

## Customer Service & Ordering

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## 1 About Standard Curved Drapery Tracks

Lutron provides **standard** curved drapery tracks to fit inside or outside a 90 degree corner. These tracks have a bend radius of 20 inches. This solution does not require the creation of a template (you do not need this document), and can be found as a drapery track option in the Shade Configuration Tool (SCT). To specify, select the Line Items tab in the SCT, then click on the Add Line Item and select **Drapery Track > Standard Curved Drapery Track**. Standard curved drapery tracks are available in single and tandem configurations only. **All dual curved drapery tracks are custom**, and require a template. If you need a Custom Curved Drapery Track, proceed to section 2.

## 2 Before You Begin the Template

### 2.1 Submit your quote to obtain a COM number and Coded Shipping Label

Before making your curved track template, you must submit a drapery track quote\* to the Lutron Shading Quotes Department. Upon receipt of your quote, the Shading Quotes team will send you a COM number to identify materials associated with your order, along with a bar-coded address label you'll use to ship your template. **If you submit a template without a COM number and Lutron-issued shipping label, it will be rejected.**

\*Your quote must be calculated based on the straight-length equivalent of the curved track(s) to be ordered, and may be submitted through SCT or via email to shadingquotes@lutron.com. With either method, please be sure to include all relevant measurements and curved track details, including constant/variable radius, single/dual/tandem configuration, and splice/no-splice. These details will be used by the Shading Quotes team to finalize Lutron's quote.

If you need assistance or more information, call the Lutron Shading Quotes department at 1 (800) 446-1503 or e-mail shadingquotes@lutron.com

### 2.2 General guidelines and limitations

- Lutron drapery track can be custom-curved to fit a curved wall, bay window, and many other special applications. Constant radius is recommended.
- A paper template is the only way to ensure accurate curving of the drapery track.
- The finished track may vary  $\pm 3/4$  inches from template.
- Allow 1/2 in (13 mm) clearance between ends of drapery tracks and walls.
- Curves must have a minimum radius of 20 inches. If you are unsure whether your curved wall or window meets this requirement, see the Appendix on page 6.
- 90° is the tightest inside angle possible. Smaller angles are not allowed. See figure 2.2e
- "S" bends and other multiple-bend shapes can only be achieved by splicing two curved tracks together.
- Splices can only be made in straight sections of drapery track. Splice must occur on a straight length of track at least 16 in (406 mm) long. See figure 2.2g
- Maximum 1-piece track length is 18 ft (5.486 m)
- Maximum 2-piece (spliced) track length is 30 ft (9.144 m)
- Minimum spacing for dual tracks is 5½ in (140 mm) center-to-center. See figure 2.2j
- Pockets must allow ample space for the track(s) and drapery. See table 2.2k for minimum pocket dimension.

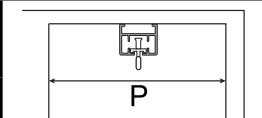
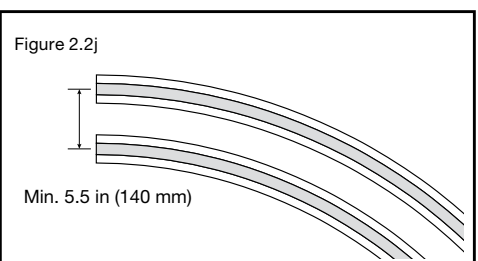
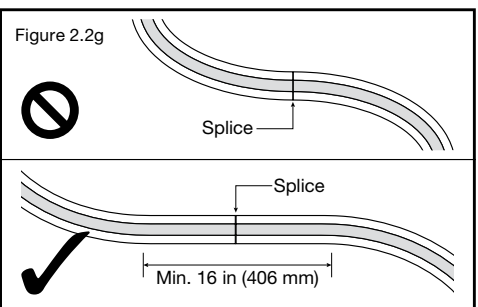
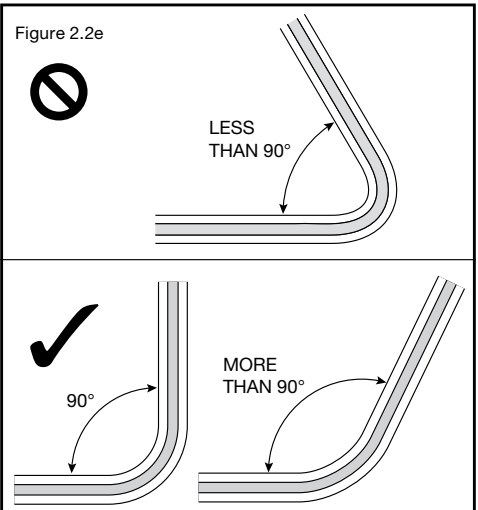
	Minimum Dimension	Wall or Ceiling Mount	Dual Track
	P	6 in (152 mm)	11.5 in (292 mm)

