



## Product & Technical Specification 2021

For shutters purchased from Jan 2020 forward.

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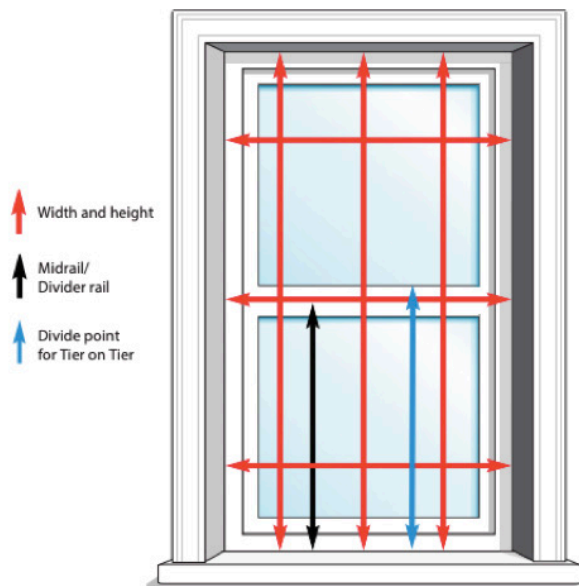
# Measuring

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Measuring is as simple as 1-2-3, if you follow our guides. You can access them by [clicking here](#).

## Inside Mounts

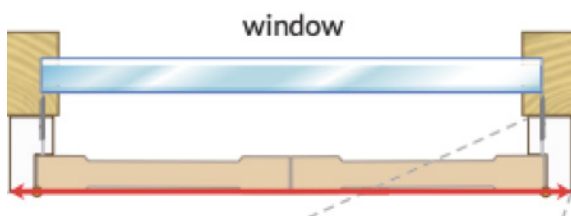
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- Measure inside the recess
- For the width, measure in 3 different spots (bottom, middle, top) and record the smallest
- For the height, measure in 3 spots (left, middle, right) and record the smallest
- When placing your order online we need the exact smallest width and height to the nearest 1/16."

## Outside Mounts

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- Very important to understand that the dimensions you input in our system must be the finished shutter size, the width of the frame must be included in your final dimensions.
- Simplest way to measure is to print off the frame template from our Measuring Guide
- Place the template where you want the shutter to be mounted
  - If you have trim, we recommend frame be installed on the flattest portion of trim
- Measure from outer edge of template to the opposite side outer edge of template...that's it!

Reading and following our [Measuring Guides](#) is an essential part of your shutter journey and a requirement for a success story.

# Our Styles

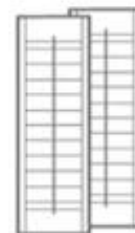
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## Full Height

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Our most popular shutter style which offers endless variations. Choose between 4 slat sizes, 6 different ranges, 2 control rod options and 58 different color options. These shutters can be manufactured with or without a mid rail however one is required for any shutter height 71" and above. Not only does a mid rail provide added strength to taller panels but it also gives enhanced flexibility with light control as it allows you to operate the bottom slats independently from those above the rail.

[The Pros vs Cons: Full Height Shutters](#)



## Café Style

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Ideal for ground level windows or town houses. Café style leaves the top part of the window un-shuttered, while the bottom part of the window covered. The panels often cover halfway up the window but they can be manufactured to any height you feel is best suited for you.

This is the style that allows maximum light into the room while still providing a level of privacy. Consideration should be given to the function of the room. Bedrooms for example may need a curtain or blind to compliment Café Style shutters.

[The Pros vs Cons: Café Style Shutters](#)



## Tier on Tier

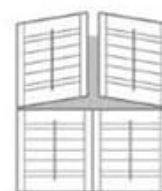
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Our least popular shutter style which offers two sets of shutter panels installed within the same frame, one set above the other. The top and bottom sets open independently allowing the greatest flexibility in light control and privacy. The Tier on Tier split height is generally requested in line with the top of a horizontal glazing bar present on the window.

Ultimately it's up to you to choose the split height. This style is our least popular as the installation requires a strong background in DIY.

As no window is ever plum, extra adjustments are required during the installation and over time to ensure panels align. Furthermore, the larger the opening the higher the likelihood the bottom tiered panels will need to be lifted up when closing them, in order for them to close properly into the frame. This can often times be mistaken as a manufacturing defect however it is not.

[The Pros vs Cons: Tier on Tier Shutters](#)



# Our Styles

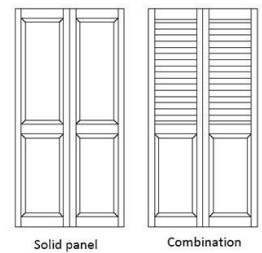
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## Double Solid Raised Shutters/Half Solid Double Raised

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We also offer a Solid Raised design for Full Height panels. This design is available for our Classic Poplar Hardwood range only. The center profile is raised on both the front and back. Overall, solid shutters offer the best option for a near blackout solution. You can choose to add 1-2 mid rails as this is a great way to enhance the look of your custom made shutter. You can also opt for a combination where you have slats at the top and solid raised panels at the bottom.

[Can I Get Blackout Shutters?](#)



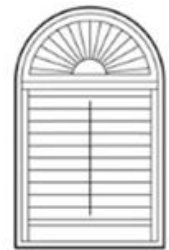
## Special Shapes

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We are pleased to offer a comprehensive range of Special Shaped Shutters all available in Classic Poplar Hardwood. Special shaped openings can present a real challenge when it comes to window dressing, but we are confident that we can provide the perfect solution for every window regardless of odd shape as we can manufacture any shape.

As there are too many to list on our website, pick the shape closest to your window opening. During your verbal confirmation call we will discuss shape and request specific window dimensions. With this information we will create a CAD diagram with all shutter specs for your review and approval. Nothing will be placed into production without your approval of the CAD diagram.

[Plantation Shutters for Special Shaped Windows](#)



# Our Ranges

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We offer a total of 6 ranges to ensure we have just what you are looking for. They include...

- Affordable Fauxwood
- Classic Poplar
- Premium Elm
- Designer Collection
- American Hardwood
- American Polyvinyl

Each range is unique and with its own set of design options. When selecting a range, it's important to consider your desired design options as we cannot crisscross options between ranges. An important factor to consider is [lead time](#) as well as your budget. To help with your decision making process below is a breakdown of materials we use to manufacture our shutters.

## Wooden Shutters

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We use 100% hardwood to manufacture our shutters. Do not be fooled by competitors who will sell you hollow or composite shutters, they do not last and are a terrible investment. All of our timber is acquired from sustainable forests as minimizing our ecological footprint is important to us. The 2 types of wood we use are as follows...

### Poplar Hardwood

Used in our Classic Poplar, Designer Collection and American Hardwood ranges. This hardwood is lightweight and durable making it ideal for any sized shutter, including for the largest of openings. The wood has a smooth texture. If painted no wood grain shows however if stained, the wood grain will appear. If ordering stained shutters for multiple windows, we strongly advise the order be placed at the same time. This ensures that the same batch of wood is used for the entire order, helping with a unison finish.

