



# broadleaf Poly Shutters



2023 REFERENCE GUIDE

Elegant   
WINDOW FASHIONS

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### MEASURING INFORMATION & FRAME SPECIFICATIONS

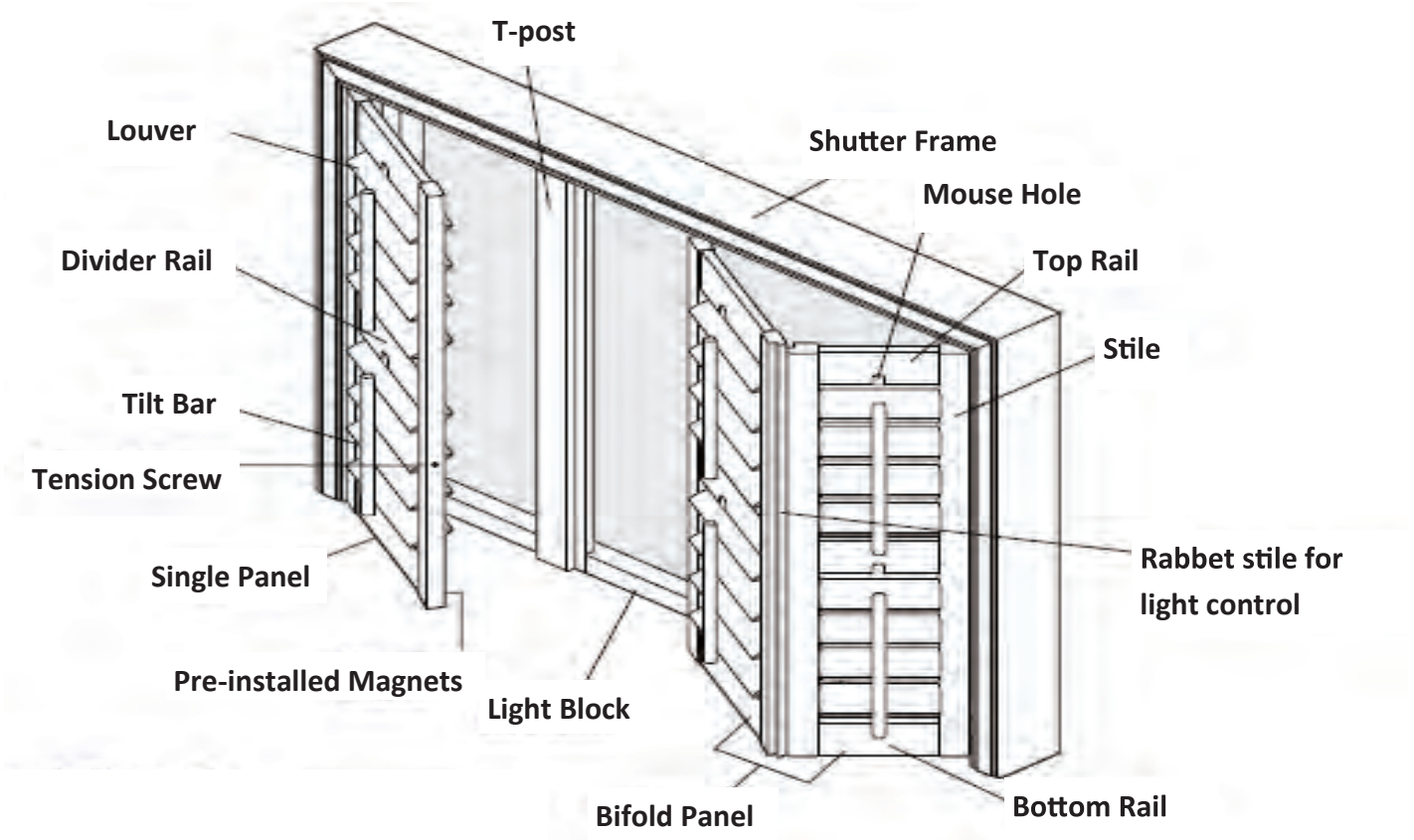
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**Broadleaf Shutters** blends the strength, stability and precision of man-made materials with the beauty, character, and elegance of real wood. This one aspect allows Broadleaf Shutters to be among the most functional and durable shutters offerings on the market today.

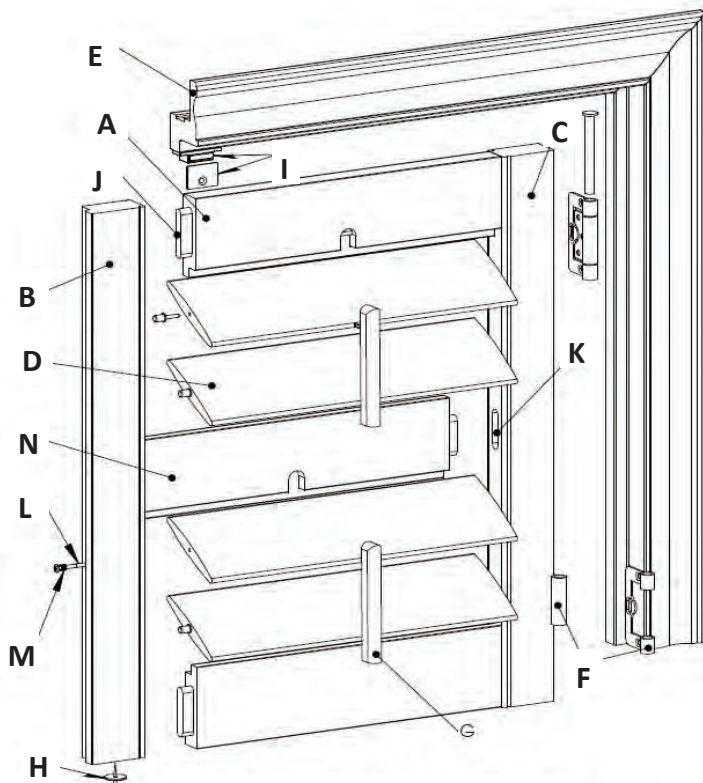
**Elegant Shutters** guarantees total satisfaction in every home and application.

- More durable, energy efficient, and low maintenance compared to wood shutters
- Engineered Poly material resists yellowing, weathering, and corrosion
- Poly material insulates better than any wood shutters
- Protected by a high UV inhibitor to ensure lifetime durability
- Will not rot, absorb moisture, delaminate, split, chip, crack, or promote mold
- Offers all the benefits of Poly with the look of real wood
- Larger panel stiles and louvers are reinforced, co-extruded with aluminum.

## Shutter Terminology



## Panel Details



- |                    |                         |
|--------------------|-------------------------|
| A. Top Rail        | I. Magnet & Catch Plate |
| B. Rabbeted Stile  | J. Tenon                |
| C. Standard Stile  | K. Mortise              |
| D. Louver          | L. Tension Screw        |
| E. Frame (Z shown) | M. Tension Spring       |
| F. Hinge           | N. Divider Rail         |
| G. Tilt Rod        |                         |
| H. Stile Cap       |                         |

## Shutter Terms

### **BI-FOLD**

Shutter panels where two panels are hinged together in order to fold up together.

### **CAFÉ FRAME**

A standard frame style where shutters cover the bottom half of the window and the top half are open. Café frames are available in 3-sided or 4-sided.

### **DIVIDER RAIL**

A horizontal shutter panel component that separates a single panel into two or more sections that may be opened individually.

### **DOUBLE HUNG**

Shutter configuration where two panels or groups of panels are mounted separately so they can be opened independently from each other.

### **FRAMES**

Profiles used to frame the window.

### **INSIDE MOUNT**

For windows that are square, the frame is mounted or partially mounted inside the recessed portion of the window opening.

### **LOUVER**

A solid cellular profile that rotates for light and privacy control. Louvers are available in 2 1/2", 3 1/2" and 4 1/2 widths.

### **MOUSE HOLE**

The rounded cutout in the top shutter panel rail designed to fit the tilt rod. This hole allows complete closure of the louvers, providing a superior

### **OUTSIDE MOUNT**

A mounting method where the frame is mounted to the wall or outside casing of the window opening.

### **RAILS TOP & BOTTOM**

The top and bottom horizontal framework of the shutter panel.

### **REVEAL**

The distance between the inner-most edge of an outside mount frame and the outside edge of the window opening.

### **STILE**

The vertical sides of the shutter panel.

### **ASTRAGAL STILE**

The vertical sides of the shutter panel designed to cover the light-gap where two panels meet. Small lip offers superior light control.

### **RABBETED STILE**

The vertical sides of the shutter panel designed to cover the light-gap where two panels meet.

### **T-POSTS & TRANSOM BEAMS**

Profiles used for extra support within a frame system. T-Posts are vertical supports and horizontal t-post are horizontal supports.

### **TILTROD**

The center pole attached to the shutter panel louvers that rotates the louvers open or closed.

## Shutter Types



**Standard Panel**

Rectangular-shaped panel door that can be installed using any frame style. The panel covers the entire window opening



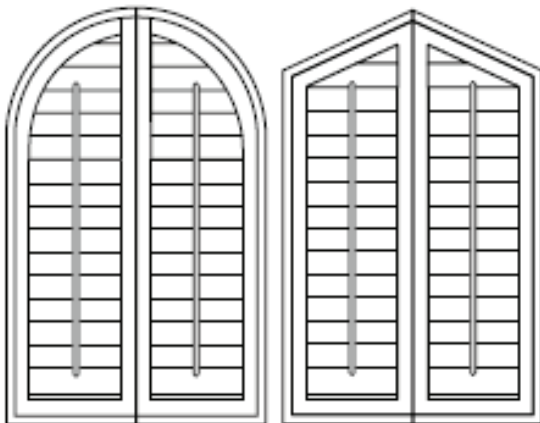
**Café**

Shutter panel(s) that cover part of a window opening leaving the rest of the window opening uncovered.



**Double Hung**

Shutter that has one set of panels on the top and one on the bottom. Each set of panels opens independently of the other.



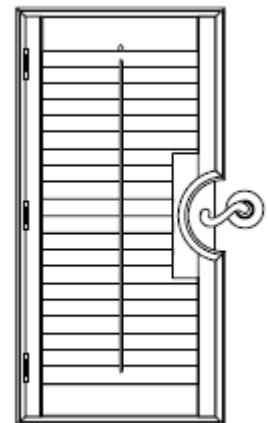
**Arch or Angle Top**

Shutters that fit the rounded shape of full arch windows. Angled shutters accommodate slanted or angled windows.



