Cordless Soft Shades: Adjusting and Troubleshooting

Issue	Solution
Shade will not raise or lower	Make sure the mounting brackets are not interfering with the internal mechanism on the headrail.
Only one side of the shade moves when raised or lowered	Make sure the lift cords on the back of the shade are properly attached.
Shade hangs unevenly	Adjust cord levelers on back of shade by simply pushing in on the bottom to release the cord. Slowly move up/down to adjust the shade level, allowing for a height adjustment up to 1/2″ in either direction.
Adjust shade tension to a faster or slower speed	Facing the front of the shade, the tension adjustment wheel is located on the right side of the shade. 1. Raise the shade fully to the top position. 2. Grasp the tube with the left hand, making sure it does not rotate. 3. Turn the white ribbed wheel (right side) away from you (toward window) one full rotation to INCREASE tension. Turn white ribbed wheel (right side) toward you (away from window) to DECREASE tension.
Adjust stop point lift height of shade	Facing the front of the shade, the stop adjustment wheel is located on the left side of the shade. The stop height is pre-set at factory 5″ from the underside of the headrail to the top of the first fold. 1. Grasp the tube with your right hand, making sure it does not rotate. 2. Turn the white ribbed wheel (left side) away from you (toward window) to unlock the pre-set height. 3. Position the shade to the desired height, being careful not to allow shroud cord to wrap around roller. 4. Turn the white ribbed wheel (left side) toward you (away from window) until the wheel stops rotating. The new stop height is now set.