Table 2.2k

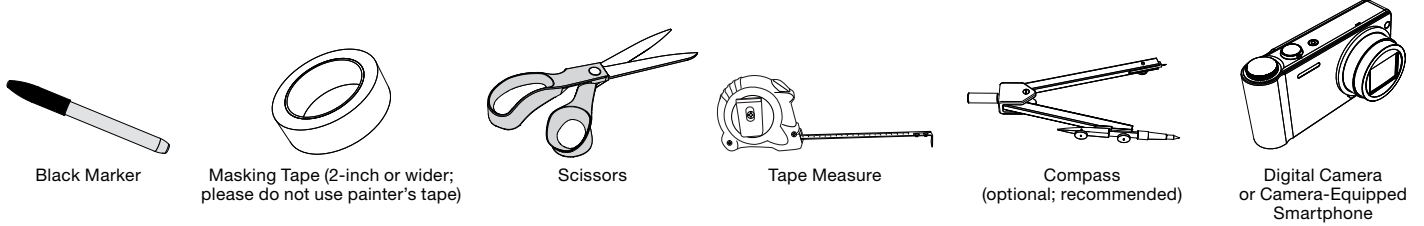
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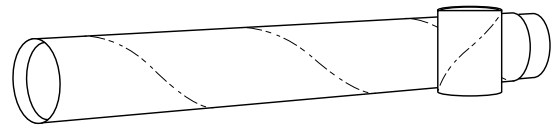


### 3 Making the Template

#### 3.1 Tools and materials for constructing a durable template



Contractor Paper\*

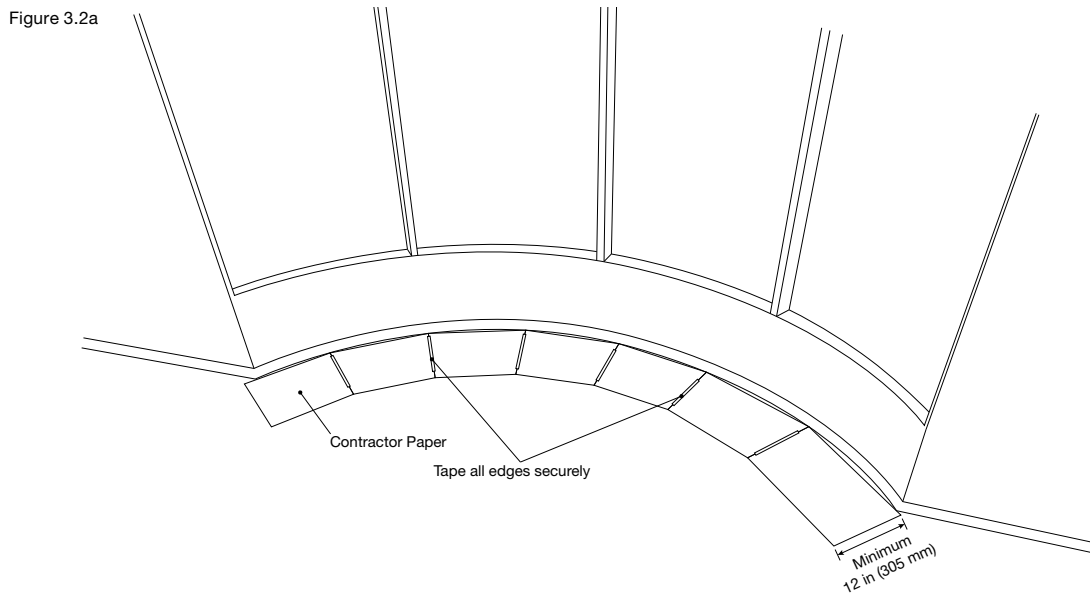


Mailing Tube

\*NOTE: Anything other than contractor paper or poster paper may be rejected. Please use the most durable material available.

