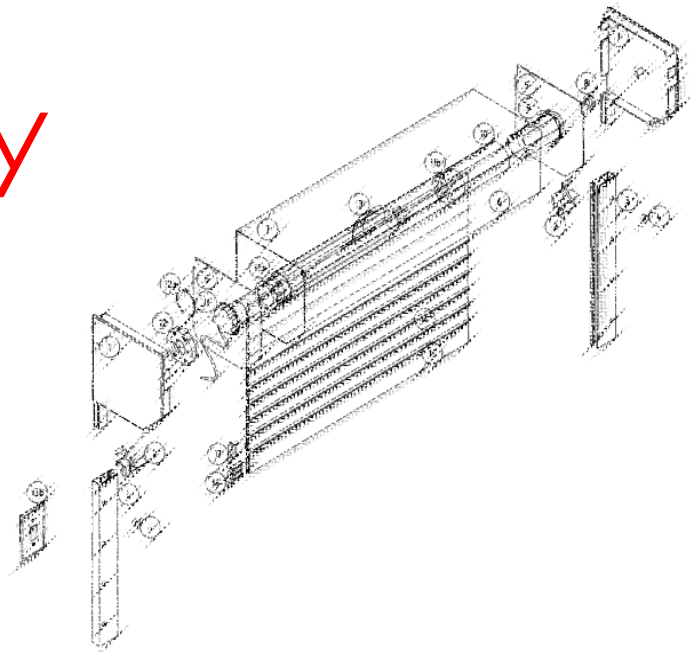
ALUTECH
shutter and shade solutions

Rolling Shutters

Warranty and Owners Manual



Congratulations on your purchase and installation of exterior rolling shutters. Your shutters will offer you several benefits and long life if properly maintained and used. Most customers say that they use their shutters much more than they envisioned and we encourage you to use them every day. Roll shutters are an excellent product for shading and temperature control as well as noise reduction and offer added security to your home or condominium. Like any moving product, the more they are used, the better they will continue to work and give you the maximum life possible. Enclosed you'll find everything needed to give your shutter the best life possible.

Alutech United Inc.
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Proper operation for your Style of operator:

Strap Pull Operated Units

Strap pull operated shutters are very simple to operate and are only available on small window openings. Strap operated units open when you pull down on the strap and close once you release the strap from the recoiler box.

TO OPEN

Simply grasp the strap and pull the strap straight down and allow the spring operated recoil box take-up the excess strap.

TO CLOSE

Grasp the strap and pull it away from the wall and towards you releasing the strap from the recoil box. Gently allow gravity to close the shutter by releasing the strap you have just removed from the recoil box. Repeat this process until the shutter is completely closed. Do not let the shutter "slam" closed.

Crank Strap Operated Units

Crank strap operators will have a crank box mounted to your wall with either a gray strap or white cord exiting the crank box and running to your shutter. The square box will have a square metal outlet in which you will have to insert a 14cm chrome winch handle.

TO OPEN

Simply insert the winch handle into the crank box and simply turn the handle in the direction that opens the shutter until the shutter stops. Do not force the shutter past its stopping point.

TO CLOSE

Turn the handle in the opposite direction in which you opened the shutter until the shutter comes to full closure. The strap/cord should remain taut so that excess strap/cord does not fall away from the strap box.

Manual Gear Operated Units

With gear operated shutters, you will have what is referred to as a "gear universal" installed either above your opening or the "universal" can be mounted directly to the shutter housing. In order to operate your shutter you must first connect the "crank handle" to the gear universal. To do this simply place the female-end of the handle over the male-end of the universal and twist the handle until it locks into place.

The opening and closing turn directions will vary according to which side your shutter is geared.

TO OPEN

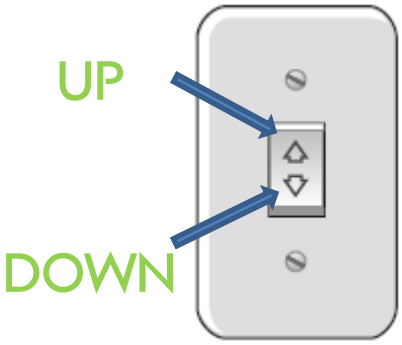
You must first determine the opening turn direction for your shutter. To determine this easily turn your crank handle in a clockwise motion. If you experience resistance stop immediately because the gear's bottom stop is engaged. Once you have determined the opening turn direction, crank your shutter until it is fully open and comes to a stop. DO NOT FORCE THE SHUTTER BEYOND THIS STOP POINT.