**Sunburst Arch**

Sunburst patterned louvers cover silhouettes such as eyebrows, elongated and elliptical arches



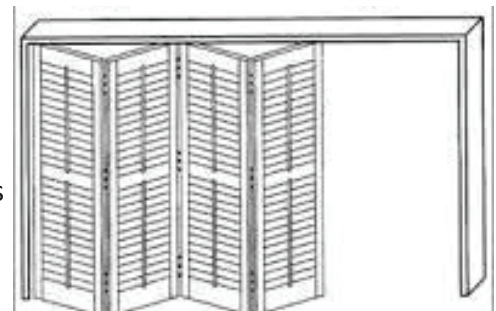
**French Door**

Curved or rectangular cutout complement door handles or traditional door knobs



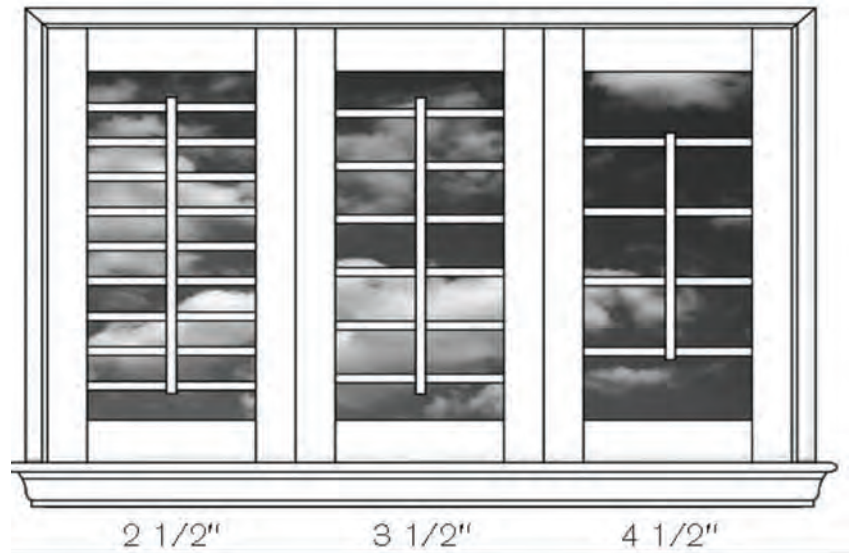
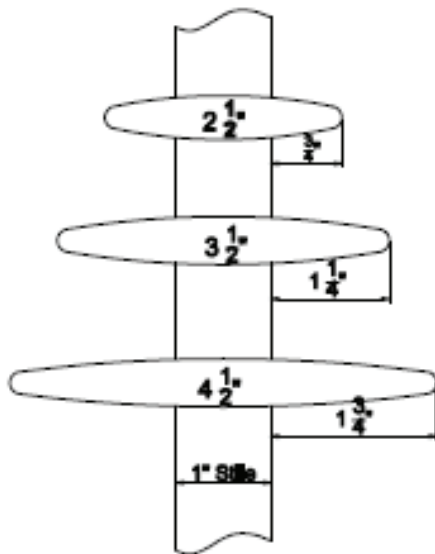
**Bypass or Bifold Track**

Panels slide on top track to open and close. Bypass panels slide left to right. Bifold panels fold accordion style. Ideal for patio or closet doors.



## Color, Louvers & Hinges

### Louvers & Colors



**Available Louver Size:** 2 1/2", 3 1/2", 4 1/2"

**Available Shutter Colors:** Bright White (110), Pure White (001), Silk White (003), Pearl (006), Steamed Milk (009), Phantom (301), Moonlit (302), Lunar (303), and Armory (304)

\*\* Sample louver color chips are guaranteed for only 1 year

### Hinges

Stainless Steel, Oil Rub Bronze, Polished Brass, White, and Off White Hinges



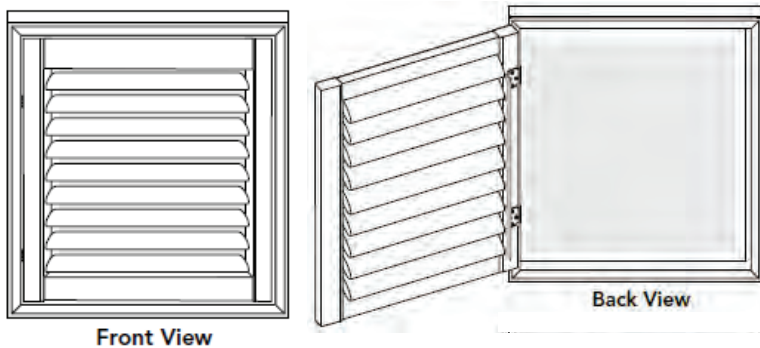
- The default hinge color will be color coordinated to the shutter color.
- If you prefer you can choose an alternative hinge color.
- Stainless Steel hinges have a surcharge

#### # of Hinges by Panel Height

Panel Height	No. of Hinges
Up to 44"	2
44 1/16" to 72"	3
72 1/16" to 96"	4
Over 96"	5

## Shutter Options

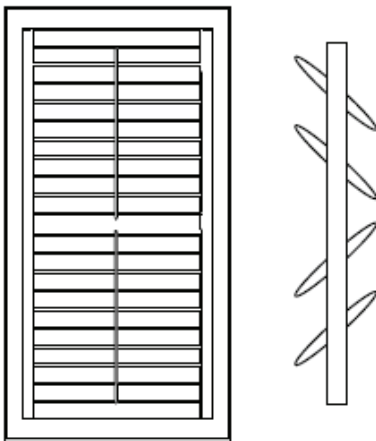
### Hidden Tilt



Hidden tilt bar will be split by the factory if the panel is over 52" tall. Surcharge applies.

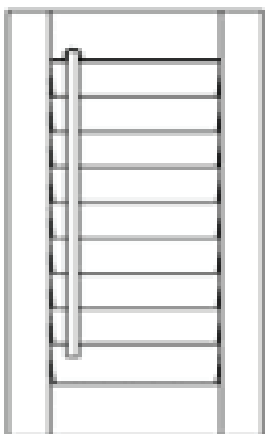
- The tilt mechanism is on the back of the shutter panel, eliminating the traditional tilt bar and creating an unobstructed view.
- A thin, color coordinated steel bar is attached to the louvers in the rear of the panel.
- No mouse hole in the panel.

### Split Tilt



- Split a large louver bank into two individually operated louver banks by cutting the tilt bar without having to add a divider rail.
- Available for all louver sizes.
- Can be ordered at custom location.
- Upper and lower sections cannot be positioned at opposing angles because the edge of the louvers will touch.
- Available for hidden tilt

### Offset Tilt

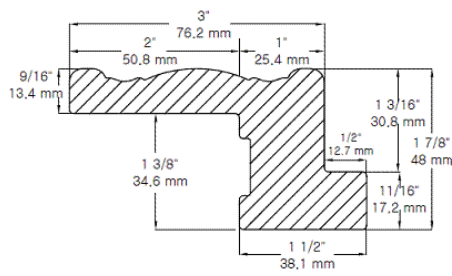


- The tilt bar is offset 1" from the edge of the louver, allowing for a more open view when louvers are open.
- The offset location default is towards the hinge side unless otherwise specified.
- Available for all louver sizes.
- Split tilt option is also available along with offset tilt. Surcharge Applies

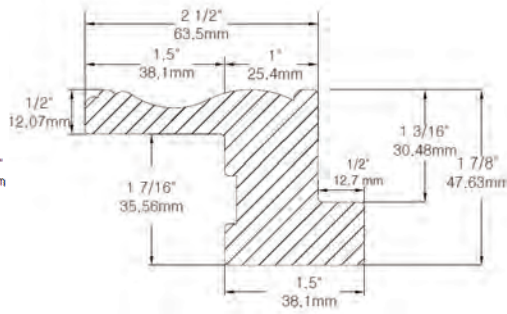


# Frame Profiles

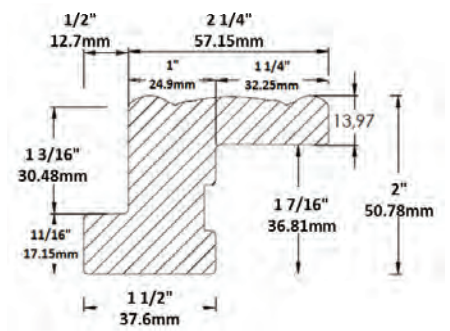
**3" Elegant Z Frame**



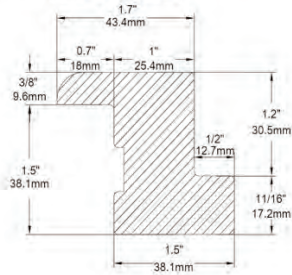
**2.5" Deluxe Z Frame**



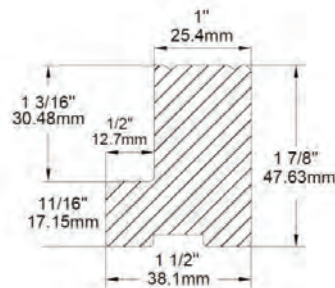
**2.25" Crown Z Frame**



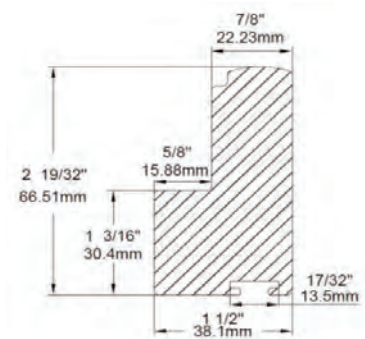
**1.7" Bullnose Z Frame**



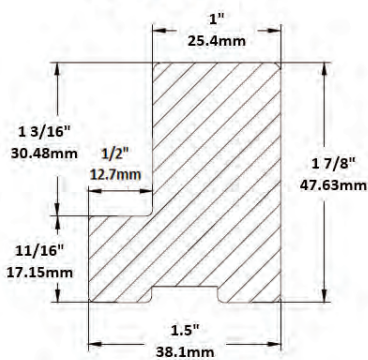
**1" L Frame**



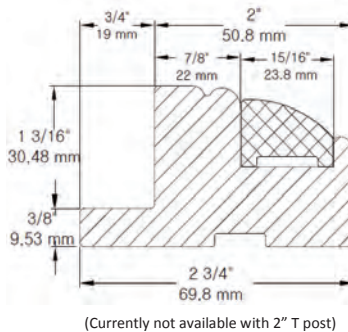
**French Door L Frame**



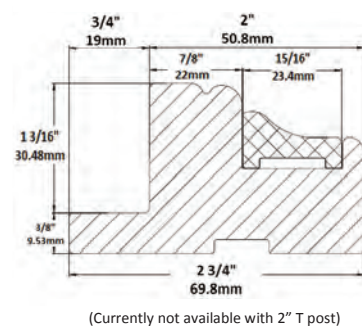
**Flat L Frame**



**2" Camber Insert Deco Frame**



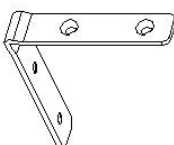
**2" Classic Insert Deco Frame**



Z L-Bracket—available for all Z Frames

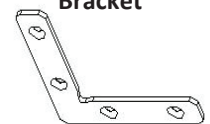
**REMEMBER** Sill Plates are available for Deco and Z frames

**(Z Frame Bracket)**



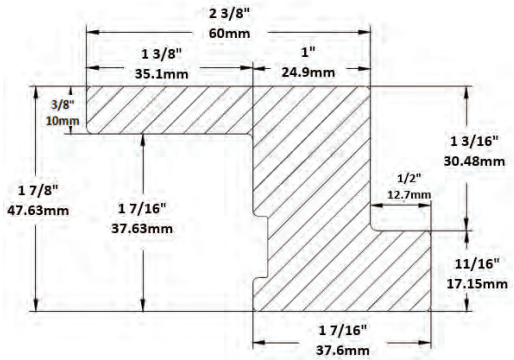
For added frame support, Deco and Z frame shutters over 25 sqft are supplied with support L-bracket.

