

Window Treatment Care & Installation Warranty



Empire Today® Window Treatment Product Care

Thank you for choosing Empire® for your window treatment needs. We know that installing window treatments is a substantial investment in your home. This package will help you properly care for and maintain your product by developing a regular maintenance schedule. These recommendations can help you maximize the life of your purchase.

We look forward to helping you maintain your product for years to come and protect your investment using easy care recommendations.

IMPORTANT NOTE:

Empire guarantees the workmanship on all of its installations for one year. To retrieve the manufacturer's warranty for your new window treatments, please either visit the Warranty Information link on the product care website or call 800-588-2300. Our Empire Customer Service Representatives can assist you with obtaining the proper manufacturer's warranty for your newly installed window treatments. Empire is not responsible for Installations which are not performed by our professional installers.

Note that the care and maintenance information shared in this package is provided for customers who have purchased window treatments through Empire. The information has been provided by our manufacturers, and Empire is not responsible for the information obtained from the manufacturers, the effectiveness of the care information or for inappropriate application or use of the information shared in this package. Please call Empire Customer Service at 800-588-2300 if you have any questions about the information provided or any other product concerns.





maintenance

For maintenance issues that reach beyond general cleaning, please consult the manufacturer's product warranty.

cleaning

Empire window treatments are designed for easy care and maintenance. Please note that overall the recommended cleaning methods will vary, depending on the type of product you select. Below are descriptions of several different cleaning methods to make caring for your product hassle-free.

The following cleaning recommendations can be used for any Empire window treatment products.

- **Dusting:** Regular dusting maintains the appearance of most blinds, shades and sheers.
- **Hand-held Vacuuming:** For deeper cleaning, vacuum gently with the brush attachment of any vacuum cleaner.

Additional cleaning methods listed below are effective for select window treatment styles:

- **Compressed Air or Hair Dryer**

Use either compressed air or a hair dryer (set on the non-heat setting) to dust off selected window coverings.

- **Spot Cleaning**

You can spot clean shades and blinds with a soft cloth or sponge moistened with water. Add mild detergent if it is needed and ensure that you blot gently to avoid creasing. Honeycomb shades should be dried in a fully lowered position.

- **Water Immersion**

(Note: Please consult the manufacturer's warranty details and care instructions because some window treatments should not be submerged in water)

- Immerse entire shade assembly in lukewarm water mixed with mild detergent. Wash for approximately five minutes by gently moving the liquid around with your fingers.
- Rinse the shade assembly with clear water.
- Close the shade before removing from the rinsing water.
- Hold the rails and tilt the shade to allow excess water to drain off of them.
- Re-install the damp shade into the window opening.



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- Lower the shade all the way to allow it to dry completely.

- **Ultrasonic Cleaning**

Professional ultrasonic cleaning is recommended for many products.

- **On-Site Injection/Extraction Cleaning**

This type of professional cleaning injects a cleaning solution into the fabric and extracts the dirty solution in the same motion. It is a very effective way to deep clean your window treatments. This service is usually performed in home so there is no need to remove the window treatments.

- **Steam Cleaning**

Steaming can be done to remove wrinkles from some fabrics. A handheld travel size steamer that provides continuous steam is best. Heavy duty steamers are not recommended.

The following are care notes for specific types of blinds:

- **Stain-Finished Wooden Blinds**

Water may damage the surface, so use lemon oil or a wood preservative to clean them.

- **Aluminum Horizontal Blinds**

Use an over-the-counter blind cleaner with a soft cloth.

- **Vinyl Vertical Blinds**

Reduce build-up of static electricity by applying a very thin film of detergent on all slats and vanes.



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cleaning chart

	Dusting	Hand-Held Vacuuming	Compressed Air	Hair Dryer Cool Settings	Spot Cleaning	Water Immersion	Ultrasonic Cleaning	Injection Cleaning	Steam Cleaning
Honeycomb Shades	√	√	√		√		√		
Honeycomb Shades BO	√	√	√		√				
Faux Wood Blinds	√	√	√	√	√	√	√		
Luminette® Sheers	√	√						√	√
Mini-Blinds	√	√	√	√	√	√	√		
Pleated Shades	√	√	√	√	√		√		
Silhouette® Shadings	√	√	√	√	√		√	√	√
Nantucket™ Shadings	√	√	√	√			√		
Wood Blinds	√	√	√	√	√				
Woven Woods	√	√	√	√	√				
Vertical Blinds	√	√	√		√	√	√		
Vignette® Shadings	√	√	√	√			√		√
Shutters	√		√		√	√			
Roller Shades	√	√	√	√					





frequently asked questions

Our Frequently Asked Questions section lists the questions and answers we're most often asked about your newly purchased product.

window treatments

Where can I find my manufacturer's warranty?

Most product warranties can be accessed via www.empiretoday.com/warranties. If your product warranty is unavailable on the site, please contact Empire Customer Service at 800-588-2300.

Does Empire repair or service existing products beyond the warranty expiration date?

Empire does not usually repair or service existing products unless the issues fall within the product and installation warranty specifications. Please contact Empire Customer Service at 800-588-2300 for more details.

Who should I contact regarding a product or installation issue or concern?

Please contact Empire Customer Service at 800-588-2300 to let us know how we can be of assistance.

ETPCWT041709

