

# IMPORTANT SAFETY INFORMATION: (PLEASE READ)

To Our Valued Lutron Customers:

Lutron is asking that owners of Serena® and Sivoia® QS Triathlon® Roller Shades make an inspection of their installed shades to ensure they are safely engaged in their mounting rails.

Even if shades outwardly appear to have been installed properly, the brackets of these shades may not be safely engaged. **Shade brackets that are not safely engaged as detailed in the instructions below can result in a falling shade, presenting a risk of property damage and personal injury.**

To ensure that your shade is safely mounted and will remain stable, it is important to inspect the shade closely to confirm that it is properly installed. **Please follow these instructions:**

**CAUTION: RISK OF FALLING OBJECTS.** Read and follow all instructions for inspecting installed shades. Failure to follow these instructions could result in minor to moderate injury.

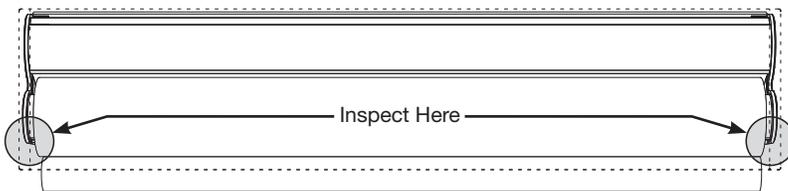
## 1. Prepare to inspect the shade:

Obtain a stepladder if needed to access shade. Follow all precautions for safe use of ladders.

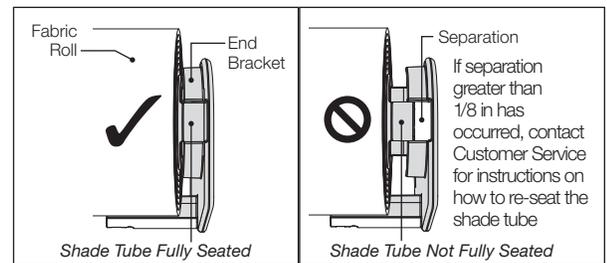
**NOTE:** If a shade is improperly installed, it may come loose while it is being handled during the inspection process. Be prepared to support the shade in event this occurs. Shades wider than 48 in (1219 mm) should be inspected by 2 persons.

## 2. Inspect for proper bracket engagement:

Lift the fascia, if applicable, then make a visual inspection at each end of the fabric roll/shade tube:



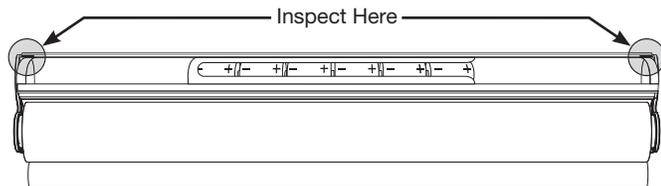
**VIEWED FROM BELOW**  
(right end shown; inspect both ends and correct as needed)



## 3. Verify the Release Tabs are fully seated:

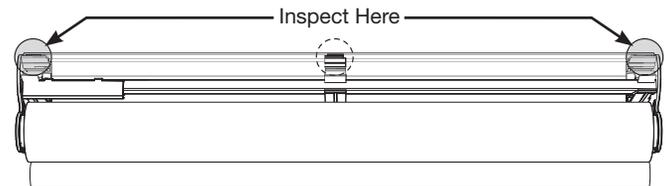
### Battery-Powered Shades:

Open the battery compartment and locate the release tab at the top of each shade bracket.



### Wired-Power and Manual Shades with Fascia\*:

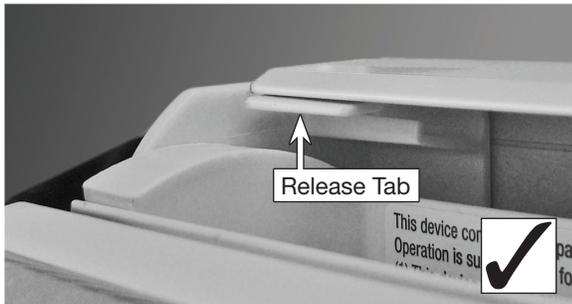
Remove the Fascia and locate the release tab at the top of each shade bracket, and center support\*\* if applicable.