TO CLOSE

Now that you know the closing turn direction, just crank the shutter down until it gently stops. Please be careful not to continue turning your crank handle past this stop point as you can cause the shutter to start to roll up backwards on the axle and break.

DO NOT FORCE THE SHUTTER BEYOND ITS STOP POINT.

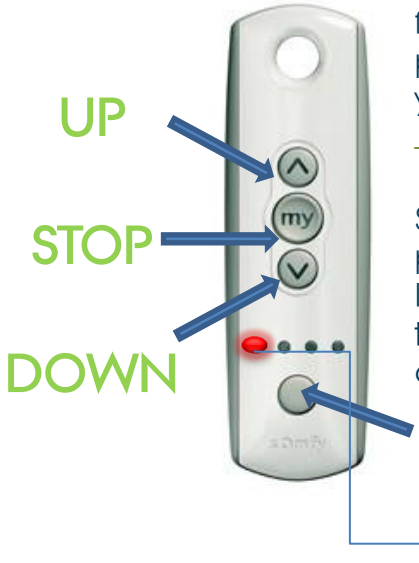
Motorized Operated Units



Motorized shutters come with several switch styles and remote options. We highly recommend a "momentary" style switch that requires you to actually hold the switch while the shutter opens and closes.

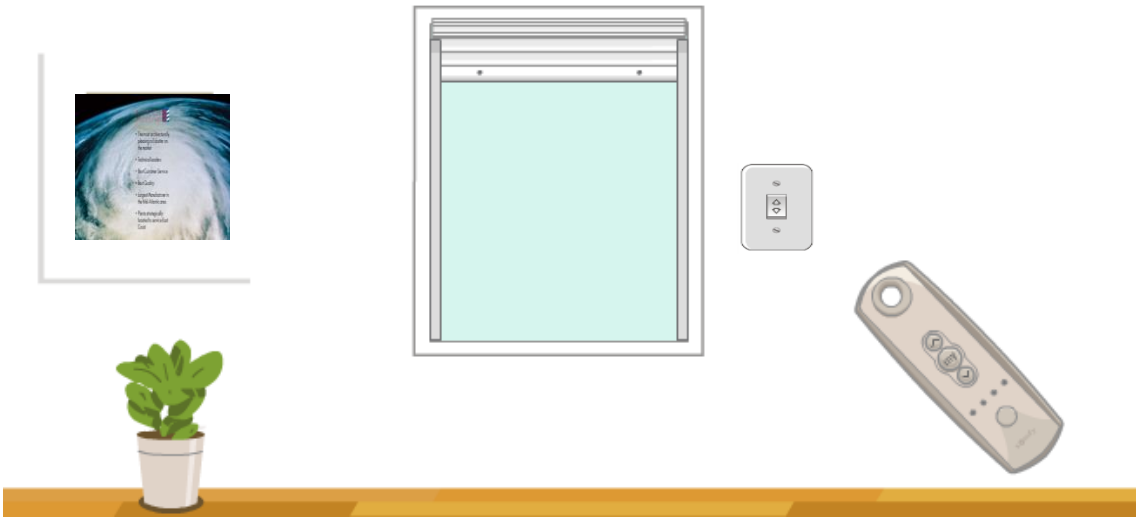
TO OPEN

Push your SWITCH/REMOTE in the upward direction, with a momentary switch hold the switch until the shutter stops. With a maintained switch you must reset the switch to the middle or neutral position once the shutter has stopped. If you keep the switch in an open or closed position, electricity is flowing to your motor at all times and if a power surge happens, you can damage your motor.



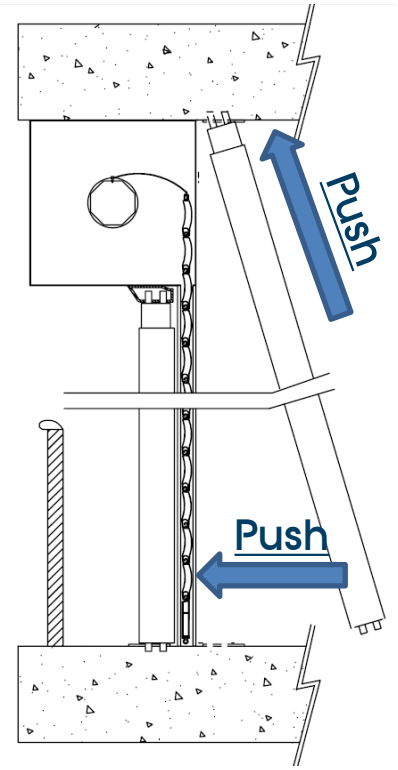
TO CLOSE

Simply push the SWITCH/REMOTE in the down position and hold, if it is a momentary switch. If its a maintained switch make sure to reset the switch to neutral once the shutter is closed.



