

What is the recall about?

Certain corded LEVOLOR Custom Cellular Shades produced in our production facility between December 15, 2018 and April 30, 2019 do not meet part of the 2018 American National Standards Institute (“ANSI”) Standard for Safety of Window Covering products. This affects custom two-cord cellular shades of specific widths. The affected shades were mistakenly produced with a permanent (non-breakaway) cord connector joining two cords. A repair is necessary for the affected shades to reduce the risk of strangulation.

What specific products are affected?

This recall affects custom two-cord cellular shades produced between December 15, 2018 and April 30, 2019 as follows:

Bottom-up single cell products 60” or less in width.

Bottom-up double cell products 44” or less in width.

Top-Down/Bottom-Up or Day/Night corded products 42” or less in width.

Specialty shape cellular shades in certain custom configurations.

Only consumers who purchased affected shades received a letter about this recall. However, if you want to know if your shades are part of this recall, please contact LEVOLOR customer service at 1.800.752.9677 Monday to Friday, 8:30 AM to 6:30 PM ET.

Do I need to send my shade away to get fixed?

No. You can keep your shade installed in your home and repair it with a free retrofit kit. To receive your free retrofit kit(s) please contact LEVOLOR customer service at 1.800.752.9677 Monday to Friday, 8:30 AM to 6:30 PM ET, or email us at recall@levolor.com.

Can I make the repair myself?

Yes, you can make the repair yourself in your home. The shades do not need to be removed from their mounting brackets. The necessary repair simply requires you to cut the two cords directly above the connector, re-tie each end with the supplied single cord connectors/cord extension(s), and trim the cord extension(s) to the set the pull cord length. Please see full instructions [here](#).

After you receive your retrofit kit(s), you can get real-time guidance to walk you through these corrective actions by calling LEVOLOR customer service.

What if I do not want to make the repair myself?

If you are unable to complete the repair yourself, we will provide you with additional options to ensure that this important repair is made on any affected shades. Please call LEVOLOR customer service to coordinate the repair.

What has LEVOLOR done to ensure the safety of its products?

Consumer product safety is of paramount importance to LEVOLOR. We can assure you that we have corrected the situation internally and sincerely apologize for any inconvenience this may cause.

Where can I find more information about the 2018 ANSI Standard for Safety of Window Covering Products?

Please click [here](#) for more information.

What does this recall NOT include?

This recall does not include corded custom cellular shades with three or more joined pull cords. It also does not include custom cellular shades with cordless or continuous cord loop lift control. It does not include product shipped to Canada. It does not include any other LEVOLOR products.