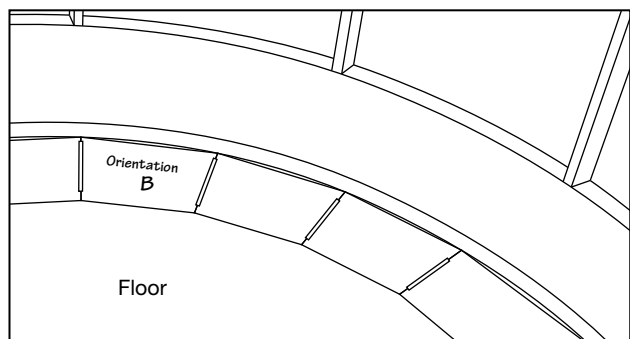
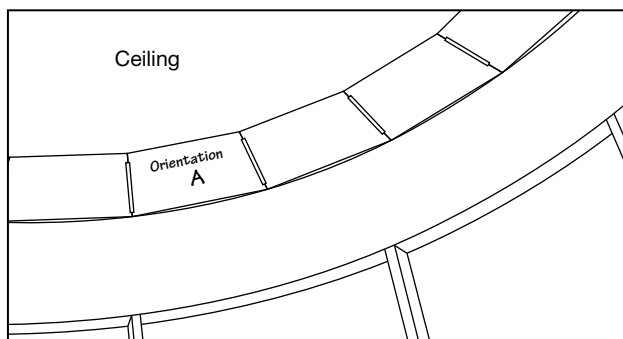
#### 3.2 Build the paper layout

a. Begin by taping contractor paper together close to wall. Use the ceiling or the floor (floor shown), whichever follows the curvature best.



b. If making the template on the ceiling, mark the template "Orientation A."  
If making the template on the floor, mark the template "Orientation B."

