

# GRABER.

Health Canada FAQs  
March 22, 2022

## **What is the new regulation in Canada for window coverings?**

The Corded Window Coverings Regulations: SOR/2019-97 (CWCR) enacted in April of 2019, establish new rules that restrict the length of reachable cords and the size of loops that can be created effective May 1, 2022. This rule applies to indoor window coverings with at least one cord including inner cords, rear cords, and power cords. The rule change limits free hanging cords or tethered cords to no longer than 22cm and, for other cords such as inner cords, limits loop size to no larger than 44cm when a specific force is applied. Also changed are product requirements for product labeling and small parts.

## **Can Graber corded window treatments be used for a commercial setting?**

It is our understanding corded products cannot be used in a commercial setting according to the new regulation.

## **When does this take effect?**

May 1, 2022.

## **How does this affect Springs Window Fashions' products?**

Our product managers and engineers have been proactively working to make as many of our products as possible compliant with the new CWCR regulation. As a result, you will see new operating systems introduced and other less noticeable modifications, such as installation instruction enhancements. The chart below on page 5 provides guidance on which products will continue to be available, which products will require modification and which products will be discontinued due to the CWCR.

## **Are there any products that will not be offered for sale in Canada?**

The chart below on page 5 provides guidance on which products will continue to be available, which products will require modification and which products will be discontinued due to the CWCR.

## **How will Springs Window Fashions be handling the launch of new or modified products and the discontinuation of the non-compliant products indicated in the product chart provided?**

Friday, April 8, 2022, will be the last day orders for products of the prior design will be accepted. Under no circumstances will we ship non-compliant product into Canada on or after May 1, 2022, so please plan to place your orders ahead of April 8, 2022. We cannot guarantee unforeseen scheduling or lead time changes that could potentially have an impact on your order. Modified complaint products will become available for order on Monday, April 11, 2022.

## **How will Springs Window Fashions handle repairs and remakes?**

We will continue to make replacement parts available for products sold prior to April 8, 2022, and repairs can continue to be managed and executed by the dealer or franchisee. Beginning May 1, 2022, suppliers will no longer be able to import, manufacture or sell window treatments that do not meet the requirements of the new standard. For remakes after April 8, 2022, the remake will be made compliant with the new regulation. We understand this may cause a product to look or operate differently than others in the home and therefore we recommend repairing the product if possible. If repair is not possible, please contact your Territory Sales Manager for options regarding your client.

# GRABER.

## **How will Springs Window Fashions handle the warranty of a blind/shade that is no longer compliant, and the consumer has this product throughout a room or home?**

Beginning May 1, 2022, suppliers will no longer be able to import, manufacture or sell window treatments that do not meet the requirements of the new standard. For replacement products requested after April 8, 2022, the replacement product will be made compliant with the new regulation. This may cause a product to look or operate differently than others in the home. Please contact your Territory Sales Manager to discuss options.

## **For quotes will Springs Window Fashions be honoring these up to May 1, 2022, since the quote indicates valid for 60-days?**

Quotes that are for the prior product design according to the requirements of the new standard will not be honored after April 8, 2022. A new quote will need to be requested for a compliant product; pricing is subject to change.

## **Will Graber update existing sample blinds that are non-compliant?**

New compliant sample blinds will be available to order on Monday, April 11, 2022.

## **Will any changes need to be made to sample books?**

Yes, all sample books should be updated with stickers that reference the new regulation. We will proactively be providing warning stickers at no charge to all customers.

## **Will there be an opportunity to see the changes made before May 1, 2022?**

We are planning to host a webinar for our customers in advance of May 1, 2022 and will announce the date and time soon. A recording of the webinar will be made available on our portal afterwards.

## **Does Springs Window Fashions have a solution for Bottom Up/Top-Down shades in Canada?**

Yes, we have a Sun-Up/Sun-Down option that allows a sheer cellular fabric to be paired with another cellular fabric to conceal operating cords to make them inaccessible and is a compliant solution. The sheer cellular fabric allows natural light to shine through while a light filtering or blackout fabric provides privacy.