**Deco & L Frame Bracket**

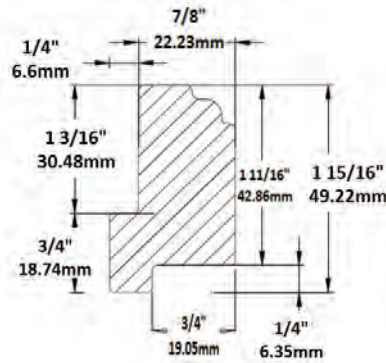


# Frame Profiles

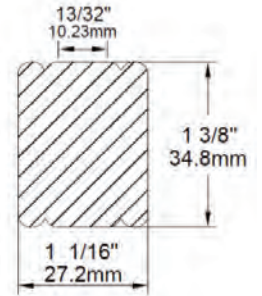
**2" Flat Z Frame**



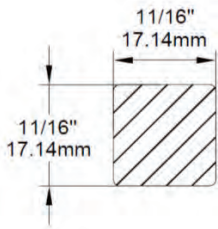
**Colonial Tilt Out Z Frame**



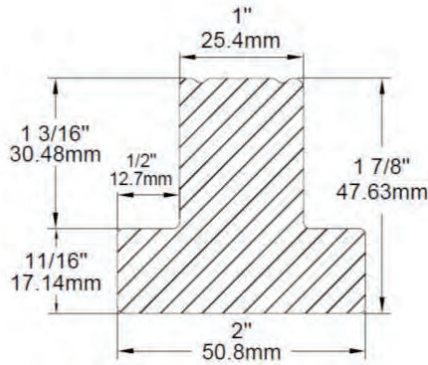
**Hanging Strip**



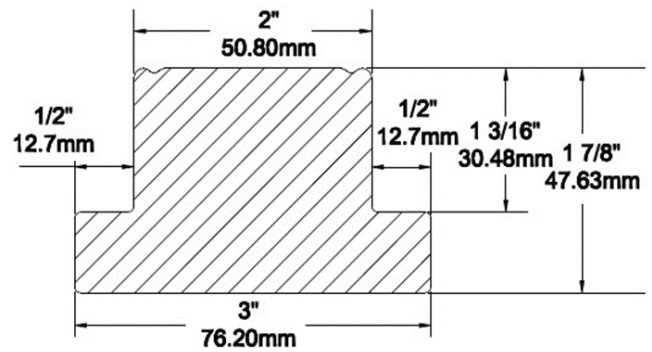
**Light Block**



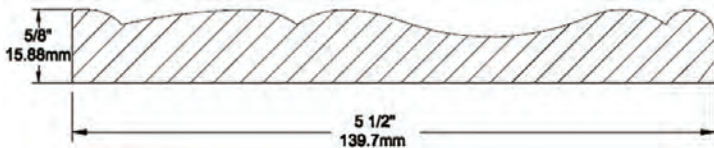
**1" T-Post**



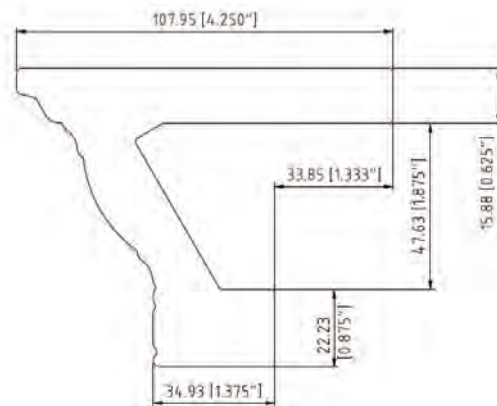
**2" T-Post**



**5.5" Bypass Valance**



**Sill Cap**



## Louver Depth Requirements

Inside Mount Application Depth Requirements				
Frame Type	2.5" Louver	3.5" Louver	4.5" Louver	Notes
Std. 1" L, Flat L	1 7/8"	2 5/16"	2 13/16"	
Bullnose Z, Flat Z	1 5/16"	1 11/16"	2 13/16"	
2.25" Crown Z	1 5/8"	2 1/8"	2 5/16"	
2.5" Deluxe Z	1 5/8"	2 1/8"	2 5/16"	
3" Elegant Z	1 3/8"	1 7/8"	2 3/8"	
Hang strip next to panel	1 13/16"	2 5/16"	2 13/16"	Gaps between window top/ bottom panels are 1/8".
Hang strip behind panel	1 3/4"	1 13/16"	2 5/16"	Gaps between window top/ bottom panels are 1/8".
Direct Mount *	1 13/16"	2 5/16"	2 13/16"	All hardware & Light Stops provided on all sides

\*For Table above, add 0.5" for Hidden Tilt

Outside Mount Application Depth Requirements				
Frame Type	2.5" Louver	3.5" Louver	4.5" Louver	Notes
Std. L, Flat L	0	7/16"	15/16"	
Deco Frames	1/4"	11/16"	1 3/16"	Outside mount only
Hang Strip next to panel	7/16"	15/16"	1 7/16"	Gap between window and top/ bottom panel is 1/8"
Hang Strip behind panel	0	5/8"	9/16"	Gap between window and top/ bottom panel is 1/8"
Direct Mount	5/8"	1 1/8"	1 5/8"	Light Blocks provided for all 4 sides

\*For Table above, add 0.5" for Hidden Tilt

## Panel Size Consideration

Panel Size Limitations	Louver Size	No Aluminum	With Aluminum	Bi-fold Panels
Max. Panel Width		22"	36"	20"
Min. Panel Width		9"		
Max. Panel Height		72"	120"	120"
Min. Panel Height	2.5"	20"		
	3.5"	20"		
	4.5"	24"		

### Broadleaf Minimum Rail Heights

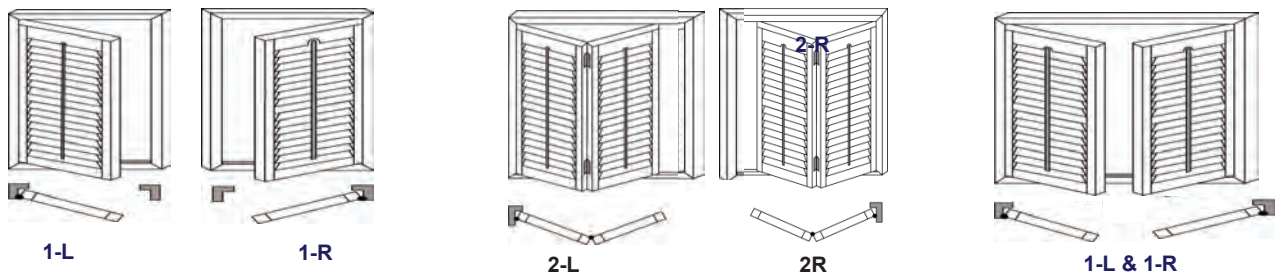
Louver Size	Panel Height under 36"	Panel Height 36" & Over
2.5" Louver	2.625	2.875
3.5" Louver	2.625	2.875
4.5" Louver	2.625	3.125

Divider rail **NOT** required for panels smaller than 74" tall. Divider rail required for panels taller than 74".

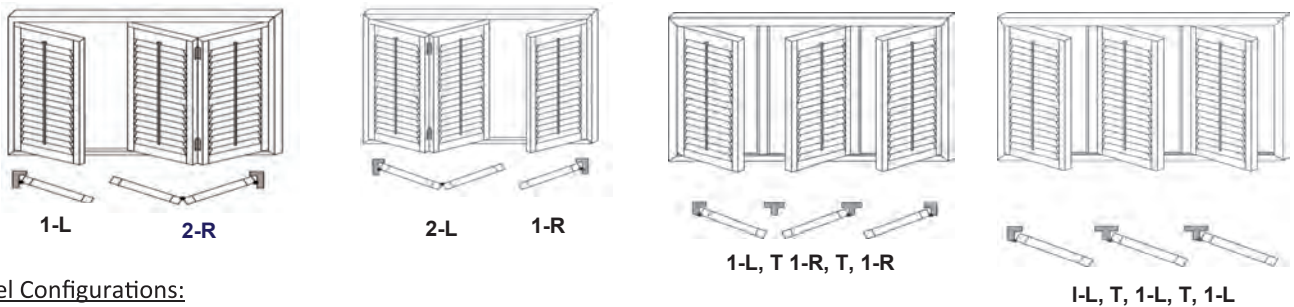
All shutter are built with 100% solid Poly components, except panels over 24"x50" or over 72" tall only. In these situations, Poly stiles and louvers are co-extruded with aluminum for strength and durability.