### Elm Hardwood

Used in our Premium Elm range. This wood is sturdy and ideal for a rustic look. Regardless of whether you opt for a paint or stain, the natural wood grain will be visible and can be felt. If ordering for several shutters in this range, we highly encourage the order be placed at the same time. This ensures that the same batch of wood is used for the entire order helping with a unison finish.

## Vinyl

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Used in the Affordable Fauxwood and American Polyvinyl ranges. These shutters are made of a heavy vinyl that houses an aluminum core making them strong, long lasting and perfect for areas where lots of moisture is received as they will not warp over time. These shutters are built to withstand the harshest of environment. They are 100% waterproof and will not fade, warp or peel over time.

[Shutters and Their Materials Explained](#)

# Shutter Color Options

## Paints - Affordable Fauxwood, Classic Poplar & Premium Elm



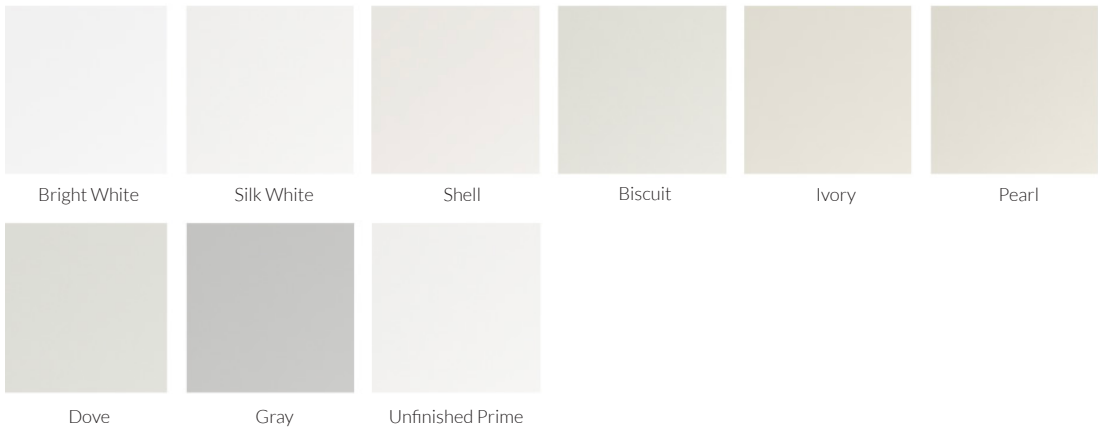
## Paints - Designer Collection (options below also available in High Gloss)



## Paints - American Polyvinyl

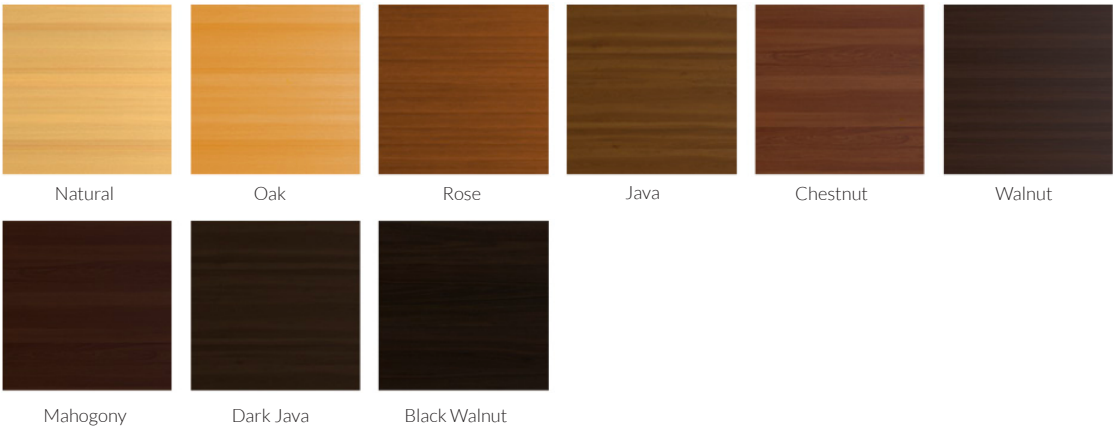


## Paints - American Hardwood

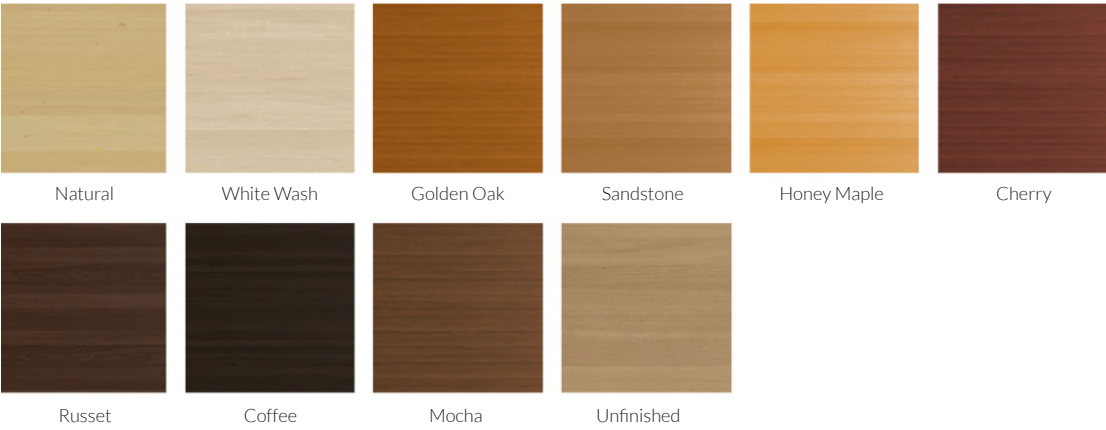


# Shutter Color Options

## Stains - Classic Poplar & Premium Elm



## Stains - American Hardwood



[Be Courageous with Color](#)