## **Does Springs Window Fashions have a solution for cord looped systems?**

Yes, there will be a shrouded continuous loop lift option available.

## **Does Springs Window Fashions have a solution for horizontal blinds?**

Yes, there will be a tilt-only option available.

## **How is it possible motorized products are compliant?**

Motor solutions will require updated installation; additional steps are required for securing power cords to prevent free hanging cord lengths greater than 22cm in length.

## **Will shrouded continuous loop lift cords be offered in colors?**

Cords used in the shrouded continuous loop lift will be white for cellular, and bamboo for sheer/layered and solar/roller, within the opaque shrouded continuous loop lift assembly.

## **Will this allow for a dual operation system (i.e., dual lift concept)?**

No

# GRABER.

**Is the shrouded cord one piece or welded? If welded, could the cord snap over time with repeated usage?**

This is always a concern, and any warranty issues would require a full replacement of the shrouded continuous loop lift.

**Can you confirm if the shroud holds a cord and not a chain (the concern with a chain vs. cord is that a chain would produce more noise when operated)?**

The shrouded continuous loop lift is operated by cord. There is not a chain option.

**Will this come fully preassembled, or does the dealer/installer need to assemble some of the components onsite?**

It will come preassembled, the cord is in the shroud, for insertion into the clutch.

**Can the shroud be ordered separately and swapped for existing chain CCL products (i.e., compatibility with existing products)?**

The shrouded continuous loop lift will be compatible with existing products, except dual lift with bead chain which would require a different sprocket. The customer will be able to replace the bead chain by removing the clutch and then removing the old bead chain/cord and installing the replacement.

**What are the exact measurements of the shroud and are there different lengths available based on window size?**

Maximum dimensions are at the grip, which measure 1" thick and 1 5/8" wide. The overall lengths are 18", 24", 36", 48", 60", 72", and 84" for a maximum shade length of 120".

**Will the shroud be free hanging or is there a fastener that can be attached at the bottom to allow it to remain in place when not in use?**

The shrouded continuous lift assembly is secured at the top and allowed to pivot to a comfortable angle during operation. There is no fastener at the bottom.

**Will the Shrouded Continuous Lift assembly cause the cord to wear out sooner?**

No.

**Is the cord length adjustable (at the top where the shroud is attached) in case a customer wishes to have the shroud hang lower, or is it a standard length?**

The exposed cord cannot be adjusted. This is due to compliance with CWCR.

**Is there going to be an additional charge for this control or will it simply be phased in when existing CCL is discontinued?**

There will be an additional charge for continuous loop in Canada, which will be announced in advance of May 1, 2022.

**Is there going to be an additional oversize freight charge for the CCL shroud since it is based on height of the shade or due to increased weight due to packaging?**

We anticipate that in some cases there will be an additional charge due to size and weight.

**Will Springs Window Fashions sell a motor ready solar/roller shade due to the new restrictions? Springs Smart Home technology offered does not cover larger size windows where a large tube and motor is needed.**

# GRABER.

We will not be making any adjustments to our motorization assortment at this time.

**Who should I contact if I have questions?**

Please call your Territory Sales Manager or Customer Service with questions.