Additional information:

Stormbar removal / installation



If storm bars (inner or outer) are installed on your unit, it is imperative that they be installed properly and in place during windy conditions, especially storm conditions.

To properly install the storm bar, place the top spring load pins into the shutter housing extrusion holes, press upward and allow the spring to compress. Then once the bar has compressed, place the bottom pins in the bottom storm bar plate so that the storm bar is now in place. To be installed properly, the spring loaded end must be at the top near the shutter housing with the felt strips towards the curtain.

If your unit came with storm bars they must be installed during high winds for any warranty to be in effect.

Preventive Maintenance

Shutters should be washed with fresh water and lubricated at least once per year. Sand and salt will have a tendency to build up on the shutters if they are not properly maintained. All side tracks should be lubricated with **clear silicone spray** in order to keep your shutters motion at top performance. All caulked areas should be examined for cracks that occur over time. This should be addressed with each exterior painting of your home or every two years.

If you do not wish to wash and lube your shutters, East Coast Shutters & Awnings will be glad to provide you with our bi-yearly cleaning and maintenance proposal. Each home requires different equipment and time, therefore each proposal is unique and priced as such. For more information contact our service department at 1-800-530-2999.

Most Common Shutter Problems

Through our experience we have compiled a list of the most common problems associated with roll shutters. Most of these problems can be easily avoided with minimal effort on your part.

** If you have painters or window washers working on your home or condominium, please advise them not to push up on the shutter curtain or manually move the shutter in any way. Pushing or manually moving the curtain will force the shutter out of the tracks and will cause the shutter to jam or break the next time you go to use the shutter.

** Freezing rain or snow may accumulate in your shutter guides. Check for ice and snow accumulation before operating the shutter. Operating a shutter with ice or snow accumulation can cause irreversible damage to the curtain.

** When operating your shutters, either opening or closing, make sure there are no objects leaning on the curtain or in the path of the shutter curtain. Check for obstructions (deck furniture, plants, toys, etc.) before opening or closing your shutter. Should the curtains be rolled down on any obstruction, it will cause the curtain to back up in the housing and separate from the axle. If this occurs during the warranty period, you will be charge for labor and materials.

**If your shutters came with storm bars (inner or outer) they must be in place before closing your shutter in windy conditions. If you attempt to close your shutter without the storm bar installed, the curtain could come out of the tracks and damage the curtain.

**Do not hesitate to call us if you are experiencing any problems with your shutters. Sometimes customers continue to operate their shutters even when they are not operating correctly and they end up damaging their shutters beyond a simple repair. Our service department is always open and ready to help you with any problem you may incur.

MAINTENANCE, CLEANING AND LUBRICATION OF ALL RAIL PARTS OF YOUR SHUTTER IS IMPERITIVE FOR PROPER OPERATION. CLEANING AND LUBE SHOULD BE DONE AT MINIMUM ONCE A YEAR.

Alutech United, Inc. carries a five *(5)* year warranty on the material from the date of manufacture.

This warranty covers any and all defects in the manufacturing of the material itself. It does not cover improper assembly, installation or lack of care.

Electrical motors and electronic accessories are warranted for five *(5)* years. Alutech United, Inc. is not responsible for material failure due to inadequate or faulty installation.

Alutech provides a *(5)* warranty on any painted products from date of purchase.

Alutech's customers have ten *(10)* days to notify Alutech of any discrepancies or the order will be considered complete.

Alutech shall not be liable for any injury, loss or damage, direct or consequential, arising out of the use of or the inability in connection therewith.

The articles that are replaced pursuant to the terms of this warranty shall be retained by Alutech United, Inc., the customer is responsible for any freight cost relating to repair or replacement. All cost related to installation of Alutech equipment covered by this warranty are not the responsibility of Alutech.

The foregoing warranty is exclusive and in lieu of all other warranties of quality, whether written, oral or implied.

OUR OTHER GREAT PRODUCTS WE CAN OFFER YOU

ZIP TEX

- Garage Door Openings
- Restaurant Openings
- Sunrooms
- Windows
- Gazebos
- Porches

ACCORDIONS

- Hurricane rated
- Balconies
- Windows
- Doors
- Storefronts
- Any large opening

GRILLES

- Store fronts
- Windows
- Gun shops
- Pharmacy's
- Bar tops

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