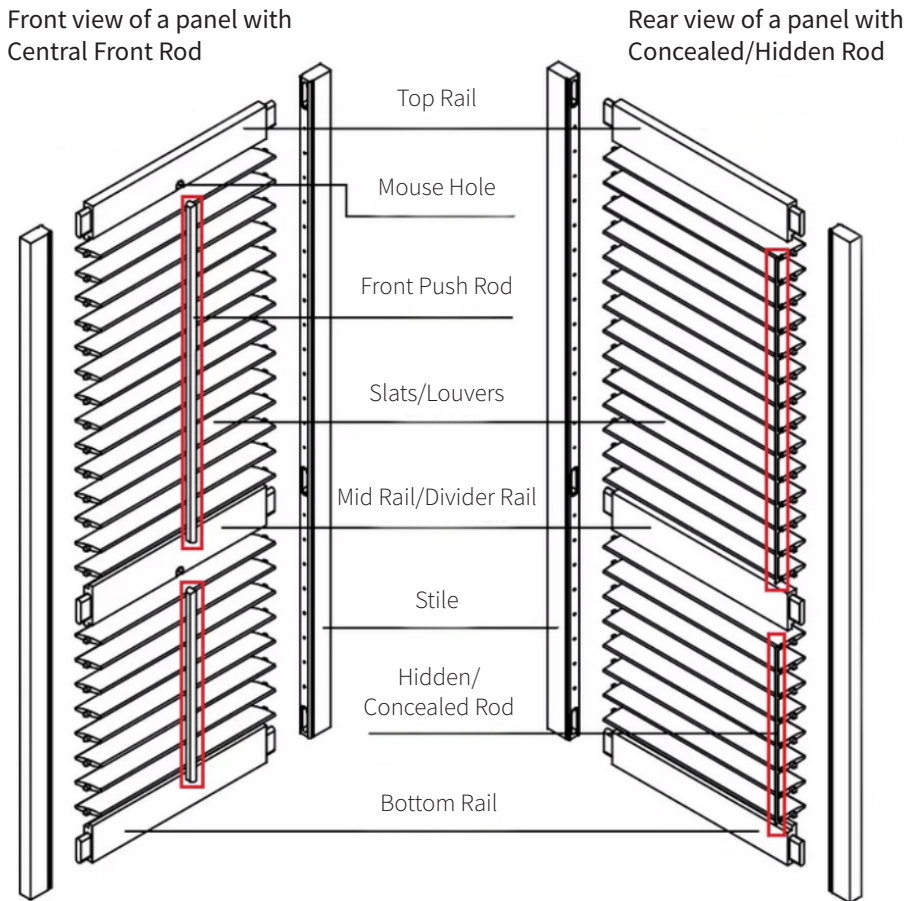


## Product Options

Despite color options being offered across different ranges, please know that the actual shade does vary across range. We encourage you to take advantage of our up to 4 free color samples.

Affordable Fauxwood; Classic Poplar; Premium Elm	Designer Collection	American Hardwood	American Polyvinyl
<b>Paints:</b>	<b>Paints:</b> Matte/High Gloss	<b>Paints:</b>	<b>Paints:</b>
Bright White	Extra White	Bright White	Arctic
Silk White	Twine	Silk White	Swiss Coffee
Shell	Aged Cotton	Shell	White
Biscuit	Putty Grey	Biscuit	
Ivory	Canvas	Ivory	
Pearl	Black Panther	Pearl	
Dove	Plaster	Dove	
Clotted Cream	Thunder	Gray	
Gray	Dark Lead	Unfinished Prime	
Alabaster	Peacock		
	Claret Red		
	Tuscany Grey		
	Mid Taupe		
<b>Stains:</b> Classic & Premium Only		<b>Stains:</b>	
Natural		Natural	
Oak		White Wash	
Rose		Golden Oak	
Java		Sandstone	
Chestnut		Honey Maple	
Walnut		Cherry	
Mahogany		Russet	
Dark Java		Coffee	
Black Walnut		Mocha	
		Unfinished	
<b>Hinges:</b>	<b>Hinges:</b>	<b>Hinges:</b>	<b>Hinges:</b>
White	White	White	White
Cream	Cream	Off White	Off White
Antique Brass	Antique Brass	Chrome	Chrome
Brass	Brass	Brass	Brass
Nickel	Nickel		
Black	Black		
	Match Paint		
<b>Slat Sizes</b> 2 ½" 3" 3 ½" 4 ½"	<b>Slat Sizes</b> 2 ½" 3" 3 ½" 4 ½"	<b>Slat Sizes</b> 2 ½" 3 ½" 4 ½"	<b>Slat Sizes</b> 2 ½" 3 ½" 4 ½"
<b>Café Full Height Tier on Tier</b>	<b>Café Full Height Tier on Tier</b>	<b>Café Full Height</b>	<b>Café Full Height</b>
Solid Shutters- Classic Only	N/A	N/A	N/A
Solid Shutters- Classic Only	N/A	N/A	N/A
<b>Control Rod Options</b> Central / Hidden Rod	<b>Control Rod Options</b> Central / Hidden Rod	<b>Control Rod Options</b> Central / Hidden Rod	<b>Control Rod Options</b> Central / Hidden Rod

# Anatomy of a Shutter



**Rails** - Top and Bottom rails help to construct the panel. **Most often, they are of different sizes in a given panel.** The aesthetics of a shutter are important however we strive for longevity.

**Slats** - Our slats only close flat in the upwards direction. If ordering a front pushrod, when the slats are fully closed the front push rod sits inside the Mouse Hole.

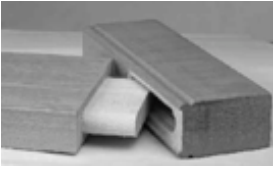
**Rods** - The Front/Concealed Push Rod connects all slats to allow them to close together. Moving the front rod will operate the slats, as will pushing one of them as the rest will follow. Shutter slat sizes available vary by range but can include 2 ½" 3" 3 ½" 4 ½."

**Mid Rail** - A Mid Rail adds strength to taller panels as well as gives enhanced flexibility with light control. The slats above the mid rail will function independently from those below the rail. You choose the mid rail height, however the height you give us must be measured from the bottom of the opening to the **center point** of the mid rail. A mid rail is required for any shutter heights 71" and taller.

**Stiles** - The vertical rails on either sides are called Stiles. They are a standard 2" in size. Along with the top and bottom rail, they form the structure that is the shutter panel.

# Shutter Structure

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Mortise and tenon joints are used when fixing Top & Bottom rails to the Stiles. This produces an extremely strong construction.

## Top and Bottom Rails

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Rail sizes vary from 2" to 6". The sizes used on a given shutter are determined by the shutter height and mid rail location if one is requested. Top and bottom rail sizes are never congruent. Rail sizes typically do not surpass 4" however they can be as large as 6" when a divider exact request is made by our valued customers. We will always work to ensure the right balance ensuring the best aesthetics while guaranteeing the structural integrity.

## Mid Rails/Divider Rails

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Mid rails can also be referred to as divider rails. They give strength to taller panels. A mid rail is required when a panel is over 71" and a secondary one is needed on panels that are 106" tall. When measuring for them you must measure from the bottom of opening to the center point of what you want covered. If ordering an outside mount with a bottom frame piece not sitting on top of a window sill, you must measure from bottom of frame up to the center point of item to be covered.

