

Pella Corporation Designer Series®
Most Frequently Asked Questions

1. How to I find more information about the Insynctive™ offering in Designer Series?

Designer Series blinds & shades can both be motorized with Insynctive™ Technology. This includes top-down and bottom-up options across all sizes in the Designer Series offering. For details, visit the [Insynctive site](#) or download the [product guide](#).

2. Will the blinds, shades and grilles ship in-unit?

All grilles can shipped both in- and out-of-unit. Shades and blinds can be shipped both in-and out-of-unit. They will ship in-unit by default, and by selecting Accessory Management, you can opt to have the ship out-of-unit,

3. Can I get a grille with a blind or shade in the same unit?

Yes. A grille can be used with a blind or shade.

4. Can I get window fashions on every product?

Any Designer Series product that has a hinged panel system. The hinged panel system allows you to help a customer create the ultimate personalization for their windows and doors.

5. What is cellular? Does it help with performance?

A cellular shade is a fabric shade constructed of honeycomb shaped cells that insulate windows from heat and cold to make your home more comfortable year-round. They're also sound absorbent to reduce unwanted noise. The honeycomb structure of the shade is visible only from the side. All cords and holes are hidden inside the shade for added privacy. From the front, a cellular shade appears to be a cascade of crisp pleats.

6. How exactly do the shades snap-in and snap-out?

[View installation instructions](#) for Raise and Lower Slimshade Blinds and Cellular Shades.
[View installation instructions](#) for Tilt Only Slim Shades.

View Installation Videos:

Install Blinds/Shades:

[View with QuickTime](#) (438 KB)

[View with Realplayer](#) (740 KB)

Remove Blinds/Shades:

[View with QuickTime](#) (342 KB)

[View with Realplayer](#) (616 KB)

7. Are there options to operate shades that may be beyond reach?

Yes. All Designer Series products can be purchased with Insynctive™ motorized blinds or shades that can be used with a remote control.

8. Can the shade operator handle be relocated at a different height?

Yes.

[View installation instructions](#) for Raise and Lower Slimshade Blinds and Cellular Shades.

[View installation instructions](#) for Tilt Only Slim Shades.

9. Is the slide tab (latch release) durable enough for commercial applications?

Yes...all parts have been tested. The warranty will cover commercial applications.

10. Can I get custom color window fashions?

No, however room-side window fashions available with the Insynctive™ products offer extended color

options for fabric shades.

11. How do I get room-side shades to complement Designer Series shade colors?

As of December 2014, Designer Series shade colors are a subset of Pella's roomside cellular shade offering, which allows us to offer a whole-home shading solution with complimentary colors, even if the home has mixed window and door products. View the Roomside & Designer Complementary Colors document.

12. Is the product retrofit-able?

Casement Sash: Yes. For retrofit-ability, the product must be vintage 2000 or newer (fold-down crank vintage). Note: When retrofitting a casement sash, be sure to also order a new casement crank. The profile has been modified slightly so that it does not interfere with the opening/closing of the hinged panel.

Double-Hung Sash: Yes. For retrofit-ability, the product must be 1996 vintage or newer. Note: for retrofit-ability, the product will require a new balance system; the new double-hung products will be bottom-tilt to offer DP50 performance out-of-the-box without brace clips. Minor frame modifications necessary,

Sliding and Hinged Patio doors: Not retrofit-able. Frame has changed

DGP / Hinged Glass Panel: The current DGP system cannot be replaced with the hinged glass panel. Customer must purchase the window sash (or full unit) with hinged glass panel.

13. What is the material that provides the "no-finishing-required" airspace?

The "no-finish" materials are anodized aluminum for the hinged panel and PVC for the sash liner. The sash liner is actually a co-extruded component with aluminum embedded within the PVC.

14. Will the Rolscreen interfere with the opening/closing of the hinged panel?

Yes. The window must be in the open position in order to open the hinged panel.

15. What is the purpose of the string that limits the hinged panel?

For ease and long-term durability.

Ease: The string controls the travel of the panel - helping support the weight - allowing customers to more easily update their window fashions and/or clean the interior glass without balancing a heavy piece of glass.

Durability: The purpose of the string is to limit the hinged panel opening so that the hinged panel will not detach from the hinges and will not damage the hinges.