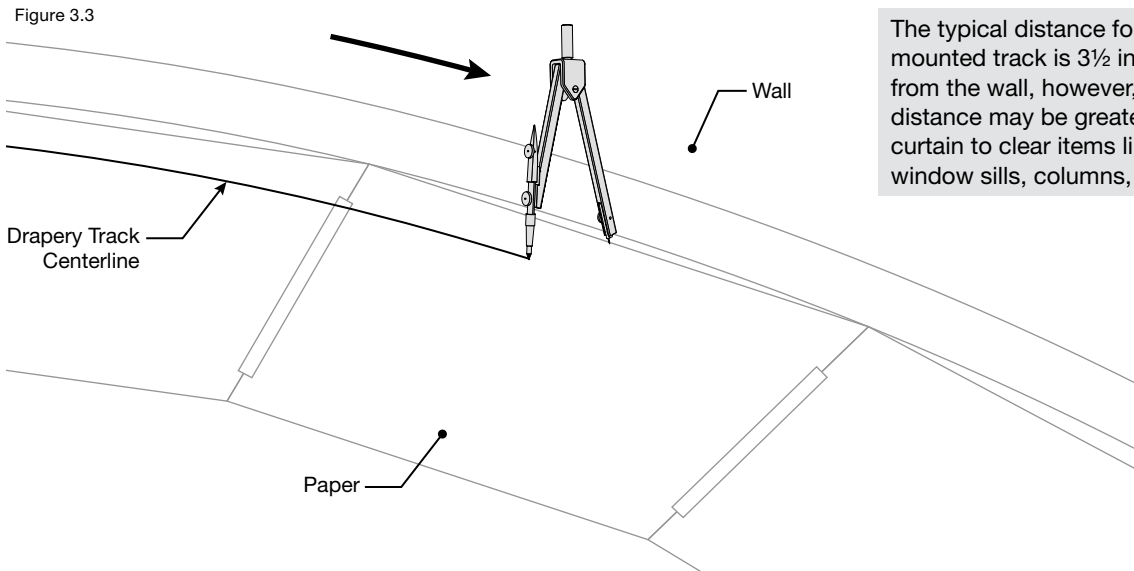
Figure 3.2b



### 3 Making the Template (continued)

#### 3.3 Trace the curvature

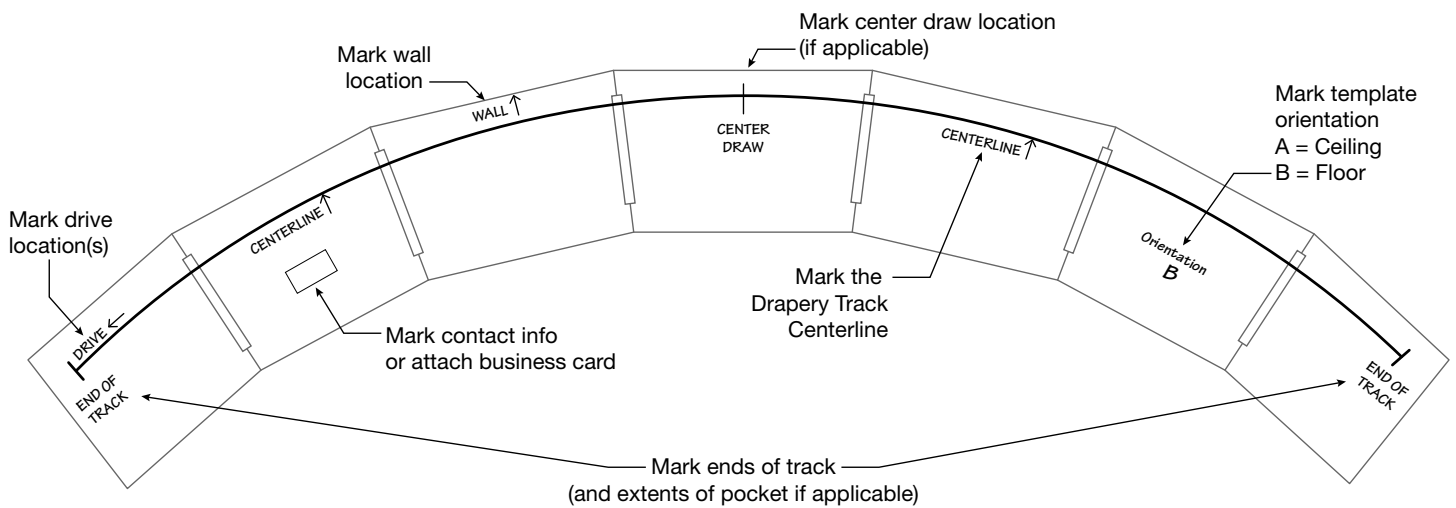
- a. Using a compass or similar tool to maintain a constant spacing to the wall, follow the wall profile to trace the track centerline onto paper.
- b. After completing the trace, darken the pencil line with the black marker.



The typical distance for wall mounted track is 3½ in (89 mm) from the wall, however, your distance may be greater for the curtain to clear items like handles, window sills, columns, vents, etc.