## Panel Configurations: Standard, Arch & Angled Top

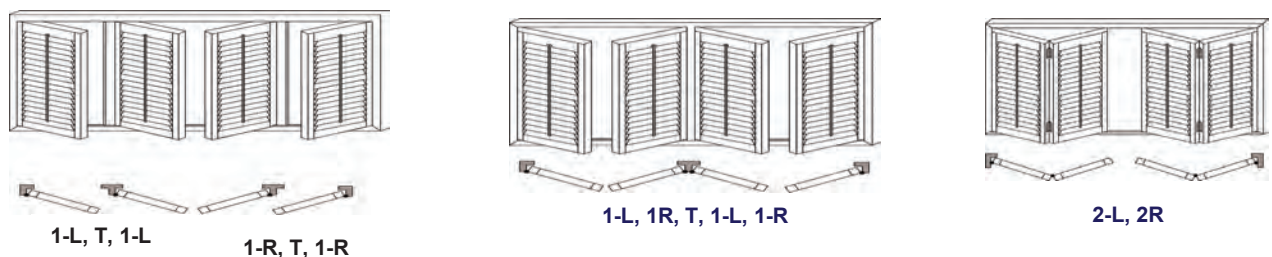
### 1 & 2 Panel Configurations:



### 3 Panel Configurations:

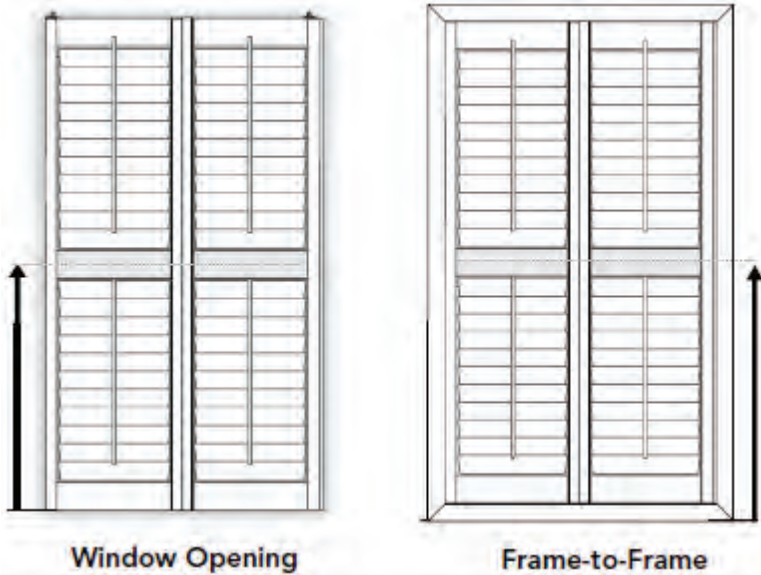


### 4 Panel Configurations:



# Divider Rails

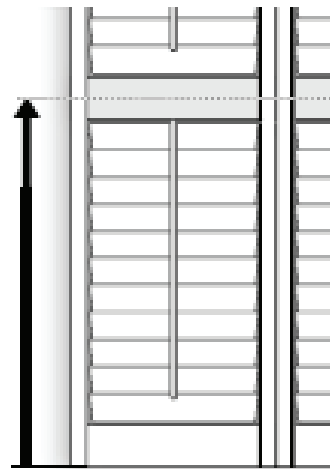
## Measuring for Divider Rails



- Always start from the bottom and measure up to the center of the divider rail on the desired divider rail location.
- To measure for window opening, measure from the bottom of the window opening to the center of the desired divider rail location.
- To measure for Frame-to-Frame, measure from the bottom of the shutter frame up to the center of the desired divider rail location.

## Additional Divider Rail and Rail Information

Divider Rail Requirements	
Panel Height	# of Divider Rails
0 – 74"	0
74 1/16" – 96"	1
96 1/16" – 120"	2



- Divider rails are 3.5" wide.
- Divider rail can be requested even though not required by specs
- Can be placed at centered or at desired location.

Specify if shutters are in the same room or side by side and order the same height to ensure divider rail location will match.

When exact divider rail location is requested, top and bottom rails may be unequal and larger than normal.

- Solid Poly stiles are provided on all shutter panels, except panels over 24"x50" or over 72" tall only. In these situations, Poly stiles are co-extruded with aluminum for strength and dura-

### Allowable Divider Rail Deviations

Louver Size	Deviation (+/-)
2.5"	1"
3.5"	1.5"
4.5"	2"

### Top and Bottom Rail Heights

2.5" Louvers	3" to 4" Rails
3.5" Louvers	3" to 4.5" Rails
4.5" Louvers	3.5" 5.5" Rails

## Specialty Shapes

Sunburst Louvers

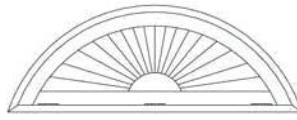
Horizontal Louvers



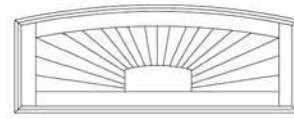
Half Circle



Half Circle



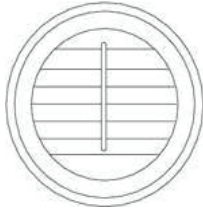
Eyebrow



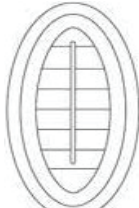
Elongated Eyebrow



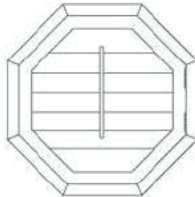
Quarter Circle



Circle



Oval



Octagon



Hexagon



Triangle

### Specialty Shape Specifications

#### Perfect half circle shapes in Z Frame

- If less than 35" wide, available only in 2.5" Deluxe Z, Bullnose and Flat Z frames.
- If less than 30", available only in Bullnose or Flat Z frames.
- See chart on right for details. --- →

Frame Type	Radius Chart		
	Less than 15"	15" to 17.5"	Over 17.5"
Bullnose, Flat Z	Ok	Ok	Ok
2.25" Crown Z	No	Ok	Ok
2.5 Deluxe Z	No	Ok	Ok
3" Elegant Z	No	No	Ok
1" L, Flat L	Ok	Ok	Ok
French Door L	Ok	Ok	Ok
Deco Frames	Ok	Ok	Ok
Hang Strip	Ok	Ok	Ok

#### Specialty Shapes with Sunburst Louvers

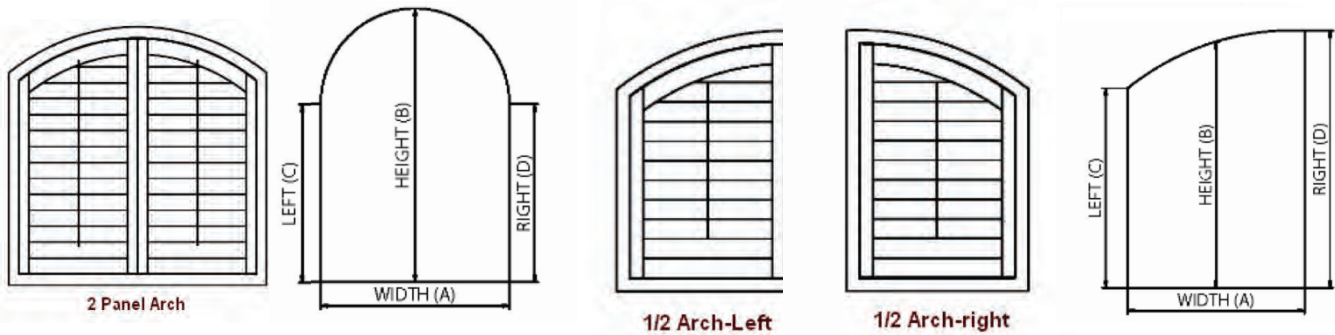
Specialty Shape Types	Panel Width		Panel Height	
	Min.	Max	Min.	Max
Circle	20	50	20	50
Half Circle	20	100	15	50
Quarter Circle	15	50	15	50
Eyebrow	20	100	15	50
Elongated Eyebrow	20	100	15	50
Oval	20	50	20	50
Hexagon	20	50	20	50
Octagon	20	50	20	50
Triangle	20	50	20	50

#### Specialty Shapes w/ Horizontal Louvers

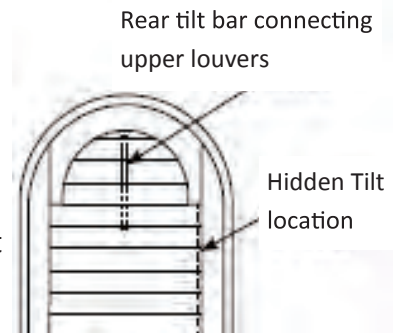
Specialty Shape Types	Panel Width		Panel Height	
	Min.	Max	Min.	Max
Circle	15	36	15	36
Half Circle	20	36	10	18
Quarter Circle	10	36	10	36
Eyebrow	20	36	8	8
Elongated Eyebrow	20	36	10	18
Oval	10	36	16	48
Hexagon	15	36	15	36
Octagon	15	36	15	36
Triangle	15	36	13	31 1/8

# Specialty Shapes Continued

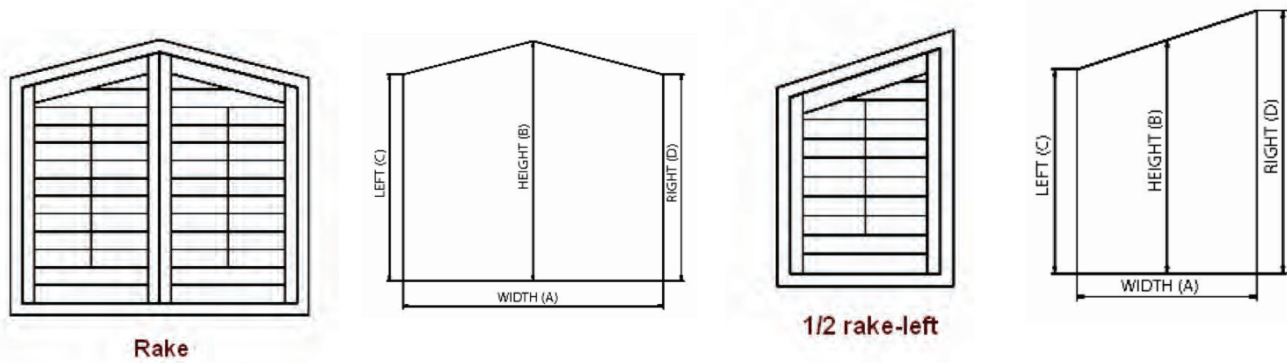
## Contoured Arches



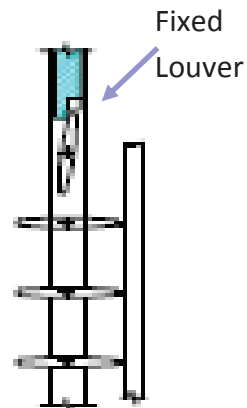
- Standard tilt, offset tilt or hidden tilt is available.
- When ordering hidden tilt, there may be a need to place a regular tilt bar at the center of the panel on the back side. This will happen only for the top 3 or 4 louvers because of the curved shape
- As a reminder for Z frames, if you have a perfect half circle window that is less than 30" wide, Bullnose and Flat Z frames are the only frames available.



