

March 5th, 2024

Dear Valued Dealer or Customer,

To address safety concerns outlined by **Health Canada Corded Window Covering (CWC) regulations**, Elite is writing to inform you we are conducting a voluntary recall on the following shade components:

Elite ChainGuard™ – P-Clip
Elite ChainGuard™ – Accessible Chain Loop

Affected products sold between July 1st, 2022 to March 5th, 2024

A simple onsite replacement of the P-Clip to the U-Clip can be performed by the end consumer to ensure CWC compliance for all affected products, preventing the need to ship the product back to Elite.

The newly designed U-Clip securely encases the chain and reduces the accessible length.

The Elite ChainGuard™ will remain part of our product offering with the new U-Clip change implemented in our manufacturing process.

Consumers should contact our customer service team to obtain replacement parts.

Should you have any questions or concerns please feel free to contact our **Customer Service team at 1-800-387-3566** between 8:30 a.m. to 8 p.m. EST Monday through Friday or by email at **customerservice@elitewf.com**.

We apologize for any disruptions this voluntary recall may cause. The safety of our customers is of utmost importance, and we appreciate your prompt response in supporting and maintaining our dedication to safety and excellence.

Best Regards,

Elite Window Fashions

2024 Voluntary Recall Process P-Clip to NEW U-Clip

1. Contact our customer service team at customerservice@elitewf.com to request the replacement chain U-Clip by filling in the [recall request form](#).
2. Elite will forward a new replacement kit (contains: 1x U-Clip, 1x component screw and 1x wall screw).
3. Once received, detach the affixed P-Clip from the wall with a screwdriver and position a length of chain along the inward curl of the P-Clip and pull to release the chain. **DO NOT CUT CHAIN**. Dispose of the P-Clip.
4. Install the new U-Clip by following the attached kit instructions.
5. Once completed, ensure your shade operates as intended.

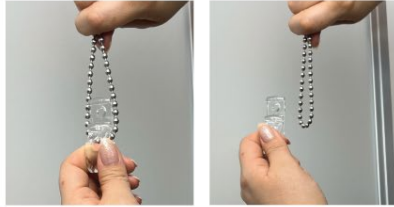
Kit Instructions:

To remove: position the length of chain along the inward curl of the P-Clip and pull

***Do not cut chain.**

Position the chain in the open U channel (fig. A).

If preferred, screw the back cover into the wall (fig. B). Snap the front cover on (fig. C) and use the small screw to secure both pieces together (fig. D).



(fig. A)



(fig. B)



(fig. C)



(fig. D)

Head Office

1 Applewood Crescent, Unit 1

Concord, Ontario L4K 4K1

☎(905) 660 0049 • (800) 387 3566

📞(905) 738 5759