HunterDouglas Installation Services

HDIS INSTALLATION STANDARDS

Hunter Douglas Installation Services meets the highest standards in the industry. The following is an overview of the standard and additional services we offer to satisfy the needs of the most complex and sophisticated projects.

Professionalism

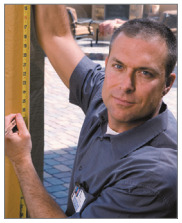
- Maintain positive communication and demeanor in all interactions with Consumer and Dealer.
- Support the Hunter Douglas Brand and the Dealer selling the job.
- If a product or application the dealer has specified will not work, you must note it on the service. A discreet call to the dealer out of earshot of the consumer is also strongly suggested.
- If the service will require surcharges that were not initially listed on the job, call the dealer (or HDIS Customer Support) prior to beginning work in order to receive approval.
- Wear professional attire that is appropriate for your location.
- Don't park in driveway unless needed and only with advance permission from consumer.
- Only installers with approved background checks may be on site.
- Maintain current product knowledge through online and local training events. The HD Professional Installer Program is the preferred venue and Certification at the Master Level is encouraged.

Service Standards

Standard Services

What's included with every installation:

- Arrive at set appointment time
- Use drop-cloths and ladder covers to protect belongings
- Install all window coverings to Hunter Douglas standards
- Install all mandatory safety mechanisms
- Remove product trash and leave the jobsite clean
- Demonstrate proper operation of all products



Additional Services

Services available for an additional charge:

- Remove and dispose of existing window coverings
- Install into hard surfaces including: tile, granite, metal and concrete
- Travel to out-of-area projects
- Build product templates
- Use of tall ladder for out-of-reach windows
- Deploy scaffolding for complex projects
- Install PowerView® Motorization and other motorized applications
- Installations at condominium and high-rise project locations

FieldXpert System Requirements

Keep Hunter Douglas and the Dealer up to speed on the service progress by entering the following in FieldExpert:

- For measures, schedule and input the date and time of appointment within 24 hours of assignment. For installations, schedule and input the date and time of appointment within 48 hours of receipt of all product.
- Update the status for each milestone reached, i.e. change to "On Site Complete" when you leave the job.
- For all Measure Service Requests, enter the sizes into the FieldExpert Measurement Confirmation Form.
- For a Shutter Measure Service, also attach the completed Shutter Form(s) in "Notes & Attachments."
- If the service is not complete, mark the job as "Additional Visit Needed" and specify why.
- When the service is complete and all data entry is done, mark the job as "Submit for Payment" and attach the Customer Approval Form (CAF) with the customer and installer signatures present.

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HDIS INSTALLATION STANDARDS

PowerView® Motorization Installs

PowerView Motorization Installation with Remote

For installations using Pebble® or Surface remotes only:

- Properly install batteries
- Install plug in DC Power Supplies and Modular Barrel Connector Wires. Jobs with bare wire connections must be approved in advance by the installer who will verify they have the proper licencing and certification for the particula job."
- Sync shades to a remote and program to customer-specified groups
- Install Surface remotes, when ordered
- Demonstrate proper use of remotes
- Provide reference materials including:
  - Remote control guide
  - Direct customer to *hunterdouglas.ca* for additional PowerView Motorization information
- Recommended Practices for New Installations



PowerView Motorization Installation with Hub*

For installations using a Hub:

- All services included in a remote installation
- Connect Hub to customer's Wi-Fi router
- Confirm download and update of Hub software package
- Demonstrate the download of the PowerView App on one of the customer's devices
- Demonstrate the set-up of one PowerView App scene
- Discover Hub from the App and confirm communications
- Establish the "PowerView Shade Network" and:
  - Sync and pair remotes
  - Sync Scene Controllers
  - Sync PowerView Repeaters
- Discover all project shades within the PowerView App
- Rename shades to customer's preference
- Program room preferences and group shades accordingly
- Provide reference materials including:
  - PowerView Hub Quick Start Guide
  - Direct customer to *hunterdouglas.ca* for additional PowerView Motorization information

Additional charges may apply for extra services provided on PowerView Motorization installations including Scene programming. Fees vary by state or region. Commercial applications are subject to additional fees. Home automation integration is subject to availability and additional hourly charges apply.

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