

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 Today 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 Today Customer Service Representatives can assist you with obtaining the proper product 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 Today Customer Service at 800-588-2300 if you have any questions about the information provided or any other product concerns.



Window Treatment Care & Installation Warranty



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. 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 Today 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 cool 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**
Please consult the manufacturer's product warranty details and care instructions
 - 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.
 - Lower the shade all the way to allow it to dry completely.



Window Treatment Care & Installation Warranty



- **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 on site 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:

- **Faux Wood or Vinyl Products**
To reduce static cling and to help repel dust, wipe the product with dryer sheets.
- **Wood Products**
Clean using a dry and soft feather duster, clean cloth or dusting mitt. A vacuum with a soft brush attachment can also be used.



Window Treatment Care & Installation Warranty



Cleaning Chart

	Dusting	Hand-Held Vacuuming	Compressed Air	Hair Dryer Cool Setting	Spot Cleaning	Water Immersion	Ultrasonic Cleaning	Injection Cleaning	Steam Cleaning
Honeycomb Shades Light Filtering	√	√	√	√	√	√	√	√*	
Honeycomb Shades Black Out	√	√	√	√	√			√*	
Faux Wood Blinds	√	√			√	√			
Luminette® Sheers	√	√			√		√	√	√
Mini-Blinds	√	√	√	√	√	√			
Silhouette® Shadings	√	√	√	√	√		√**	√*	√
Nantucket™/ Window Shadings	√	√	√	√			√**	√*	
Wood Blinds	√	√	√	√	√				
Woven Woods	√	√	√	√	√				
Vertical Blinds	√	√	√	√	√				
Vignette® Shadings	√	√	√	√	√		√	√*	√
Shutters	√	√	√		√	√			
Roller Shades	√	√	√	√					
Roman Shades	√	√	√	√					

*Dry Method Only

**Do Not Immerse Head Rail



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Frequently Asked Questions

The following are a few frequently asked questions about your product. For a complete list of frequently asked questions, please visit empiretoday.com or call the Empire Customer Service Team at 800-588-2300.

Where can I find my manufacturer's product warranty or Empire installation warranty?

Most warranties are accessible via empiretoday.com/warranties. If your warranties are not on the site, please contact Empire Today 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 Today Customer Service at 800-588-2300 for more details.

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

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