#### 3.4 Add vital information

Figure 3.4

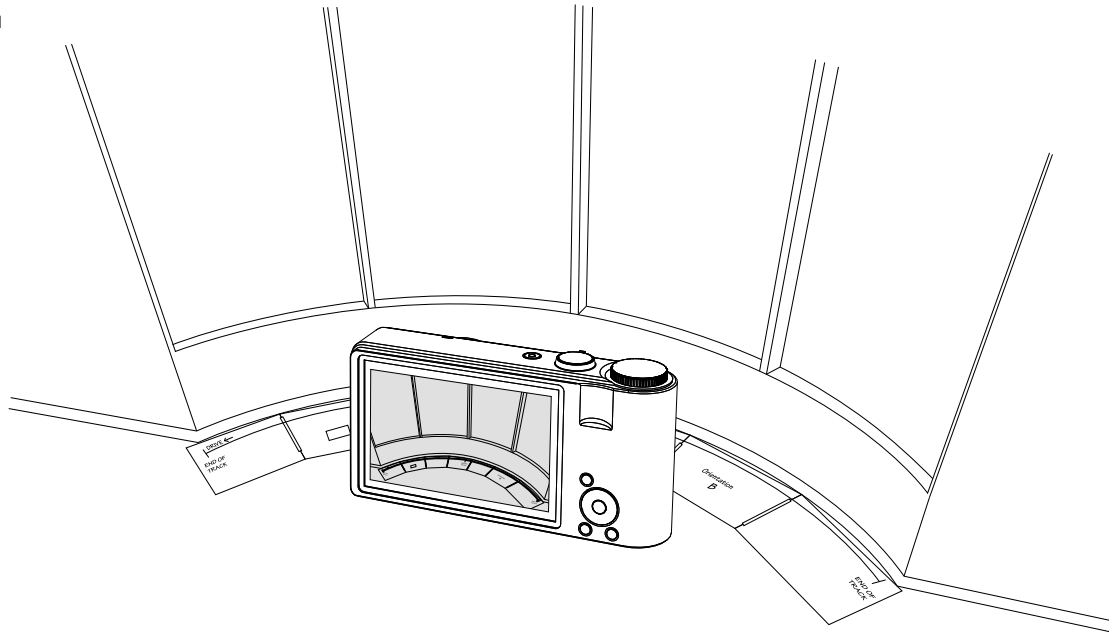


## 4 Finishing the Template

### 4.1 Make a photo record

- a. Take a digital photo of the finished template in place.
- b. Take several photos of the area where the curtain track will be mounted.
- c. Rename the photo files in this format: "job-name\_COM#\_quote#\_line-item#\_image-x.jpg"
- d. Email photos to shadingquotes@lutron.com, and include the Quote, COM and Line-Item numbers in the subject

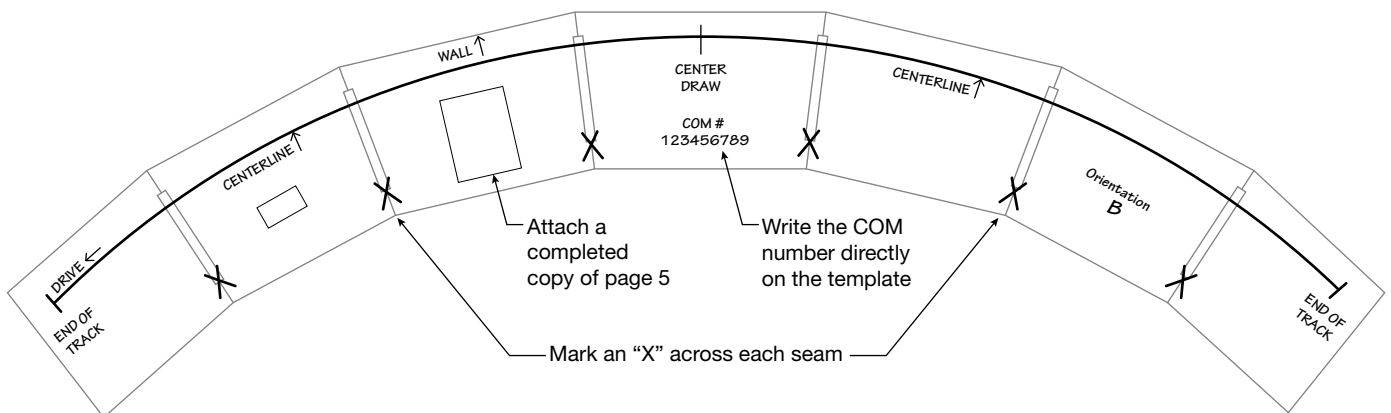
Figure 4.1



### 4.2 Final preparations for submittal

- a. Complete the form and checklist on page 5, then attach a copy of that page to the template as shown below.
- b. Be sure that the template is taped together in one piece. Mark an "X" over each taped seam so the Lutron Manufacturing team will have a reference as to where to rejoin those pieces in the event they become separated.

**NOTE:** Templates shipped on separate sheets will be rejected. Each curved track must have its own template. The only exception is dual tracks, which can be on the same template.