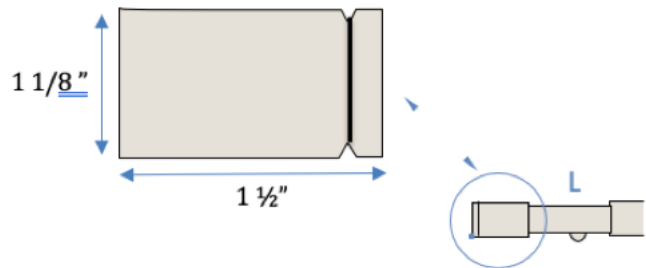
Mid rail locations are often moved  $\pm \frac{3}{4}$ " by our craftsmen to ensure maximum number of slats within the panels. A movement higher than  $\frac{3}{4}$ " is not allowed without your authorization. In such events your Shutter Expert will reach out to you for approval. If you opt for exact mid rail location instead, this will result in out of the ordinary rail sizes and a waived warranty.

# Shutter Structure

**Stiles-** All come with a beaded detail, regardless of range.

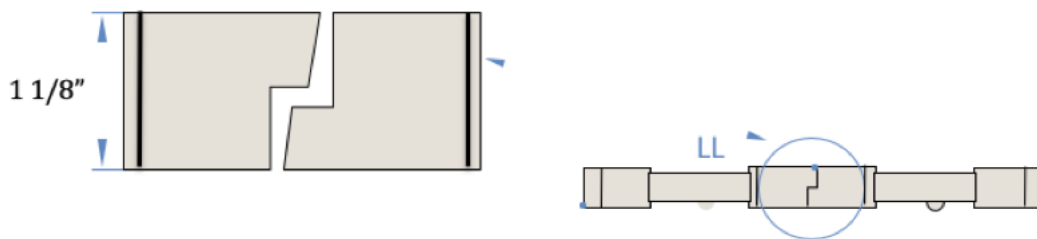
## Butt Stile- All Ranges

Single panels always receive a butt stile on both sides of the panel. When more than 1 panel, the side of the panel that is hinged to the frame will always have the butt stile. For American ranges only, where the panels meet in a LR configuration, the right panel's left side will have a butt stile that over laps the left panel. This means the right panel will need to be opened before the left can. Furthermore it helps cover up any light that would otherwise come from between the panels as a result of their standard spacing that ensures the panels do not scrape against each other when opened.



## Rabbet Stile- All Ranges

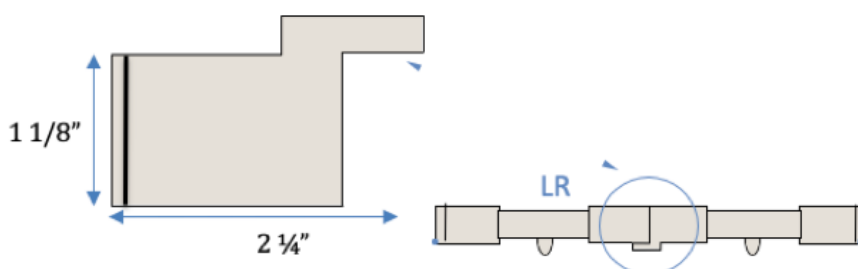
All panels in a bifold or trifold configuration receive rabbeted stiles where they are hinged. The rebate design helps to reduce the light gap between the panels.



## Astragal Stile- Excludes American Ranges

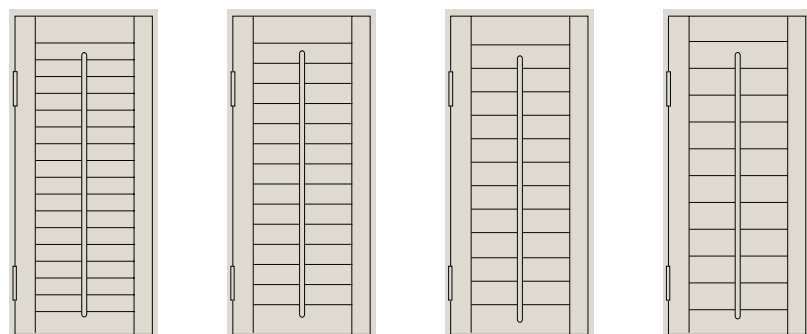
All meeting panels receive an Astragal on the right opening panel as a standard. This means when opening up the panels, you will need to open the right panel before the left. This design helps cover any light gap between meeting L/R panels as there is intentional space between the panel of about 1/4\" to ensure they don't scrape against each other when opening.

This is a standard and non optional. The overall design of the astragal lip is less pronounced in American Ranges however all are equally as effective. Where possible, when a panel configuration has an uneven number of panels (Ex. LLR), manufacturing will still only supply 1 astragal.



# Shutter Structure

## Slat Sizes



2 1/2"

3"

3 1/2"

4 1/2"

Window Depth Required:

1 7/8"

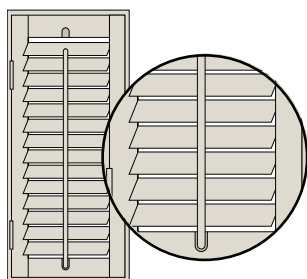
2 1/4"

2 3/8"

3"

Your choice of slat will be dependent upon the look you are seeking to achieve and the recess depth in your windows. Generally, a small slat offers a more traditional look as there will be more slats per panel whereas a bigger slat offers more of a contemporary look with greater visibility of the outside. Furthermore, the larger the slat size, the more depth is required for the slat size to be operational. If your window is not able to accommodate the slat size you are looking for, not to fret. We have several framing options to ensure enough recess depth is created for operational slats.

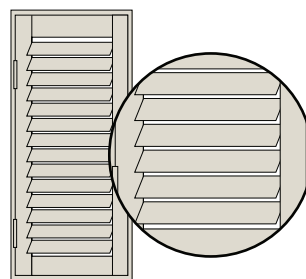
## Tilt Rods



### Central Front Tilt Rod

The front tilt rod is the vertical piece of wood that links the shutter slats together and allows all slats to open and close in unison.

A front tilt rod is located in the center of the panel and perceived as the classic plantation shutter look.



### Hidden/Concealed Rod

A Concealed Tilt Rod is the term given to shutters that have a discreet aluminum tilt rod hidden at the rear of the shutter panel.

To open and close the slats you simply adjust one of them and the rest will follow.

For all ranges except American, all shutter heights over 42" will result in concealed rod being split in half at center. This is a standard as it ensures the longevity of your shutters.

