Operation and Maintenance of Roll Down Shutters, Roll Screens, Clear Vinyl and Roll Shades:

1. Clear all obstacles from shutters/screens path before lowering to avoid tangling of shutters/screens.

2. Always watch the shutter/screen all the way down when lowering. If the shutter/screen stops coming down or hangs up on one side, return the switch to neutral and inspect the area for a cause. Gently tug or lift the bottom bar to realign. Raise the product 12” if needed before attempting to lower again. Be careful that slack in the system doesn’t allow the shutter/screen to roll up too far into the housing. Always lower completely after an abnormal incident before allowing a shutter/screen to raise completely.

3. Use care when lowering shutters/screens, even in moderately windy conditions, especially when motorized. Wind pressure can cause a shutter/screen to stop its downward movement and result in a tangled or back-lashed shutter/screen. Closing shutters/screens that are parallel to the wind first can help. If storm bars were supplied, they must be installed in shutters or shades during windy conditions.

4. Cold temperatures can cause a shutter/screen to shrink leaving the product inoperable (especially clear vinyl). Generally, issues do not occur unless the temperature is below 45 degrees but it is recommended to use caution when lowering in temperatures below 60 degrees. Clear vinyl can also stick to itself if not used for a period of time. Always return the switch to neutral if the shutter/screen stops its downward movement. If the shutter/screen will not rise, return the switch to neutral and wait for the temperature to warm up before trying again.

5. Fabric shutters, screens or clear vinyl are not tight like fixed screens. The fabric must be loose to allow free movement. The looseness varies depending on the pitch of the floor, the temperature and the speed of the wind. Some wrinkling (especially along the edges) is normal. Leaving product down for long periods is ok. Clear vinyl should be left normally in the down position. This will help keep the fabric stretched and avoid wrinkles.

6. The back of shutters/screens can be accessed by removing the service panel of the housing box. Beware of wasps and frogs when removing the service panel. Evict any foreign critters from housing including their nests before operating the shutter/screen.

7. During power outages manual overrides on motorized shutters can be used for lowering or raising shutters. However, it is possible to crank a shutter up or down too far. If you crank the shutter down too far the shutter will begin to raise and roll backwards on the axle causing damage to the slats. Only lower enough for the top slats to remain open. Marking the crank handle to indicate the up direction can be helpful but the direction can switch if the motors are mounted on opposite sides of the shutter. Do not crank the shutter all of the way into the housing box this will cause a malfunction, leave a couple of slats showing.

GENERAL MAINTENANCE FOR ALL TYPES OF SHADES & SHUTTERS:

1. Open and close shutters at least once every six (6) months utilizing all moving parts. Clean, lubricate the tracks (with silicone spray) and clear any obstructions which might hinder the operation.

2. Lightly spray all painted parts of shutters once every six (6) months with L.C. Wax and wipe with a clean rag to protect the painted finishes.

3. All removable fasteners, thumb screws and locks should be lubricated every six months to keep them from freezing up. Remove the fastener, apply lubricant and replace fastener. Never leave an anchor empty (allowing dirt to collect inside) and be careful to never cross thread an anchor (start by hand first).

4. Do not force shutters to close. If after cleaning and lubricating there is any difficulty in normal operation, call Sentinel Storm Protection for service.

5. Accordion shutters - Apply lubricant to all tracks, wheels, hinges and locks to insure smooth and easy operation every six (6) months. Special attention must be given to hinge areas of vertical louver blades.

6. When opening double-hung Colonial Shutters be sure both panels are tight against each other before attempting to lock against wall. Failure to do so will result in bent hinges.

FAILURE TO PERFORM PERIODIC MAINTENANCE MAY RESULT IN COSTLY REPAIRS
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