**5 Specifications and Requirements**

**5.1 Job Information**

COM Number:	The COM Number appears on your quote. If you do not have a quote, read and follow the instructions in section 2.1 on page 1.		
Job Name:	Quote Number:		
Dealer Name:			
Dealer Address:			
Phone Number:			
Email Address:			

**5.2 Drapery track configuration**

Choose one:	<input type="checkbox"/> Single Track	<input type="checkbox"/> Dual Track	Spacing between tracks: _____ in	mm	(circle one)
	<input type="checkbox"/> Left Draw	<input type="checkbox"/> Right Draw	<input type="checkbox"/> Center Draw		
Choose one:	<input type="checkbox"/> Ceiling Mount	<input type="checkbox"/> Wall Mount	Distance from wall: _____ in	mm	(circle one)
	<input type="checkbox"/> Pocket Mount	Pocket Width: _____ in	mm	(circle one)	
Choose one:	Drive side (viewed facing window)		<input type="checkbox"/> Left	<input type="checkbox"/> Right	

**5.3 Requirements Checklist**

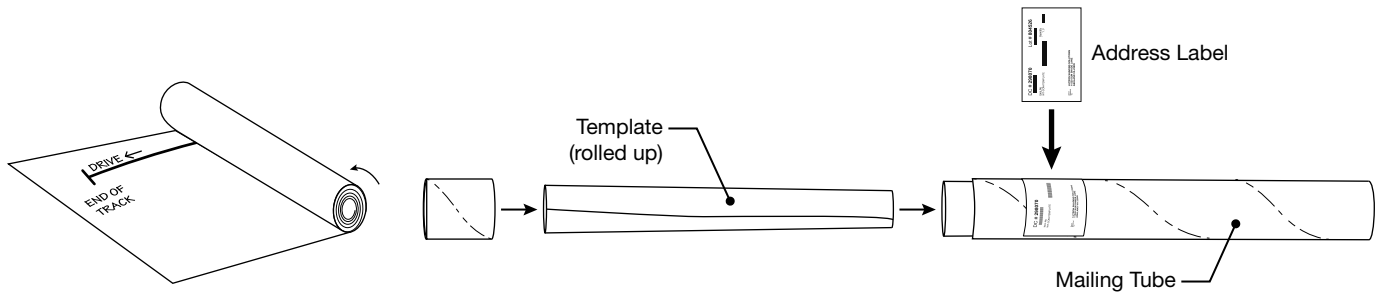
- The drapery track centerline is drawn as described in Section 3.3, and clearly marked "CENTERLINE".
- Minimum bend radius is 20 in (508 mm).
- Clearance to wall and other obstacles at least 3½ in (89 mm).
- Drive location(s) is(are) marked on template.
- Orientation marked on template (either A or B). See page 2
- Ends of track (and extents of pocket, if applicable) are marked on template.
- If track is a tandem system or a center draw, mark center of track on template.
- Wall or pocket position is marked on template.
- Digital photos taken of template and wall location for track.
- COM# written on template.
- Photos emailed to shadingquotes@lutron.com
- Tape a copy of this page to the template.

## 6 Pack and Ship the Completed Template

a. Carefully roll the template and slide it into a sturdy mailing tube.

**NOTE: Do not fold the template.** Folding makes it difficult to lay flat, which may distort the true size and shape of curve.

b. Apply the bar-coded address label supplied with your quote to the outside of the tube and ship via the carrier of your choice.



**IMPORTANT:** All of the instructions must be followed. A Production Engineer will review the template and advise whether it is approved, or if additional information is needed. If all information was provided correctly and meets the requirements, your curved track layout will be approved for manufacture. Production of the track will begin after approval of the template and receipt of a purchase order. Lead time for shipment of the completed track(s) appears on the quote, and begins after receipt of the order and approval of the template.

## APPENDIX: Qualifying the Minimum Radius (optional; see page 1, section 2.2, item d.)

Use the method shown here to determine whether the curvature of your installation site meets the 20-inch minimum radius requirement.

a. Using a chalk line or string, mark a reference line (a.) connecting the two ends of the curved wall section.

b. Find the midpoint of reference line a., and mark a second reference line (b.) at a 90° angle to the first, extending to the curved wall. See figure A.1

c. Measuring from the wall along reference line b., make a reference mark (c.) 20 inches from the wall.

d. Anchor a piece of string at reference mark c., then extend it along reference line b., to the curved wall. Cut the string where it reaches the curved wall (a 20-inch length). See figure A.2

e. Swing the end of the string in an arc to establish a 20-inch radius and observe its proximity to the curved wall. See figure A.3

If the string's arc is smaller than the curvature of the wall, the wall's radius is larger than 20 inches, and the site qualifies for a curved drapery track.

