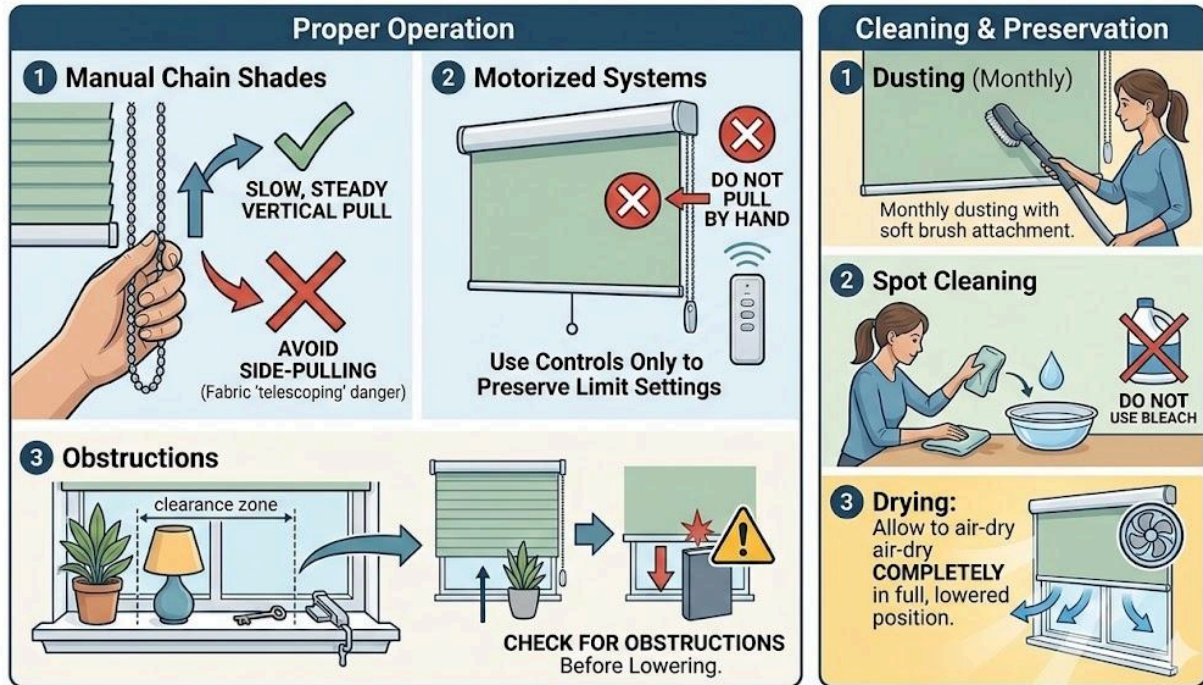


Marshall's Smart Shades: Care & Maintenance Guide

CARE & GUIDE | GUIDE TO CARE & PERFORMANCE



For Your Marshall's Custom Shades

Congratulations on your investment in high-performance window coverings. To ensure your shades operate perfectly throughout your **1-Year Full Coverage Warranty** and beyond, please follow these professional care guidelines.

1. Proper Operation

- **Manual Chain Shades:** Always pull the chain in a slow, steady vertical motion. Avoid pulling the chain at an angle, as this can cause "telescoping" (the fabric shifting to one side), which may lead to fraying against the brackets.
- **Motorized Systems:** Never attempt to pull a motorized shade by hand. This can de-calibrate the motor's "limit settings" and may void your [Somfy](#) or [Alpha](#) manufacturer warranty.
- **Obstructions:** Ensure your windowsills are clear of decor or latches before lowering shades. Reversing a motorized shade onto an object can damage the internal drive.

2. Fabric Cleaning & Preservation

Your shades feature premium fabrics from [Phifer](#), [Mermet](#), or [Senbesta](#).

- **Dusting:** Use a dry microfiber cloth or a vacuum with a soft brush attachment on low suction once a month.
- **Spot Cleaning:** For minor stains, use a clean cloth dampened with warm water and a very mild, clear dish soap. **Do not** use bleach, abrasive cleaners, or industrial solvents, as these will strip the UV-protective coating.
- **Drying:** Always allow the fabric to air-dry completely in the fully lowered position before rolling it back up to prevent mildew or permanent creasing.

3. Professional Support

If you notice your shade is rolling unevenly or the motor sounds strained, do not force it. Call us 435.225.1904 to request a professional adjustment under your warranty.