



SMART  
COMPANIES

## INSTRUCTIONS & PRODUCT CARE

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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.

### **Proper Operation**

#### **Accordion Shutters:**

Accordion shutters have some stainless steel parts. Stainless steel is used because of its high resistance to corrosion. Although the metal itself is corrosion resistant, localized corrosion can occur from atmospheric conditions depositing organic particles on the metal that will contaminate the surface. Localized corrosion does not affect the structural integrity or the longevity of the parts. Localized corrosion is controlled with regular cleaning.

Life expectancy of your shutters increases with proper care and maintenance. You will want to use your best judgment and adjust these instructions depending on your climate and particular environment. Clean products free of sand, salt and debris and properly lubricated will serve you best. Operate the shutters as often as possible to be assured they are functional when needed.

#### **EZ Screens / Slide Screens:**

Storm Catcher Screens should be washed with fresh water and lubricated at least two (2) times per year. Begin with sweeping the shutters free of any obvious debris. Using a sponge; clean the shutter with a solution of one cup mild detergent with one cup household non-toxic cleaner and three (3) gallons of warm water. Follow by rinsing with clean water and wipe dry with soft cloth.

#### **Steel Panels:**

Stainless steel will hold its appearance and remain free of corrosion (staining) if it is washed regularly. For best results, wash with soap or mild detergent and warm water. Follow by rinsing with clean water and wipe dry with soft cloth. Do not use hydrochloric acid, or similar, on the product. Never use steel wool.

## Crank Operated Units:

If your shutters came with a crank operator, you will have a crank box mounted to your wall. The square box will have a square metal outlet in which you will have to insert a 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.

## Gear Operated Units:

If your shutter came with a gear operator, 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 Units:

If your shutter came equipped with a motor you can easily operate your shutters with a flip of a switch. Motorized shutters come with several switch styles. 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 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 in the down position and hold if it is a momentary switch. If you have a maintained switch, make sure to reset the switch to neutral once the shutter is closed.

## **Preventative Maintenance**

Tracks and sills should be cleaned and debris vacuumed or blown away regularly. The objective when cleaning the shutters is to remove windblown dust and dirt, as well as salt and sand deposits that may cause the hardware to wear and corrode.

Built-up debris can impede the operation of the shutter. The shutter hardware is produced with corrosion resistant coatings so it is important, when cleaning, not to remove the coating with steel wool or other abrasive pads or cleaning products.

Sand and salt will have a tendency to build up on the shutters if they are not properly maintained. All guides should be lubricated with Storm Smart Shutter Spray in order to keep your shutters motion at top performance.

Storm Smart Shutter Spray is a unique, non- drying formulation which penetrates through rust and scale to loosen the mechanical and electrical components of motorized and manual storm protection systems. It lubricates tracking, hinges, locks and motor drive systems, reducing shutter system wear and providing free and easy movement.

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.

### **In Coastal Areas:**

Cleaning should be performed at least monthly, possibly more often based on your individual situation, to remove salt and sand deposits that can quickly lead to corrosion. Hardware should be lubricated as necessary or every six (6) months. Locks should be lubricated with **Storm Smart Shutter Spray** after every cleaning.

## **Maintenance Agreements:**

If you do not wish to maintain shutters, Storm Smart Building Systems, Inc. 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 (239) 938-1004 or 877-938-2760.

## **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.

\*\* 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.**

\*\*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 open Monday thru Friday 7 a.m. – 4:00 p.m. and ready to help you with any problem you may incur.