## Rake or Slopes



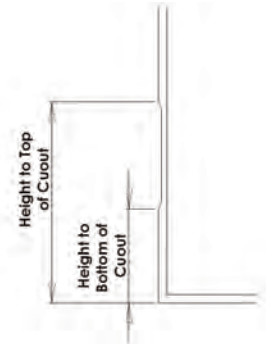
- Raked or sloped top shutters, have a straight angled top. The shutters are manufactured with an angled top rail to conform with the opening.
- Standard tilt, offset tilt or hidden tilt is available.
- When ordering hidden tilt, there may be a need to place a regular tilt bar at the center of the panel on the back side. This will happen only for the top 3 or 4 louvers because of the curved shape



## French Doors

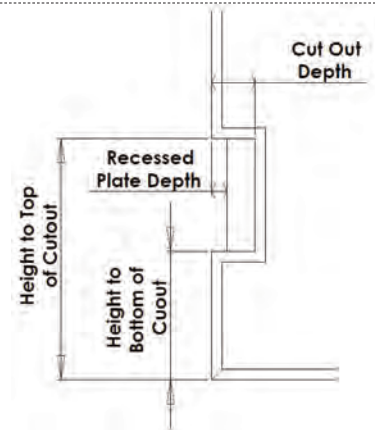
### Routed Notch Out

- A rounded notch is made on the frame to accommodate a knob handle that is too close to the shutter frame.
- Notch can be between .25" to .375". Specify the top & bottom of the notch from the bottom of the shutter.
- Height of the notch is made to order



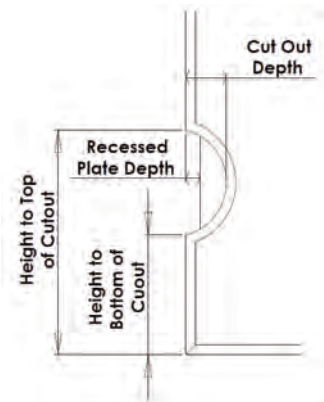
### Rectangular Cut Out

- Generally needed to accommodate handles on French doors.
- A custom rectangular cutout is made to the frame and shutter panel.
- French Door L Frame will clear most 2.5" and 3.5" louver situations. Hidden tilt needs .5" additional depth
- Surcharge applies.

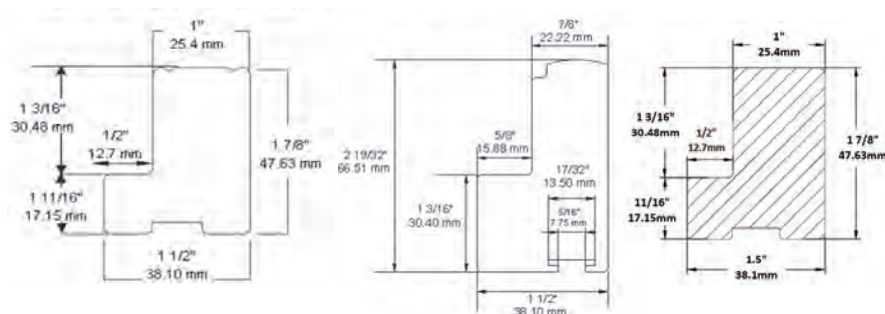


### Curved Cut Out

- Generally needed to accommodate handles on French doors.
- A custom curved cutout is made to the frame and shutter panel.
- French Door L Frame will clear most 2.5" and 3.5" louver situations. Hidden tilt needs .5" additional depth.
- Surcharge applies.



### French Door Cut Out Frames



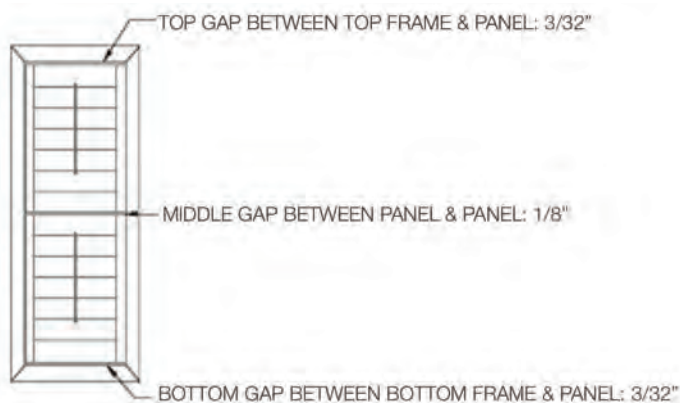
When using the 3.5" or 4.5" louvers with Hidden Tilt rod, you may need to add an extension. Please refer to the louver clearance section on this product manual.

Surcharge applies.

Hidden Tilt rod requires additional 1/2" depth.

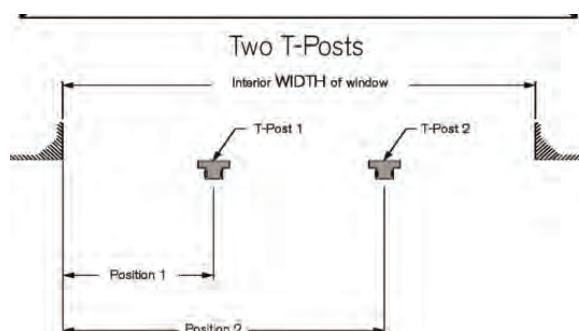


## Double Hung



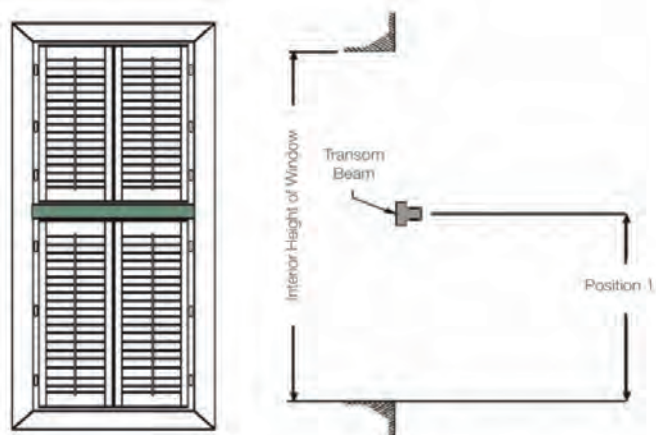
- Double hung shutters allow for the panel(s) to work operate independently of each other.
- Double hung bi-fold shutters the width of the panels in less than the height of the panels to minimize panels sagging.
- Horizontal T-post is recommended.

## T-Posts



T-Posts can be used to match the design of a window that has a natural break.

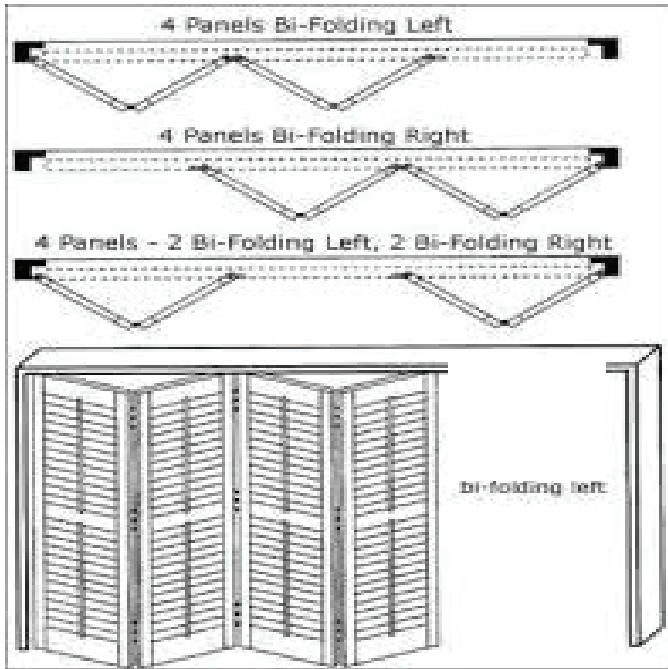
- Also used for wider openings to keep panels within specifications.
- For window opening size measure from the left side of the window to the center of the 1st desired T post location (as shown above). For more than one T-Post, measure from the far left of the window to the center of the T-Post as shown above for Position 2.
- For Frame-to-Frame, measure from the left edge of the frame to the center of desired T-Post.



Horizontal T-post can be placed horizontally on a shutter.

- Horizontal T-Post are needed when covering large window heights.
- Horizontal T-Post locations are measure from the bottom window edge for opening size shutters and from the bottom of the frame for Frame-to-Frame Shutters.

## Bi-fold Track

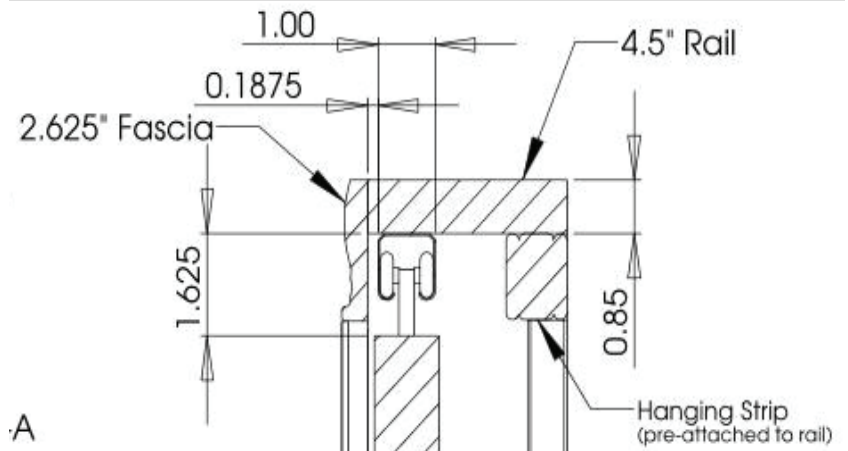


### Bi-fold Track Panel Fold Configurations

2 Panels	BF - 2L	6 Panels	BF - 6L
2 Panels	BF - 2R	6 Panels	BF - 6R
4 Panels	BF 2L / 2 R	8 Panels	BF - 2L / 6R
4 Panels	BF 4L	8 Panels	BF - 4L / 4R
4 Panels	BF 4R	8 Panels	BF - 6L / 2R
6 Panels	BF - 2L / 4r	8 Panels	BF 8L
6 Panels	BF - 4l / 2R	8 Panels	BF 8R