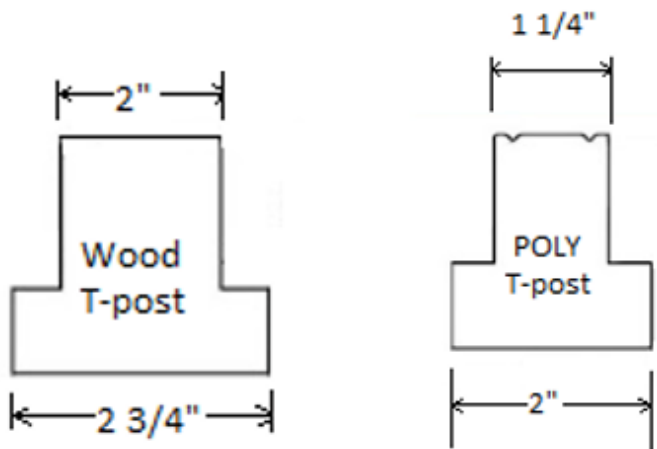
# Shutter Structure

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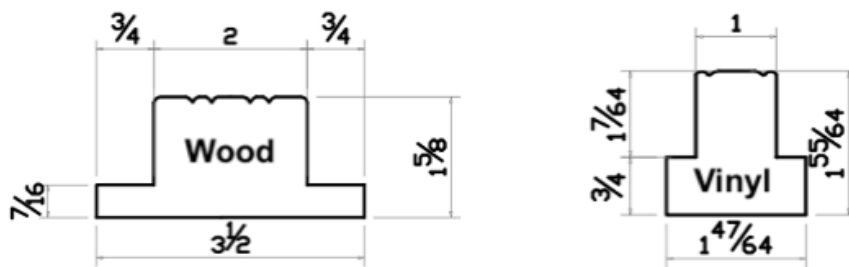
## T Posts

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### American Ranges



### All Other Ranges



Larger windows require extra support, T-Posts do just that. For a shutter there can be 1, 2 or even 3 T-Posts with panels hinged to them. Not only does this further strengthen your shutter but the best part is that its FREE to add them to your order. Yes, there is no extra cost for this. During your verbal confirmation simply request a T-Post and your assigned Shutter Expert will be more than happy to add it to your order at no extra cost.

There are 2 ways T- Posts can be ordered, Horizontal & Vertical.

**Vertical T-Posts**- Most common. A typical panel configuration with 1 T-Post can look like LRTL. Its location is up to you however, you can request it to be centered or if there is a break in the glass or a mullion you'd like covered up, simply measure from the left of opening to the center point of what you want covered.

**Horizontal T-Post**- This is most typical for Tier on Tier shutters. Often times requested at the center, the post provides well needed extra support to the panels.

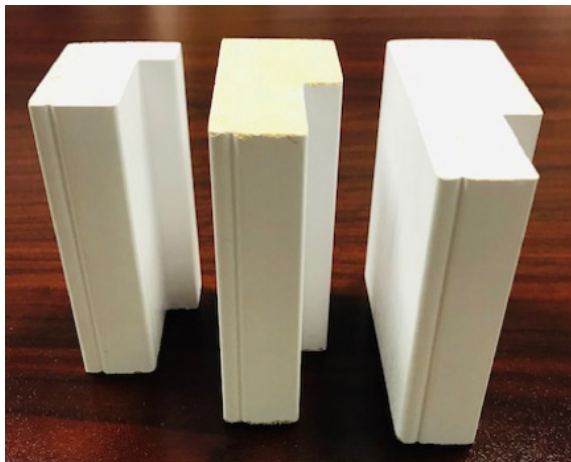
### [How T-Posts Can Help with Large Window Shutters](#)

# Frame Options

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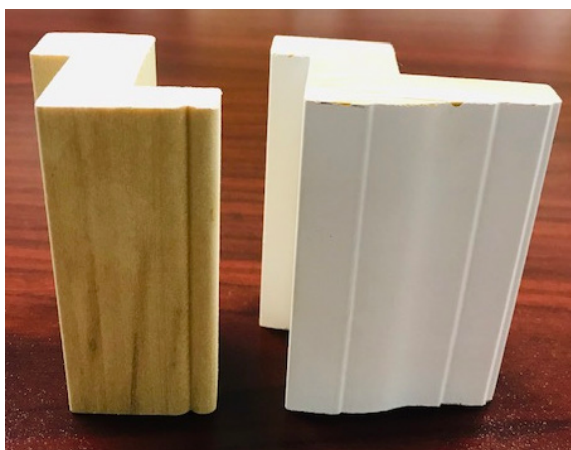
## American Hardwood

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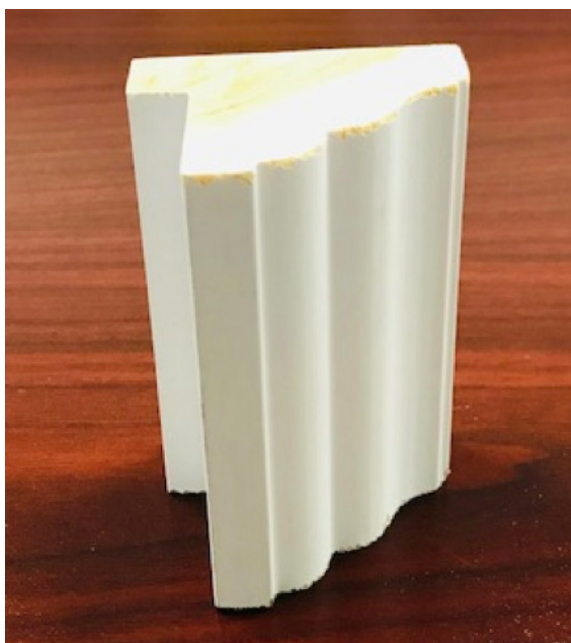


### **Small L, Medium L & Large L Frames.**

These frames can be ordered as an Inside Mount or Outside Mount. As a rule of thumb, if your window can accommodate a frame, request one as windows are always out of square. Having a frame facilitates the installation. If you are ordering an Outside Mount keep in mind that you must include the frame width in your final dimensions. The final sizes you provide are finished shutter sizes inclusive of every frame side.



**Small Z & Medium Z Frames** are for Inside Mount installations only. They are a great option for windows with no existing trim. The lip of the frame helps cover any gaps that result from windows that are out of square. If you have a window sill at the bottom, you can request a sill cut that essentially is a Z frame with the overhang lip cut off. No extra charge for a sill cut.



**Deco Frame** comes in 1 size only. This is used for Outside Mount installations. The width of the entire frame must be included in the final dimensions you provide us. This frame can be mounted on top of existing wall or even on top of existing trim. If ever in doubt on how to order, please give us a call at 888-753-8290. We are here to help.

# Frame Options

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## American Polyvinyl

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### **Small L Frame.**

This frame can be ordered as an Inside Mount or Outside Mount. As a rule of thumb, if your window can accommodate a frame, request one as windows are always out of square. Having a frame facilitates the installation. If you are ordering an Outside Mount keep in mind that you must include the frame width in your final dimensions. The final sizes you provide are finished shutter sizes inclusive of every frame side.



**Small Z & Medium Z Frames** are for Inside Mount installations only. They are a great option for windows with no existing trim. The lip of the frame helps cover any gaps that result from windows that are out of square. If you have a window sill at the bottom, you can request a sill cut that essentially is a Z frame with the overhang lip cut off. No extra charge for a sill cut.



**Deco Frame 2"** comes in 1 size only. This is used for Outside Mount installations. The width of the entire frame must be included in the final dimensions you provide us. This frame can be mounted on top of existing wall or even on top of an existing trim. If ever in doubt on how to order, please give us a call at 888-753-8290. We are here to help.