# GRABER.

	Continuous Loop	Corded	Cordless	Motorized	Smart Pull	*Tilt Only (no cloth tapes)	Specialties
<b>Foundations</b>							
1" Vinyl Verticals							
Custom Width Cellular			DISCONTINUED 4/9				
2" Faux Wood			DISCONTINUED 4/9				
<b>VERTICALS</b>							
Standard Verticals		DISCONTINUED 4/9	AVAILABLE NOW				DISCONTINUED 4/9
Verticals Track Only		DISCONTINUED 4/9	AVAILABLE NOW				
Soft/Sheer Verticals		DISCONTINUED 4/9					
<b>CELLULAR</b>							
Standard Shades	AVAIL TO ORDER 4/11	DISCONTINUED 4/9	AVAILABLE NOW	AVAIL TO ORDER 4/11			DISCONTINUED 4/9
Top Down	DISCONTINUED 4/9						
Bottom Up/Top Down		DISCONTINUED 4/9	DISCONTINUED 4/9				
Sun Up/Sun Down		DISCONTINUED 4/9	AVAILABLE NOW				
Multiple Shades	AVAIL TO ORDER 4/11	DISCONTINUED 4/9	AVAILABLE NOW	AVAIL TO ORDER 4/11			
Arch over Standard		DISCONTINUED 4/9					
Skylights		DISCONTINUED 4/9					
Vertical Cellular		DISCONTINUED 4/9					
<b>Fresco ROMAN</b>							
Standard Shades	DISCONTINUED 4/9	DISCONTINUED 4/9	AVAIL TO ORDER 4/11	AVAIL TO ORDER 4/11			
Bottom Up/Top Down		DISCONTINUED 4/9	DISCONTINUED 4/9				
Multiple Shades		DISCONTINUED 4/9	AVAIL TO ORDER 4/11				
<b>NATURAL SHADES</b>							
Standard Shades	DISCONTINUED 4/9	DISCONTINUED 4/9	AVAIL TO ORDER 4/11	AVAIL TO ORDER 4/11			DISCONTINUED 4/9
Bottom Up/Top Down		DISCONTINUED 4/9					
Natural Drape	DISCONTINUED 4/9		AVAILABLE NOW				
<b>COMPOSITE SHUTTERS</b>							
<b>WOOD SHUTTERS</b>							
<b>SOLAR/ROLLER SHADES</b>							
Dual -Lift Cordless	AVAIL TO ORDER 4/11		AVAILABLE NOW	AVAIL TO ORDER 4/11	DISCONTINUED 4/9		
UltraLite Cordless	DISCONTINUED 4/9		AVAILABLE NOW				
Dual Shades	AVAIL TO ORDER 4/11			AVAIL TO ORDER 4/11			
Exterior Shades	AVAILABLE NOW						
<b>PANEL TRACK</b>							
Panel Track-Track Only		DISCONTINUED 4/9	AVAILABLE NOW				
<b>SOFT</b>							
Bottom Up/Top Down	DISCONTINUED 4/9	DISCONTINUED 4/9	AVAIL TO ORDER 4/11	AVAIL TO ORDER 4/11			
Multiple Shades	DISCONTINUED 4/9	DISCONTINUED 4/9					
<b>SHEER/LAYERED</b>							
<b>PLEATED</b>							
Combo Shades	DISCONTINUED 4/9	DISCONTINUED 4/9	DISCONTINUED 4/9	DISCONTINUED 4/9			DISCONTINUED 4/9
<b>HORIZONTALS (ALUM &amp; VINYL)</b>							
<b>WOOD BLINDS</b>							
1" Slats		DISCONTINUED 4/9					
2" Slats		DISCONTINUED 4/9	DISCONTINUED 4/9	DISCONTINUED 4/9		AVAIL TO ORDER 4/11	DISCONTINUED 4/9
2-3/8" Slats		DISCONTINUED 4/9	DISCONTINUED 4/9	DISCONTINUED 4/9			DISCONTINUED 4/9
Multiple Blinds		DISCONTINUED 4/9	DISCONTINUED 4/9	DISCONTINUED 4/9		AVAIL TO ORDER 4/11	
Wood Vertical Blinds		DISCONTINUED 4/9					
<b>FAUX WOOD BLINDS</b>							
2" Faux Wood Slats		DISCONTINUED 4/9	DISCONTINUED 4/9			AVAIL TO ORDER 4/11	
2" Composite Slats		DISCONTINUED 4/9	DISCONTINUED 4/9	DISCONTINUED 4/9		AVAIL TO ORDER 4/11	
2-1/2" Faux Wood Slats		DISCONTINUED 4/9	DISCONTINUED 4/9				
2-1/2" Composite Slats		DISCONTINUED 4/9	DISCONTINUED 4/9	DISCONTINUED 4/9			
Multiple Blinds		DISCONTINUED 4/9	DISCONTINUED 4/9	DISCONTINUED 4/9		AVAIL TO ORDER 4/11	
*Tilt Only option uses wand to tilt slats, blind is no lift							
Note: as a result of the CWCR all corded lift products will no longer be available							