### Bi-fold Track Single Panel Specs

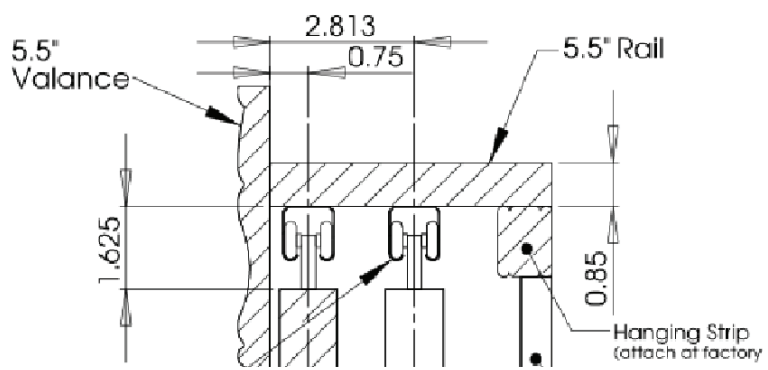
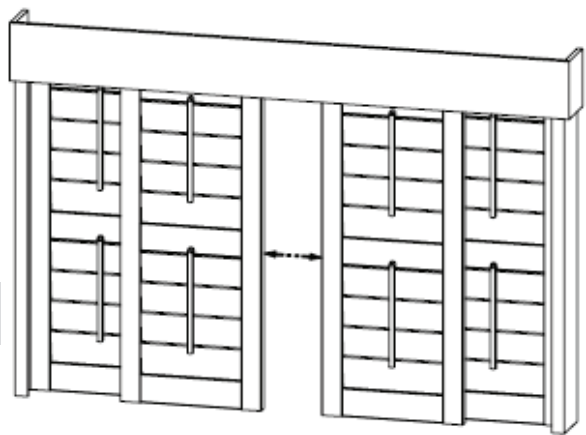
Description	Min	Max
Panel Width	9"	20"
Multi-fold Panels	9"	20"
Panel Height	9"	120"



### Bi-fold Track Systems

- Best shutter application for patio doors, sliding glass doors or large windows.
- Panels ride on overhead track with wheel carrier. Panels pivot into the room.
- Available in two, four, six or eight panels.
- If Spliced, the Fascia will spliced off center.

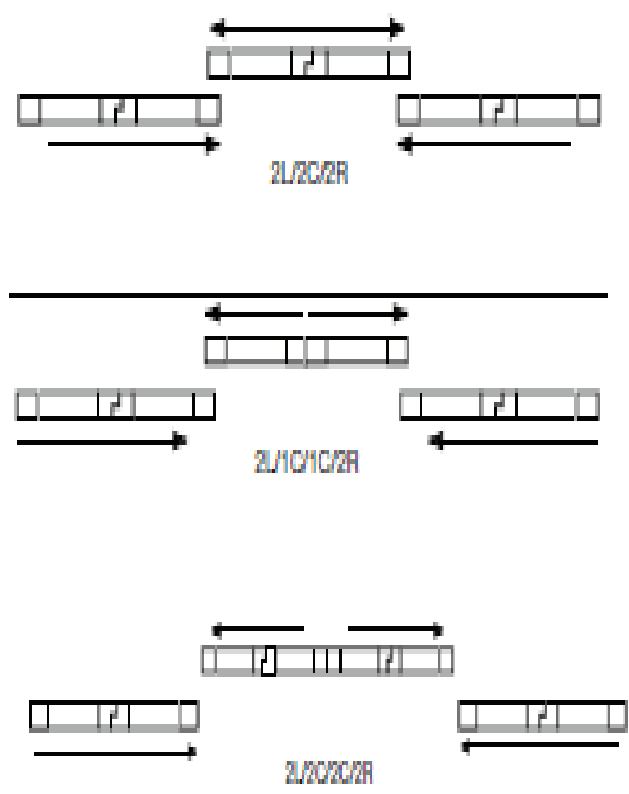
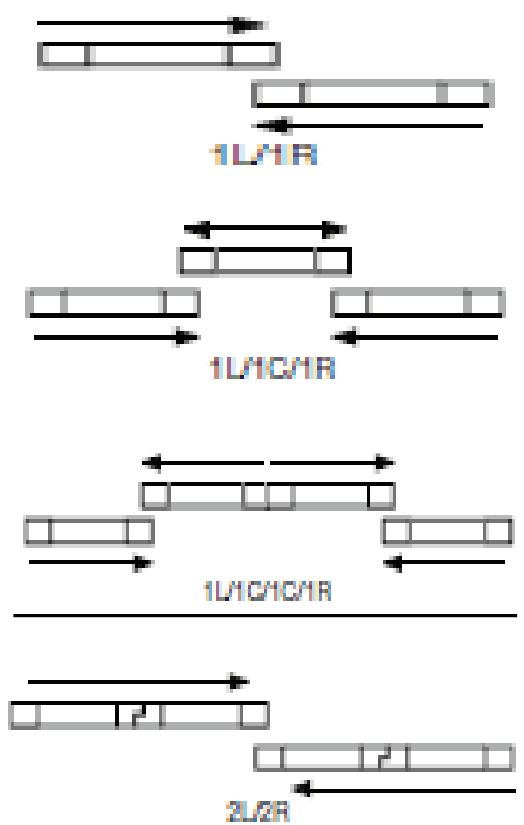
## By-pass Track



By-Pass Boxout Size			
Track Position	Louver Size		
	2 ½"	3 ½"	4 ½"
2 Tracks Closed	5.5"	5.5"	5.5"
3 Tracks Closed	6.5"	6.5"	6.5"
2 Tracks Open	6.5"	7.5"	N/A

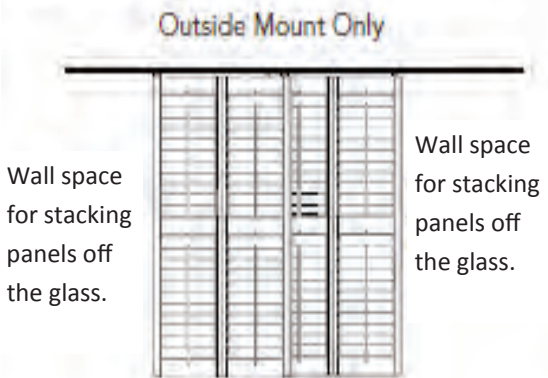
### By-pass Track Single Panel Specs

Description	Min	Max
Panel Width	9"	36"
Panel Width with Center Stile	9"	40"
Panel Height	9"	120"



## By-pass Track

### Stack Back Option



### Stack Back Option

Stack Back By-Pass option allows for the shutter panels to clear the window opening, creating an unobstructed view. **Panels are built to cover the window. Header and tracks are made wide so panels stack off the glass.**

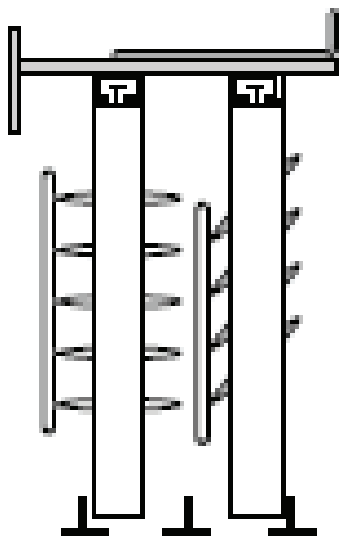
For 2, 4 or 8 panels add 50% of window opening size so panels clear the window opening.

For 3 or 6 panels add 66% of window opening size so panels clear the window opening.

Stack back is only available as outside mount.

### By-Pass Shutters

- Best shutter application for patio doors, sliding glass doors or large windows.
- Panels ride on two overhead track with wheel carrier. Available in two, three, four, six or eight panels.
- Closed By-Pass is the default for by-pass. Louvers need to be closed before panels slide past each other. Can also be ordered as Open By-Pass. Panels can slide past each other without having to close the louvers. 7.5" boxout is needed when this option is ordered.



Panels can slide past each other without having to close the louvers. Great option to avoid damaging the shutter louvers.

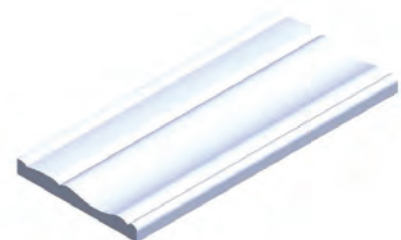
- Bottom guide strip provided for all By-pass track types.
- Center support brackets will also be provided for all By-pass track types.
- If spliced, Fascia to be spliced off center.



4" corner steel

7" corner steel

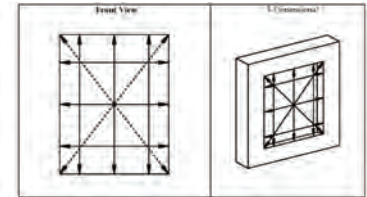
### Center Support Brackets



Decorative boxout Fascia

### Measuring for Window Squareness

To determine the squareness, measure diagonally. If measurements are not equal, consider taking greater deduction on your sizes. If the two diagonal measurements vary more than 1/2" you should consider an outside mount application.



### Direct Mount Squareness

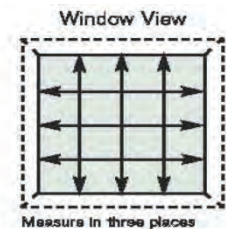
For direct mount, measure diagonally between corners to determine the squareness of the window. If the difference between the two measurements is larger than 1/4" then an outside mount is recommended.

### Measuring for Window Opening Size

Measure the window width and the window height in three different places.

Inside Mount: Take the smallest of the three measurements to determine the width and the height.

Outside Mount: Select the largest of the three measurements to determine the final dimensions of the shutter.



### Measuring for Frame-to-Frame

For Frame-to-Frame measurements we will build the shutter unit (panels and frames) to your exact width and height you specify.

Frame-to-Frame measurement should be used when trying to fit a shutter in a locations with obstruction. For example, between kitchen cabinets. You will need to account for the frame for MFF.



### Measuring Special Wall and Situations

Bull nose window condition

- For inside mount measure from the flat point inside the window.
- For outside mount measure from the flat point on the wall outside of the window.
  - This is considered window size
  - The purpose is to make sure the frame will be flat on the wall surface.
- Deco frames, L frames, or hanging strips can be used as outside mount options for Bull Nose wall condition.
- Z Frames or Hanging strips can be used for inside mounts.

## Measuring Information

### TIPS

- Always use a steel measuring tape for your measurements
- Measure each opening separately, even if they appear to be the same size
- Inside mount: If no frame is required, a Hanging Strip Frame is recommended to reduce all light gaps that will otherwise be apparent around your shutter panel
- Outside mounts: Recommended for window casings that are not perfectly square
- Shutter frames must be mounted securely, into wooden studs or anchor correctly in the drywall.