# Frame Options

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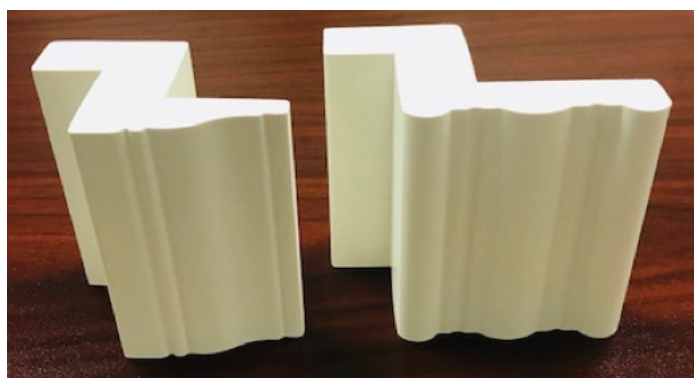
## Affordable Fauxwood

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### **L Frame.**

This frame can be ordered as an Inside Mount or Outside Mount. As a rule of thumb, if your window can accommodate a frame, request one as windows are always out of square. Having a frame facilitates the installation. If you are ordering an Outside Mount keep in mind that you must include the frame width in your final dimensions. The final sizes you provide are finished shutter sizes inclusive of every frame side.



**Z Small & Z Large Frames** are for Inside Mount installations only. They are a great option for windows with no existing trim. The lip of the frame helps cover any gaps that result from windows that are out of square. If you have a window sill at the bottom, you can request a sill cut that essentially is a Z frame with the overhang lip cut off. No extra charge for a sill cut.

# Frame Options

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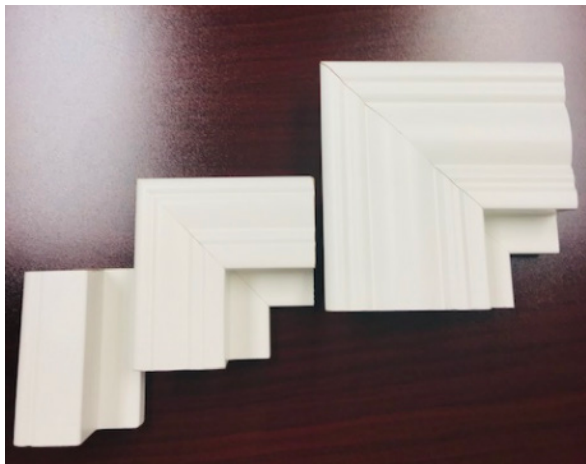
## Classic Poplar/Premium Elm/Designer Collection

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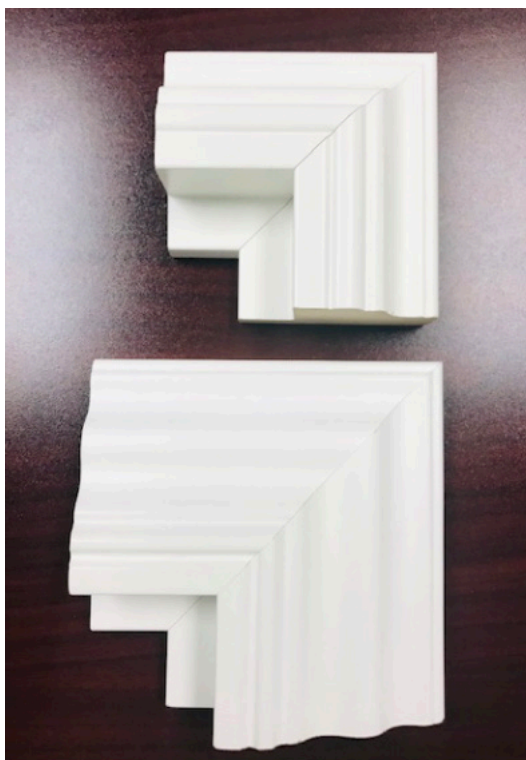


### **L Small & L Large Frames.**

These frames can be ordered as an Inside Mount or Outside Mount. As a rule of thumb, if your window can accommodate a frame, request one as windows are always out of square. Having a frame facilitates the installation. If you are ordering an Outside Mount keep in mind that you must include the frame width in your final dimensions. The final sizes you provide are finished shutter sizes inclusive of every frame side.



**Z Trim, Z Fine & Z Crown Frames** are for Inside Mount installations only. They are a great option for windows with no existing trim. The lip of the frame helps cover any gaps that result from windows that are out of square. If you have a window sill at the bottom, you can request a sill cut that essentially is a Z frame with the overhang lip cut off. No extra charge for a sill cut.



### **Deco 2 3/4" & Deco 3 3/4" Frame**

This is used for Outside Mount installations. The width of the entire frame must be included in the final dimensions you provide us. This frame can be mounted on top of an existing wall or even on top of existing trim. If ever in doubt on how to order, please give us a call at 888-753-8290. We are here to help.

## Product Limitations

Classic Poplar, Affordable Fauxwood, Premium Elm & Designer Collection						
	Width				Height	
	Min Size	Max Size				
			Single Hung	Bi-Fold Wood/Vinyl	MultiFold(+3) Wood/Vinyl	Min Size
Panels Only	10"	35"	26"/24"	26"/24"	14"	118"
L Frame	12"	37"	28"/26"	28"/26"	16"	120"
Z Frame	11 ½"	36 ½"	27 ½"/ 25 ½"	27 ½"/ 25 ½"	15 ½"	119 ½"
Deco Frame 2 3/4"	14"	39"	30"/ 28"	30"/ 28"	18"	122"
Deco Frame 3 3/4"	16"	41"	32"/30"	32"/ 30"	20"	124"
American Ranges						
	Width				Height	
	Min Size	Max Size				
			Single Hung Wood/Vinyl	Bi-Fold Wood/Vinyl	Tri-Fold Wood/Vinyl	Min Size
Panels Only	8"	36"/ 26"	26"/ 24"	26"/24"	10"	118"
L Frame	10"	38"/ 28"	28"/26"	28"/26"	12"	120"
Z Frame	9 ½"	37 ½"/ 27 ½"	27 ½"/ 25 ½"	27 ½"/ 25 ½"	11 ½"	119 ½"
Deco Frame	11¼"	39 ¼"/ 29 ¼"	29 ¼"/ 27 ¼"	29 ¼"/ 27 ¼"	13 ¼"	121 1/4"
Mid Rails						
Over 72" - 1st Mid Rail is required Over 106" - 2nd Mid Rail required Mid Rail Size = Varies			Mid Rail location could move up or down ¾" without your consent. Anything over will require your approval.			
Maximum number of panels hinged from one side						
Range						
American Wood/Poly	3					
All Others	4					

# Special Shapes

Windows come in various shapes and sizes, it can be overwhelming figuring out how to dress them properly. Custom made Special Shaped shutters are always the perfect solution and we have numerous design options to suit your needs.