**\*NOTE:** The information contained in this document does not apply to wired-power and manual shades that were not factory-equipped with fascia.  
**\*\*** Only shades 53 in (1346 mm) wide and wider include Center Support.

### Release Tabs fully seated:

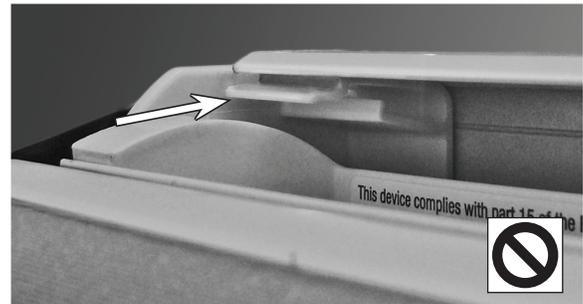
Battery-powered shade shown. Wired-power and manual shades are similar.



3.1 - The Release Tabs must be fully engaged in the mounting rail as shown above. (Left Release tab shown.)

### Release Tabs NOT fully seated:

Battery-powered shade shown. Wired-power and manual shades are similar.



3.2 - If a Release Tab is found to be disengaged as shown above, push it in and up to ensure it is seated in the mounting rail. If the Release Tab will not engage, remove the shade from the mounting rail and contact Lutron Customer Service for assistance.

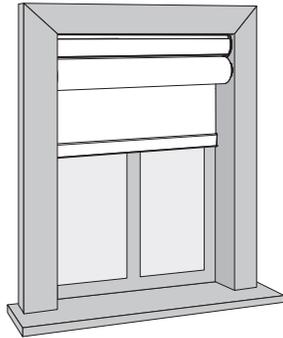
Our dedicated Customer Service team is available to assist you and answer your questions. **CALL: 1-844-478-2033**

# IMPORTANT SAFETY INFORMATION: (PLEASE READ)

## Bracket Retrofit Kits Available to Lutron Customers:

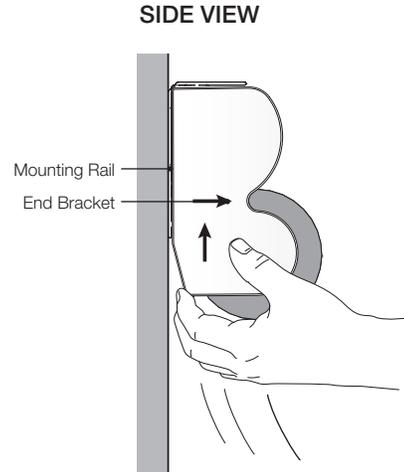
In certain scenarios, a shade can become disengaged from its brackets.

- A) Inside-mount installations:** If there is an external impact on the front of the shade, such as an impact from being struck by a door or a firmly thrown ball or other object



**Inside-Mounted Shade**  
*Mounting Rail is fastened through its top to a horizontal surface*

- B) All installations:** If there is an external impact from below the shade resulting in a combined upward and outward force on the roller



Lutron would like to make you aware that there are bracket retrofit kits available that protect your Serena® or Sivoia® QS Triathlon® Roller Shades from disengagement due to one of these scenarios.

If you have any concern that your shades may be subject to scenario A) or B) above, please contact our dedicated Customer Service team for a retrofit component kit (free of charge) that will reinforce your shade mounting. If you have or anticipate problems installing the retrofit components, please contact our Customer Service team.

## Door-Mounted Shades:

Any Serena® or Sivoia® QS Triathlon® Roller Shade which has been installed on a door may be at risk of falling if the door is aggressively opened or closed (slammed).

If you have a door-mounted shade, Lutron recommends that you remove your shade from the door. Please contact Lutron Customer Service to receive a replacement shade.

Our dedicated Customer Service team is available to assist you and answer your questions. **CALL: 1-844-478-2033**