### Mounting Options

#### Inside Mount

The shutter is mounted inside



#### Outside Mount

The shutter is mounted outside



### How to Determine the Number of Frame Sides and Some of the Most Common Conditions



If you want a Four-Sided Frame Shutter but your window has a sill, you must state the frames sides to be four-sided with sill plate. Surcharge applies if frames exceeds 5" above the top of the panel. A sill plate is used to replace the regular bottom frame piece.

If you want a three-sided Café shutter but your window has a sill, you must state the frames sides to be three-sided with sill plate. A sill plate is used to replace the regular bottom frame piece.

# Window Size Measured

## Outside Mount:



1. Measure the width at three different points. Measure from the outside edges of any side window trim or molding. If no side trim or molding, measure between side window casings. Write down the largest measurement.
2. Measure the height at three different points. Measure from the top of the top window trim or molding to bottom edge of the bottom trim or molding piece. If no top or bottom window trim or molding, measure from the inside edge of the top window casing and the bottom casing/sill. Write down the largest measurement.
3. For bullnose or radius edged openings, add 2 inches to the width and 2 inches to the height due to the non-mountable space caused by the curvature.

## TIPS

Always use a steel measuring tape for your measurements  
 Measure each opening separately, even if they appear to be the same size  
 Inside mount: If no frame is required, a Hanging Strip Frame is recommended to reduce all light gaps that will otherwise be apparent around your shutter panel  
 Outside mounts: Recommended for window casings that are not perfectly square  
 Shutter frames must be mounted securely, into wooden studs or anchor correctly in the drywall.

## MEASURING FOR SPECIFIC FRAMES

To convert "Window Size" to "Net with Frame" for standard installation, follow these instructions.

Std. L Frame, French Door L Frame, Flat L Frame (OM)

	Width + ?	Height + ?
2 Side	3"	0"
3 Side	3"	1.5"
3 Sided with Bottom Sill Plate	3"	1.5"
4 Sided	3"	3"
2 Sided w/ Top & Bottom Sill	3"	0"

2.25" Deco Frame & 2" Insert Deco's (OM)

	Width + ?	Height + ?
2 Side	5.5"	0"
3 Side	5.5"	2.75"
3 Sided with Bottom Sill Plate	5.5"	2.75"
4 Sided	5.5"	5.5"
2 Sided w/ Top & Bottom Sill	5.5"	0"

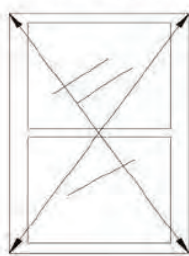
## Measuring Information

### Inside Mount:

Width & Height



Check for Square



Check for Depth



1. Measure the width at three different points. Measure between the side window casings. Write down the smallest measurement, rounding up to the nearest 1/16".
2. Measure the height at three different points. Measure between the inside edge of the top window casing to the bottom casing. Write down the smallest measurement, rounding up to the nearest 1/16".
3. Check to see if your window opening is square. Do this by measuring diagonally from the lower left corner to the upper right corner. Repeat procedure, this time measuring from the upper left corner to the lower right corner. If the difference between the two measurements is greater than 3/8", you will have to use an outside mount installation.
4. For all inside mounts, the depth of the window opening must also be measured to make sure that there is enough clearance for proper louver movement. Check the Louver Sizes & Panel Widths page for required clearance on page

### FRAME DEDUCTION (DEDUCTIONS ARE FOR EACH FRAME SIDE)

Inside Mount	Width	Height	Height 2-sided (per Side)	Height 3-Sided (per Side)	Height 4-Sided (per Side)	Height 3-Sided w/ Sill Plate (Total)	Height 2-Sided w/ Sill Plate Top & Bottom (per Side)
Direct Mount	Hinge Gap Deduction only	3/16" (total)					
Hanging Strip	Behind Panel = 1/4" Side Panel = None	3/16" (total)					
All Z Frames	1/8"		1/8"	1/8"	1/8"	3/16"	1/16"
All L Frames	-	-	-	-	-	-	-

### SHUTTER GAP SPECIFICATIONS

- If IM, gap between wall and regular frame on left or right side = 1/8"
- If IM, gap between wall and Hanging Strip (behind) on left or right side = 1/4"  
*To allow space for non-mortise wrap hinge, hinge is 1/4" thick*  
*On a single panel H.S., the non-hinge side is a 3/32" deduction*
- If IM, gap between wall and regular frame on top or bottom = 1/8"  
*If between window sill and sill frame = 1/16" gap*
- If IM, gap between wall and panel on top or bottom = 3/32"
- If OM, no deductions taken.
- Gap between frame/wall and panel on left or right side = 3/32"
- Gap between frame/wall and panel on top or bottom = 3/32"
- Gap between panels if Rabbeted and LL or RR = 3/32"
- Gap between panels if Astragal and LL or RR = 3/32"
- Gap between panels if Rabbeted and LR = 1/16"
- Gap between panels if Astragal and LR = 1/8"
- Gap between louver and rail or divider rail = 1/16"
- Gap between Stile and Louver = 1/32"

### SHUTTER TOLERANCES

Item	Tolerance
shutter finished sized width / height	± 1/16"
lineal frame	± 1/16"
lineal louver	± 1/64"
lineal rail	± 1/64"
lineal stile	± 1/32"

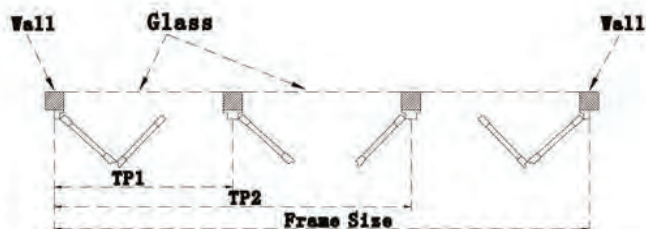


## Post Options

### T-Posts

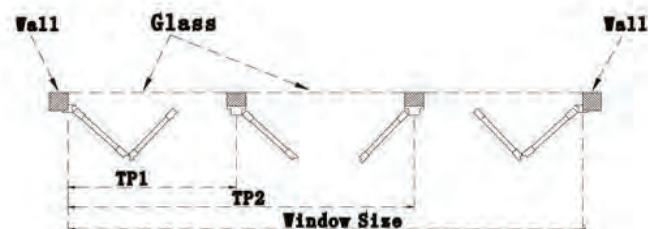
#### Outside Mount - Frame/Window size measurement

Measure the frame size and identify the T-Post locations from the outer edge of the left frame to the center of each T-Post.

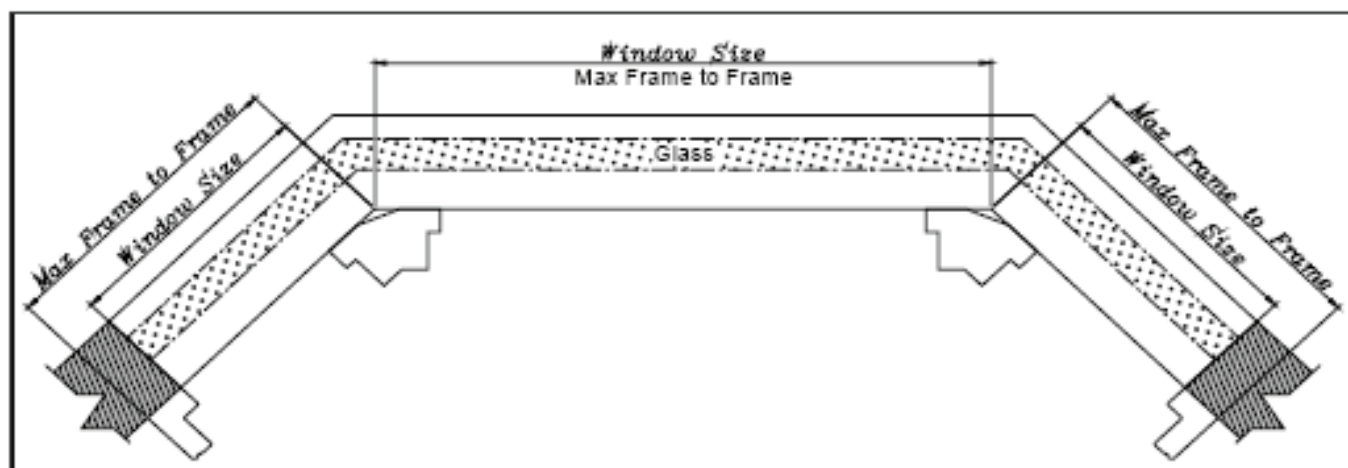


#### Inside Mount - Window size measurement

Measure the window size and identify the T-Post locations from the inside edge of the window opening to the center of each T-Post.



### Bay Window Post

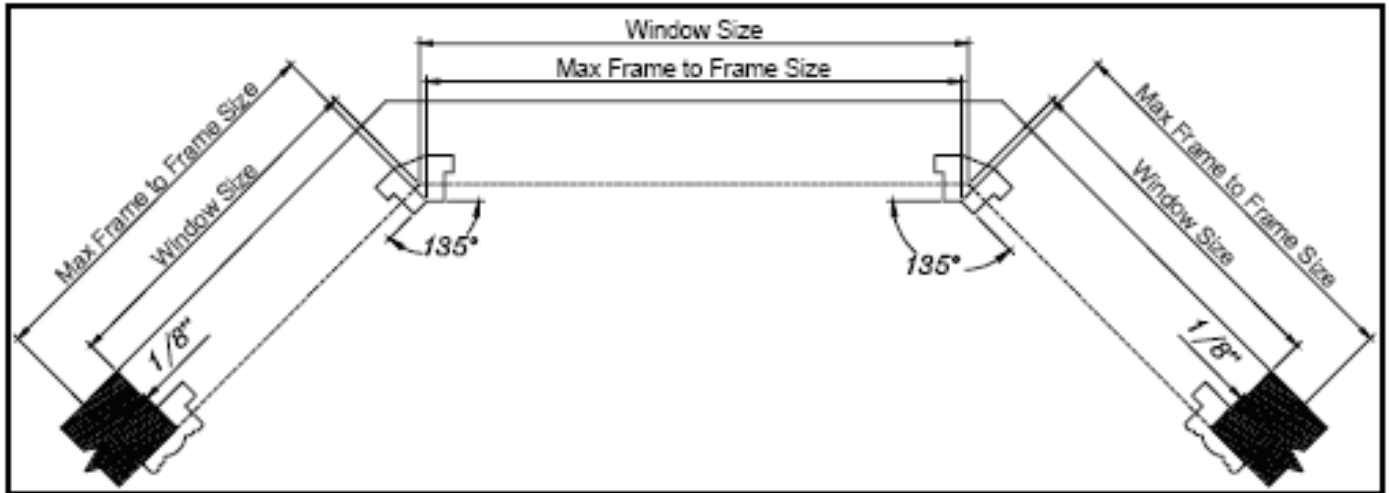


### L Frame Outside Mount

#### Bay Window Outside Mount

- Shutter is made as a single unit with the bay post to cover both windows
- Standard angle = 135 (Custom angle is available). Surcharge applies when ordering bay post
- Sizes will be different if ordering window size or Frame-to-Frame.
- It is advised to measure from left to right.
- For pricing take the width and height of each section of the bay window. Figure the sqft, multiply by your cost and add for surcharge.