As there is a plethora of Special Shaped windows, you will not see every possible shape on our website however, be rest assured we can manufacture any shape. Below are some of our most common Special Shapes. When placing an order online, select the one that is closest to your window's shape. You are welcome to upload a picture with your order for our review. Keep in mind we call on every single order within 24-48 hrs after order placement to review all order details. During this confirmation call we will discuss the actual window shape.

Please note Special Shapes have an added +2 weeks in lead time. With the exception of circles, all other shapes will require you to provide us with specific dimensions after order placement for us to create a CAD diagram with all shutter specs for your approval. Its only after we received this final approval from you that your entire order will go into production. Lead time starts at final confirmation not before.



**Arch 1**



**Arch 2**



**Arch 3**



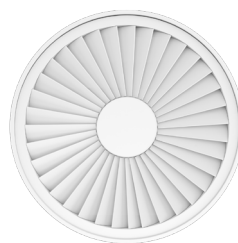
**Arch 4**



**Circle 1**



**Circle 2**



**Circle 3**

*Available upon  
special request*



**Sunburst 1**



**Sunburst 3**

*Available upon  
special request*



**Elongated Sunburst 1**

*Available upon  
special request*



**Elongated Sunburst 3**

*Available upon  
special request*

## Special Shape Shutters

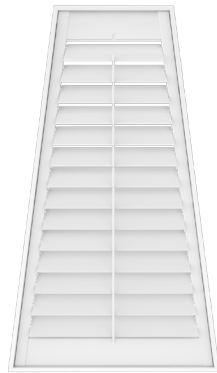
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**French Door Cut Out 1**



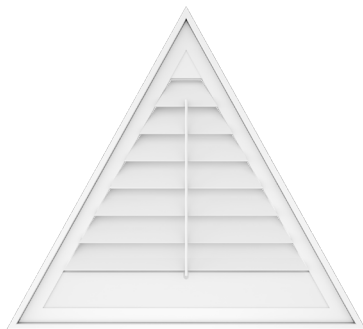
**French Door Cut Out 2**



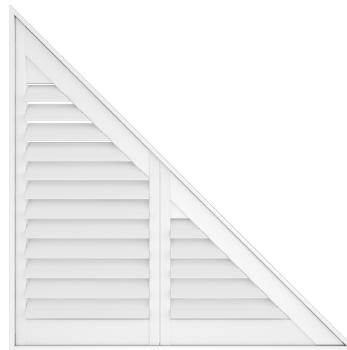
**Trapezoid 1**



**Trapezoid 2**



**Triangle 1**



**Triangle 2**

## Nuts & Bolts

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### Magnets

Panels remain closed by heavy duty magnets that are recessed into panels. The magnets latch onto washers/plates to keep the panels closed.



### Washers on Frame

If ordering a shutter with a frame, the frame will come with pre installed washers that align to the recessed magnets on the panels. If the washers are not aligning you have the panels upside down.



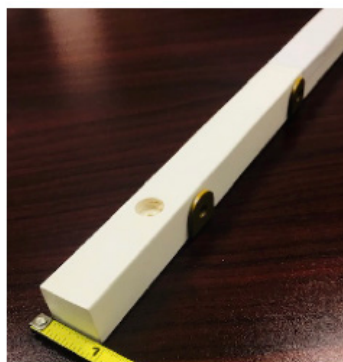
### L Plates for Your Window

If ordering Panels Only in an [American Range](#), you will be provided with L Plates. They are to be installed within the recess of the window at the position where they align with recessed magnets on the panels.



### Light Block for Your Window

If ordering [any other range](#) than our American, for a shutter with a 3 sided frame (Left, Right, Top), you will be supplied with a Light Block. One is included per line item. It comes predrilled with washers preinstalled. It is intended to be mounted within the recess of your window, at the bottom, right behind the panels. The washers are to align with the recessed magnets on the panel.



## Nuts & Bolts

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### Hoffman Key

These plastic keys help connect the frame pieces. They are not a requirement for an installation however they are there to help. The rounded end goes in first. Depending on your shutter design, they may come pre inserted into the frames or in the Hardware kit. Keep in mind that the larger the frame the more people may be required to help lift it up into the window for installation. The bowties will help keep the frame together however the frame pieces can come dislodged due to the frame's weight if you don't have an extra pair of hands available.



### Hinge Shims

Every order will have hinge shims included in their hardware kit. A few are provided for your convenience. They are not a requirement for a successful installation however they help with panel alignment. These are handy for windows that are out of square and especially for Tier on Tier shutters. For example if one of the panels sits lower than the other, you would add a hinge shim on the lower hinges to help lift up the panel. To install, simply loosen up the hinge screws on the hinge attached to the panel and slide hinge shim in. You can add as many as may be necessary. Once fitted, the screws are to be tightened.



### Hinge Pins

We have two types of hinge pins, our Regular/Standard and our Bi Fold. For all ranges, the flat tops are for bi fold panels and the dome tops are our regular/standard for panel to frame connection. If you have no bifold panels in your order, you will only receive regular hinge pins in your hardware kit. If you have a combination, you will receive both, bi fold and regular hinge pins.





# Nuts & Bolts

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## Center Hinge Screw

The center hole in every hinge for your panels will be left untouched by us. During installation once you've found the perfect panel alignment, that is when you want to screw in the center screw.

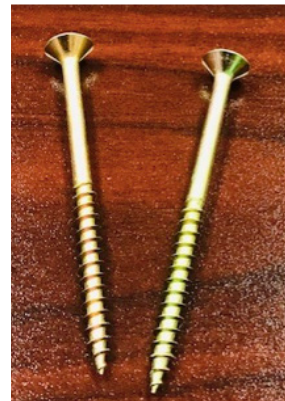


## Frame Holes

As a standard, all of our frames are predrilled unless otherwise requested by you. For customers opting for Z frames and have bull nosed corners, they are better off drilling the holes themselves. This will ensure their frame screws hit a stud.

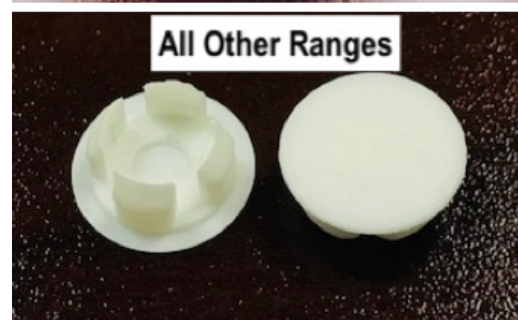
## Frame Screws

Every order is supplied with screws. The size provided can vary across ranges. For special projects that involve frame build outs, drilling into concrete, brick or onto dry wall not hitting a stud, special screws and anchors are necessary. These can be purchased by you at your local hardware store.



