

HOW TO SHIM A ROLLER SHADE

Quick Guide

Sometimes, a new or existing roller shade will “**track**”. This is a common mechanical malfunction when a shade’s fabric drifts to one side as the shade rolls up, rubbing on the hardware, causing damage and operational issues. This is also known as “telescoping”.

This happens when something— whether it be the window opening, the bracket placement, a bent tube, the fabric itself, or uneven operation — is not level, plumb, or square. Sometimes shades are just tall and narrow and love to travel.

If a shade is tracking, shimming the fabric on the tube is necessary to correct the tracking and ensure smooth operation.



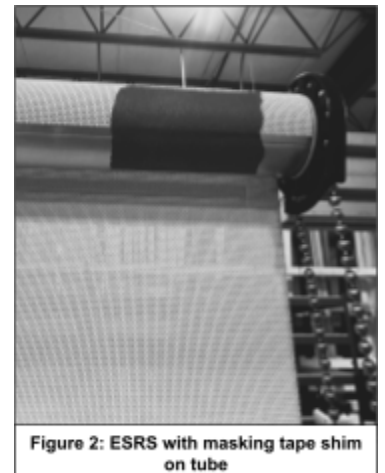
Steps

1. Evaluate

1. Determine which direction the fabric is tracking

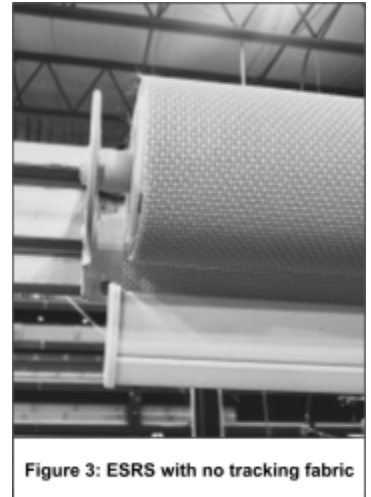
2. Initial Shim

2. Unroll the shade all the way to expose the tube
 - ★ Shade must be run beyond the lower limit to expose the tube. If existing shade (previously installed), remove ball stops (manual) or reset lower limit (motorized).
3. Once you have the tube exposed, add a layer of masking tape. Position it where the fabric meets the tube, on the side **opposite** the direction that the shade is tracking
 - ★ Example: if shade is tracking to the left, you would add tape on the right side
4. Start with a small piece of tape 1-2 inches in size, starting 1-2 inches from the end of the tube.
 - ★ The tape increases the diameter of the roll on the opposite side, which fixes the telescoping problem.



3. Testing

5. Try operating the shade and see if you've fixed the problem. Make sure the shade is running up and down plumb. If so, you are good to go!



4. Additional Troubleshooting (if needed)

- A. If the shade continues to track in the **same direction** that it was, try adding more layers of tape, one layer at a time and then continuing to operate and test the shade
- B. If the shade tracks the **opposite direction**, consider trying a smaller (narrower or thinner) piece of tape
 - ★ Reset ball stop or lower limit if applicable

Please Note: Sometimes a shade will track in one direction and then the other. In that instance, do your best to shim it in a way that the shade operates without fabric running into the clutch/motor/bracket and determine if some level of tracking is acceptable in that situation.