

CORRECTING SKEW ON CITADEL SHADES

All roller shades, no matter who manufactures them, for indoors or for outdoors, sometimes have a problem called 'skewing'. This is when the fabric either travels to one end of the roller or the other, like a telescope, or when the bottom bar is not parallel to the roller. Here are steps to correct this:

The first thing is to be sure that your installation is level. Roller shades do not roll correctly if they are not level. Check with a bubble level that the bubble is perfectly centered in the middle. If it is not, correct your installation by shimming the housing box until it is level. If you are certain your housing box and roller tube are level, and the shade bottom bar is lower on one side than the other, or the fabric is telescoping, the first thing to do is operate it many times and see if doing that gets the fabric to roll up evenly on both sides rather than rolling tighter on one end than the other. It can take some time for the shade to settle in and being operated numerous times.

If this does not correct the problem, follow these steps:

1. Take off the front of the housing box.
2. Take the shade fabric out of the side rails so it's hanging clear.
3. If your shade is motorized: You are going to have to temporarily clear the limit stops you set. First, push the Prog-FC button until the motor 'jogs'. Then you reset your top limit by pressing and holding the UP button until the shade is up as far as you want. Press STOP to set the up limit position. The motor will make a brief jog. Then, press and hold the DOWN button and run the shade all way down so that you can see the bare aluminum tube.
4. When you do this, it is possible you will find one or more fabric shims already placed by the factory. Remove them.
5. Remove any debris that might have gotten rolled up in the fabric.
6. Make sure the fabric is hanging straight down with no wrinkles (though of course it will be lying on the floor at the bottom.)
7. Roll the shade back up.
8. If it still appears to have a crooked bottom bar, use fabric shims (these can be any that you removed before, if any, or can be pieces of sample fabric if we had sent you any) on the side where the bar hangs lower. Using one shim at a time, put them in and roll the shade up and down a few times to see if the bar hangs level. If you don't have any fabric shims, this is commonly done with one piece of masking tape at time, applied to the back side of the fabric in the 'roller wrap' of the shade where it will never be seen.
9. Once it's rolling well, insert the fabric back into the rail, and then set the lower limit stop: Press and hold the DOWN button, and run the shade until it's all the way down in the rails. Press STOP to set this as the lower limit (the motor will make a brief jog.)
10. If this does not solve the problem, let us know. We can connect you with a factory tech for further assistance. He may ask you for more photos and video to figure out what the trouble is.