

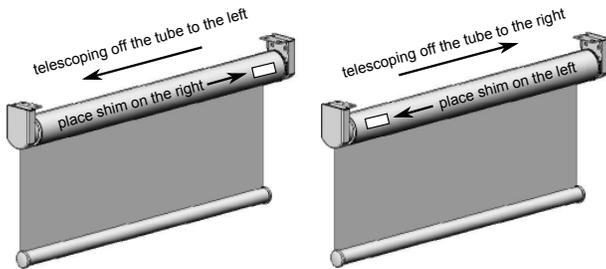
Telescoping (aka Tracking) is a common occurrence in roller shades. While all Skyco shades are inspected, tested for level, and shimmed at the factory, once installed there can be slight differences in the field that could lead to fabric telescoping.

For manual shades, before installing ball stops, it is best to make sure the fabric rolls straight with minimal telescoping.

For motorized shades, the limits may be set at the factory, but can easily be readjusted in the field to test for telescoping or to gain access to bare tube. When testing motorized shades be aware that AC motors have a 5 min on, 1 min off runtime, so if the motor shuts off due to its thermal protection you can wait for 10 min or so until it cools down the motor will return to normal operation.

Having no limits in the shade during this testing phase will allow you to roll that fabric off of the tube to place tape shims on the bare tube ensuring they don't fall out later.

1. IF TELESOPING STARTS ALMOST IMMEDIATELY



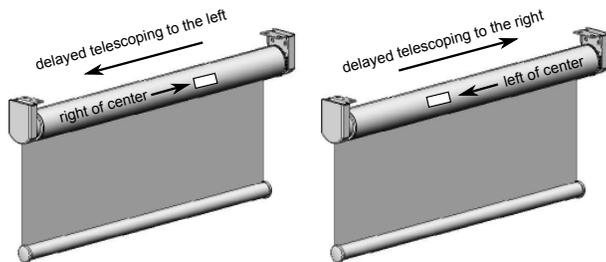
A **SHIM** can be any small flat material, but we recommend using tape since it lays flat, it can be cut to consistent sizes, and the adhesive prevents the shim from falling out later.

Shim sizes depend on the size of the tube, the severity of telescoping, and length of the shade. It is best to experiment with sizes until you see it make a difference.

Remember these two rules:

1. Place your shim on the tube side opposite the direction the fabric is telescoping toward. Effective in remedying telescoping that starts immediately.
2. The closer toward the center that you move your shim, the later it will engage in correcting the telescoping. So if your fabric only starts to telescope half way up the window try moving the shim closer toward the center.

2. IF TELESOPING STARTS MID-WAY UP



The above two rules will allow you to then experiment with left-to-right placement and with the size and amount of shims.

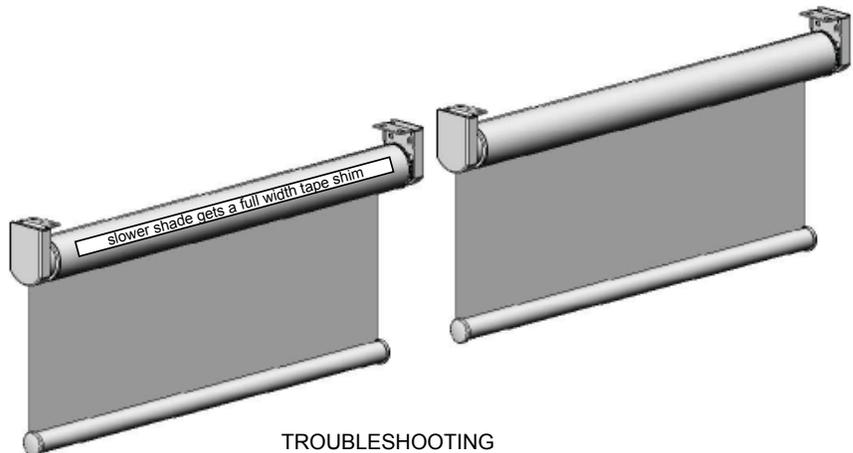
When placing multiple shims in the same area it is typically best to stack the shims on top of each other so they build up to form a thicker shim.

SHIMMING FOR HEMBAR ALIGNMENT

When you have manual or motorized coupled shades, or you have two adjacent motorized shades with the same motors, tube size, fabric, height, and mounting position, and each fabric band rolls up at a slightly different rate you can add a full width shim to the tube with the **SLOWER** hembar to increase its roll up speed.

You want to be sure to lay the full width tape shim flat and centered so that it doesn't act like shim that would influence fabric telescoping. The full width shim is just to slightly increase the tube diameter and increase the rolling rate of the fabric.

You can achieve a fairly close hembar alignment between adjacent shades, but it isn't exact. For shades that are 96" or taller, you might be able to maintain alignment as they start rolling, but might lose alignment near the upper limit. This is normal and you should try more or less shim(s) to get the hembars as close as possible.



TROUBLESHOOTING

Some telescoping can be unavoidable, so the primary goal is to keep the fabric from telescoping off of the tube and into the bracket.

If you have tried the above methods and still aren't able to make the fabric roll up with minimal telescoping, try exposing the bare tube, removing **ALL** tape, check tube for level, and start from the beginning with the shimming methods above.