place. Replace control cap.

## Roman Shades

### Terms and Conditions

#### Order Processing

Telephone Orders  
Verbal orders are accepted as the dealer's responsibility. Each order will be repeated back by the Customer Service Representative. In certain instances, we may require written orders.

#### Duplicated Orders

All orders are confirmed after entry into our system. Customer Service is not responsible for duplicate orders caused by a written order following a telephone order or duplicate faxes.

#### Changes and Cancellations

All products are custom-made to your specifications under tight deadlines. Once production has begun on your order, changes and cancellations cannot be made.

#### Contract Orders

All Contract Orders must be processed through Contract Customer Service at 1-800-826-8021.

#### Claims and Returns

##### Defective Merchandise

All manufacturing defects must be reported to Customer Service within 30 days of receipt of blinds. We may require the return of defective blinds prior to repair or replacement.

##### Incorrect Merchandise

If any part of your shipment was made incorrectly, please advise Customer Service within 30 days. A replacement will be made at no charge if the problem was due to Kirsch error. If the problem was due to dealer or customer error, the original order and replacement order will be full charge.

##### Returns for Repair

Prior to return for repair, contact Customer Service. We will request the order number, date, purchase order number, and type of product. Arrangements for return will be made at that time with directions as to how the blinds should be returned. The package should be marked for easy identification both inside and outside, and should contain a written confirmation of the verbal repair instructions. Repairs should be packaged carefully. Product that has been mishandled or received in poor condition will be returned to the customer.

Chargebacks for unauthorized repairs or additional installation cannot be honored. All returns for repair are subject to freight charges.

#### Freight

- Shipments outside the continental U.S. are subject to freight charges.
- Chargeable parts and returns for repair are subject to freight charges.

#### Pricing and Terms

All prices are subject to change without notice. Until credit is approved, terms are cash with order. Standard terms are Net 30 days from invoice date.

#### Returns for Credit

Returns can be accepted only if prior authorization has been obtained from Customer Service. Authorization will include instructions as to how the merchandise should be returned. Unauthorized returns will be refused.

#### Freight Damage FedEx/FedEx Ground:

- If freight damage is visible, refuse the shipment. FedEx will inspect the damage and return to the shipping location. Contact Customer Service for further information.
- If freight damage is concealed, retain all packaging materials and contact Customer Service immediately (must be notified within 14 days).

#### Freight Damage Common Carrier:

- If freight damage is visible, refuse the shipment. The carrier will return the merchandise to the shipping location for inspection. Contact Customer Service for further information.
- If freight damage is concealed, retain all packaging materials and contact Customer Service immediately (must be notified within 14 days).

## Roman Shades

### LIFETIME-LIMITED WARRANTY FOR CUSTOM PRODUCTS

Kirsch Window Fashions proudly extends a lifetime-limited warranty on the enclosed product to the original residential retail purchaser as long as the product remains in the original window. <except for unfinished wood cornices, which have no warranty>.

#### WARRANTY COVERAGE

COVERED	FOR HOW LONG
Entire product against manufacturing defects (i.e., a flaw in the product design, materials or workmanship that causes the product to no longer function)	Lifetime
Except: Cords .....	3 years
Vertical vinyl vanes .....	3 years
All fabric .....	5 years

#### NOT COVERED

##### Normal wear and tear

##### Any product that fails due to:

- abuse
- accident
- alterations
- damage from pets/insects
- exposure to salt air
- extraordinary use
- improper cleaning
- improper handling
- improper installation
- improper operation
- misapplication
- misuse

##### Any product that, with the passage of time, has:

- loss of color intensity
- loss of pleating if product is not held in raised position a portion of the time
- yellowing or cracking of plastic parts or foam wood product

##### Any motorized product

##### Natural wood products that have:

- variations in color, grain, or texture
- warping of wood slats in high-humidity areas

##### Costs associated with:

- product removal
- product remeasure
- product reinstallation
- transportation to and from the retailer
- incidental or consequential damages
- shipping

In the event there are multiple blinds/shades in the same room, only the defective blind/shade will be replaced.

#### TO REPORT SHIPPING DAMAGE

If damage occurred during shipping, call 1-800-538-6567 and report within 14 calendar days or else you may be denied credit for your damaged product.

#### TO OBTAIN SERVICE



For online product-specific troubleshooting information, refer to [www.Kirsch.com](http://www.Kirsch.com).



- If you suspect this Kirsch Window Fashions product has a manufacturing defect in materials or workmanship:
  1. Locate the sales receipt (proof of purchase).
  2. Call 1-800-538-6567.

Any unauthorized returns will not be accepted.

#### WARRANTY REMEDY

##### THIS SHALL BE YOUR SOLE REMEDY UNDER THIS LIMITED WARRANTY.

If this Kirsch Window Fashions product is found to have a manufacturing defect in materials or workmanship, we will (at our discretion) do one of the following:

- repair the product
- replace the product
- refund the cost of the product
- Colors vary from lot to lot and may not exactly match sample swatch or previous purchases.
- Discontinued items or color selections will be replaced with the closest equivalent current product.

#### YOUR RIGHTS UNDER STATE LAW

This lifetime-limited warranty gives you specific legal rights, and you may have other rights, which vary from state to state. Some states do not allow limitations on how long a warranty lasts, so the above limitations may not apply to you.

No agent, representative, dealer, or unauthorized employee has the authority to increase or alter the obligation of this warranty. This lifetime-limited warranty supersedes any previous versions.

SAVE THIS WARRANTY CARD WITH YOUR PROOF OF PURCHASE

kirsch

Effective 3/2012

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[kirsch.com](http://kirsch.com)

Phone 1.800.225.1988

Fax 1.800.545.2325

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Roman Shades

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Notes

Roman Shades

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Notes





# kirsch®



kirsch.com

Kirsch Window Fashions ©2012  
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1-800-225-1988 • 1-800-545-2325 fax • www.kirsch.com

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