## Predrilled Frame Hole Covers

For American Ranges, we provide non residue adhesives that are intended to cover the predrilled holes in your frame. For all other ranges we provide plastic covers that slide into the predrilled holes. You are welcome to use them or do as professional installers do, fill the holes with caulk instead.





# Nuts & Bolts

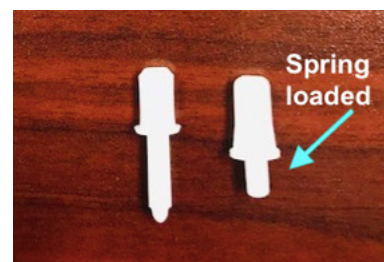
## Tension Screw Hole Access

All panels regardless of range will have a tension screw hole. These are meant to be left uncovered. With a Philips screw driver you can increase or decrease the tension of your slats to your liking. A panel can have more than one hole if divider rails are present within the panel.



## Slat Pins

During transit slats can become dislodged, in other words they can slip out of place. All that is required to put it back into place is a spring loaded pin. If this ever is needed by you, give us a call. We are happy to get them sent out at no charge to you.



## Frame Build Outs

This increases the depth of any frame. It is available for the following ranges only at a 10% surcharge:

- Classic Poplar
- Premium Elm
- Designer Collection
- Affordable Fauxwood

With the exception of Affordable Fauxwood, The build out will be part of the frame. For affordable Fauxwood, the build out is a separate piece that will need to be attached by you. Depending on the build out size, you may need to purchase your own frame screws. A build out can be requested during the order confirmation call.

Vinyl



Wood



## Knobs

Solid shutters will come with a chrome knob. One is included per line item. Available in only one color and one size. These will not be pre fitted to the panels, instead they will be in your hardware kit.

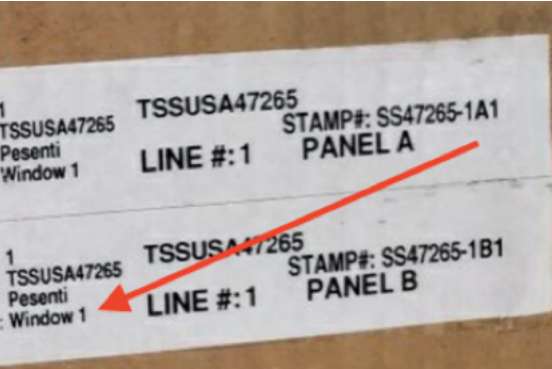


# Box Labels

## Exterior Labels

Each box will have an outer label that shows you all shutter details including the name you titled it during order placement. Only focus on the shutter name all other details serve as reference for our manufacturing team. The design of the label varies on the range you've ordered, see below.

American Ranges



All Other Ranges

Order No	52007102616 TS 3829		
Side Mark	TSSUS-Orozco RM		
Item	2	Room	Sidelight L
Frame	VZ Small	PO	
Panels	L	Color	1P100_Bright
Size	12.438 X 60.438		
Item C/N	1 of 1	Order C/N	2 of 6
Batch No	20JLW20200724 MADE IN CHINA TO USA OS 2023		

**Important:** For all ranges, if you ordered a 4 sided frame with one panel, the shutter will arrive assembled. This means you will receive 1 box for this shutter. It may be necessary to reinsert bowties on the frame corners. If you order a shutter with more than one panel, you will receive multiple boxes where the frames will be in a separate box than the panels.

Each line item in your order will be supplied with its own hardware kit. If you ordered a frame, all hardware will be in your frame boxes. These boxes are long and thin compared to panel boxes which are much wider. If you ordered Panels Only, hardware will be in your panel box. Each order comes with a bottle of touch up paint. This comes in handy over time, especially true if you have kids or pets.

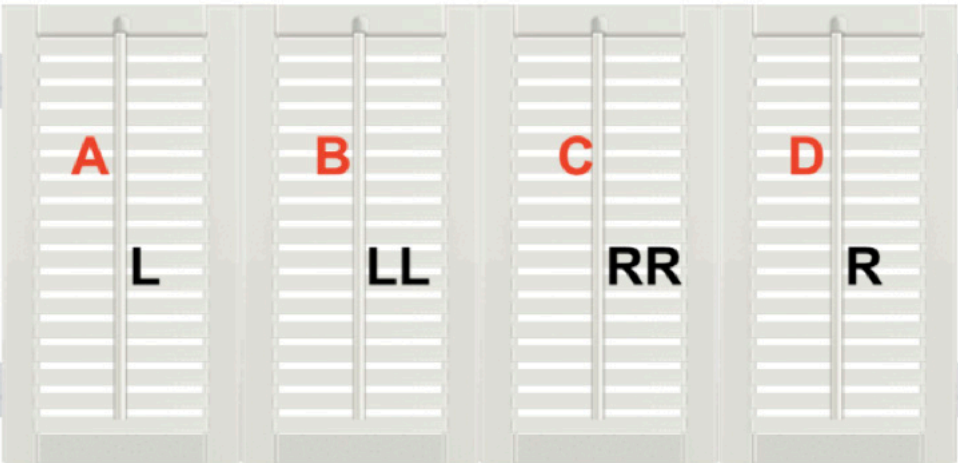
## Panel Labels

For shutters with multiple panels (more than one panel per opening), we label our panels in alphabetical lettering for your convenience. The type of labelling we use varies by range.

American Ranges: A non residue sticker is applied on the sides of the panels with a letter from **A** to **H**, reading from left to right.

All Other Ranges: Panels are stamped with a **L/R** depending on the position within the configuration.

For Example: If your order one shutter with 4 panels total, LLRR, this is how you can expect your panels to be **labelled/stamped**...



## Key Facts

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Once an order has been placed, changes must not be made to the window or surrounding area. Changes could affect the fitting. Keep in mind our shutters are non-returnable.

Windows are 99% of the time out of square. This means you may need to use decorative caulk or trim to ensure a successful fit. This does not deem the product incorrect or defective.

There may be obstructions like crank handles/alarm sensors, etc that will need to be altered. It is your responsibility to bring this up to your assigned shutter expert at time of order confirmation if you require advice on how to go around obstructions.

Shutters are not a blackout product and there will be small light gaps around the shutters.

Inward opening windows require special consideration. Window functionality could be restricted after shutters are installed. If you do have such windows, please let us know during order confirmation. We are happy to go over options with you to help keep the windows tilt in function.

As shutter experts, it's our pleasure to guide you through the entire shutter journey to ensure your success story. Please be advised this can only be achieved with your full participation that involves reading and following our measuring guides as well as asking questions when in doubt. Your success story is a shared responsibility that involves You. We appreciate your business.

Should you require assistance please do not hesitate to contact us.  
We have a team of shutter experts ready to help to ensure your success story.  
We can be reached at 888-753-8290 or via email at [support@theshutterstore.com](mailto:support@theshutterstore.com).  
We look forward to working with you.

