

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, (creates an outward 'cone' at one end and an inward 'cone' on the other) or when the bottom bar is not parallel to the roller. Because of the heavy thick zipper on the sides, track shades will frequently roll with a crooked bottom bar until the tracks are installed. If your tracks are installed, and the bottom bar still appears crooked, 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 centered (the zippers need to be centered in relation to the end caps of the housing box) and hanging straight down with no wrinkles or folds (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, on the side that either has the outward 'cone', or the end where the bottom bar hangs lower, lower the shade down to the bare roller and add a shim. This can either be one piece of duct tape about 5" long, placed horizontally in the 'roller wrap' and near the edge of the fabric, or a piece of shade fabric or other flexible material about the thickness of the fabric, on the back of the shade fabric where it won't be seen. (The roller wrap is the extra fabric all shades have that is past the ordered height to ensure the fabric stays rolled on the tube.) If you are using fabric, make sure to trap the fabric inside the roller wrap so it does not fall out when the shade is rolled down.
9. Roll the shade back up and then down part way to see if it corrects the problem. If not, keep adding one layer at a time of tape or fabric until it is corrected. If it begins to skew the other direction, remove about 1" of the tape from the last layer added off the end closest to the center of the shade.
10. 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.)
11. Usually, over time, the weight bar will tighten the roll and even it out. 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. Please take photos at every step so we can see. Make sure you are standing back showing the entire system, top, bottom, and sides.