Bay Windows



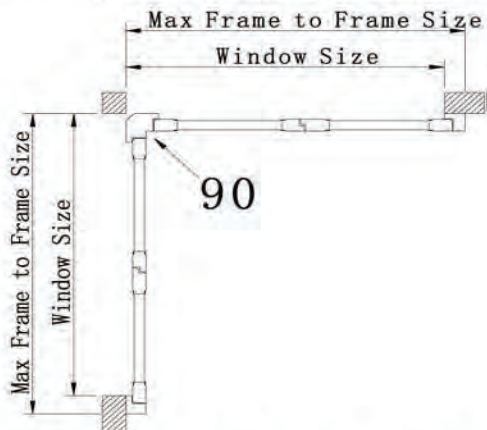
Z Frame Inside Mount

Corner Windows

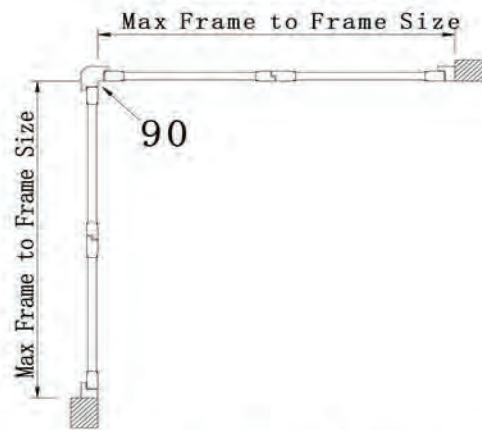
**Outside Mount - Window size measurement**  
 Specify Corner Group Left or Right shutter on the order form. When installing an outside mount corner unit, the corner frames are attached to the top and bottom of window opening only. Alternatively, you can also order extra frames to mount behind corner frames for ease of installation.

**Inside Mount - Window size measurement**  
 Specify Corner Group Left or Right shutter on the order form. Factory will make deductions and supply spacer. For inside mount corner shutters, there should be no objects protruding out of the corner.

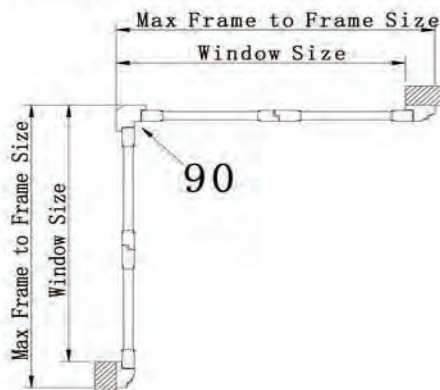
L Frame Outside Mount Corner Window (with break in the window)



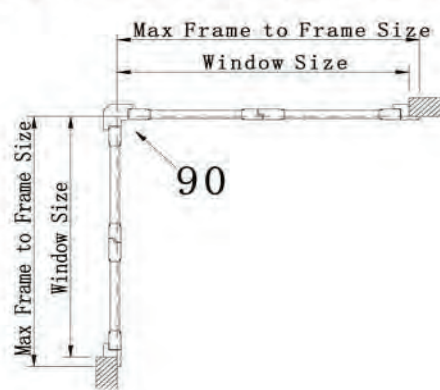
L Frame Inside Mount Corner Window (continuous window)



Decor Frame Outside Mount (Corner Window)



Z Frame Inside Mount (Corner Window)



## Square Feet Calculation

### SQUARE/RECTANGULAR SHUTTER

#### *Inside Mount: Actual Window Opening Size*

##### **Z Frames:**

Width: Width of window opening + 2" (BZ17), + 2.5" (CZ22), + 3" (DZ25), + 4" (EZ30), + 1.5" (TZ88), or +2.69" (FZ23)

Height: Height of window opening + 2" (BZ17), + 2.5" (CZ22), + 3" (DZ25), + 4" (EZ30), + 1.5" (TZ88), or +2.69" (FZ23)

Includes: Bullnose Z, Crown Z, Deluxe Z, Elegant Z, Tilt Out Z, and Flat Z Frame

Deluxe Z Example: 21" x 57" added up = 24" x 60" = 10 sq. ft.

##### **Hang Strip:**

Width: Width of window opening

Height: Height of window opening

Example: 24" x 60" = 24" x 60" = 10 sq. ft.

#### *Outside Mount: Frame-to-Frame (Edge-to-Edge)*

All Outside Mount Frames

Width: Width of shutter ordered

Height: Height of shutter ordered

Includes: Deco, Standard L, French Door L, Flat L and Hanging Strip

L Frame Example: 24" x 60" = 24" x 60" = 10 sq. ft.

#### *Outside Mount: Actual Window Size*

All Outside Mount Frames

Width: Width of window ordered + total frame width per frame side

Height: Height of shutter ordered + total frame width per frame side

Includes: Deco, Standard L, French Door L, Flat L and Hanging Strip

4 Sided L Frame Example: 21" x 57" added up = 24" x 60" = 10 sq. ft.

## Square Feet Calculations Continued

### CONTOURED, RAKE, SPECIALTY SHAPE OR SUNBURST SHUTTER

#### *Inside Mount: Actual Window Opening Size*

##### *Z Frames:*

Width: Width of window opening + 2" (BZ17), + 2.5" (CZ22), + 3" (DZ25), + 4" (EZ30), + 1.5" (TZ88), or +2.69" (FZ23)

Height: Height of window opening + 2" (BZ17), + 2.5" (CZ22), + 3" (DZ25), + 4" (EZ30), + 1.5" (TZ88), or +2.69" (FZ23)

##### *Hang Strip:*

- Width: Width of window opening
- Height: Height of top of the arch

#### *Outside Mount: Frame-to-Frame (Edge-to-Edge)*

##### All Outside Mount Frames

- Width: Width of shutter ordered
- Height: Height of top of the shutter's arch

### BY-PASS SHUTTER

#### *Inside Mount Window Size:*

- Width: Width of window opening
- Height: Height of top of the arch

#### *Outside Mount Frame-to-Frame:*

- Width: Width of boxout
- Height: Height of top of header board

### FRENCH DOOR SHUTTER

#### *Outside Mount: Frame-to-Frame (Edge-to-Edge)*

##### All Outside Mount Frames

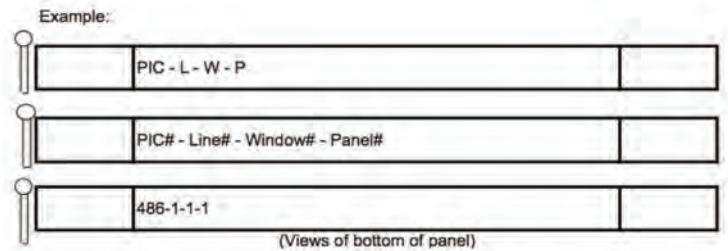
- Width: Width of shutter ordered
- Height: Height of shutter
- Includes: Standard L, French Door L, and Flat L Frames

## Shutter Marking Specifications

### PANELS:

Panels to be stamped in blue ink on the bottom of the bottom rail towards the hinge side

PIC & LWP markings to be stamped onto the panel as shown below.



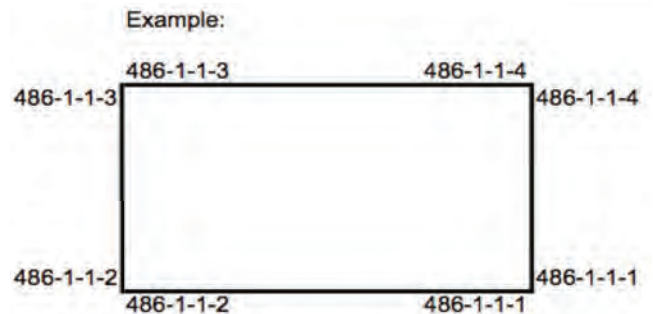
- A LWP # of 1 1 1 means Line 1, Window 1, Panel 1.
- If you had two 1 panel shutters on 2 lines, then the LWP numbers would be 1 1 1 for the first one and 2 1 1 for the second one.
- If you had a 1 panel shutter with a quantity of 2 on one line, then the LWP would be 1 1 1 for the first one and 1 2 1 for the second.
- If you had a 2 panel shutter on 1 line their panels would be 1 1 1 and 1 1 2.

### FRAMES:

Frames to be marked in the miters or on ends of each end of the frame piece

PIC# - Line# - Window# - Corner# is to be marked in ink

- Starting with Corner 1 in the bottom right hand corner of the frames increasing the number going clockwise around the shutter.
- Window and Line number increase just like the panel do.



## PACKING SPECIFICATIONS

- Panels and frame pieces are to be wrapped in Poly bags.
- Panels to be in their own boxes with either one or 2 panels per box
- No mixing of panels of different line items in one box
- Frames, Light Stop, Build out, Extra Frame, and hardware to all go into 1 carton.
- Styrofoam corners and sides are to be used to suspend panel and frames in their boxes.
- Panel boxes to be taped bound only.
- Frame boxes are to be taped and bound.
- Carton Labels to be put on one end of the cartons.
  - Matching panel and frames cartons to have corresponding labels.
  - Cartons number in correspondence with the line numbers
  - Panel cartons numbered before frame cartons
  - If an order has 2 lines with 3 cartons each:
    - Line 1 panels would be cartons 1 & 2
    - Line 1 frames would be carton 3
    - Line 2 panels would be cartons 4 & 5
    - Line 2 frames would be carton 6

### LOGGING ON

1. Open up your internet browser and go to <https://epic.picbusiness.com/7504/> and you will see the Log-in screen for ordering your **Elegant Shutters** and components.
2. In the User ID box, please type in your given Log-In name.
3. In the Password box, please type in your given temporary password.
4. Once you have entered your information correctly, click on to the “Login Now” button to enter the site.
5. You will need to click the Agree button to agree with the Terms of Service to continue into the site. The Terms of Service can be found by clicking on the ePIC General Service Agreement in the box.
6. Once in the site you need to change your password, by clicking on the Change Password tab on the left side of the screen. You will need to enter your old password as well as your new password for it to be changed.

### INITIAL ORDER SETUP

7. To place an order, click the Sales Order Tab on the left side of the screen and then click on Manage Order. You will see the Add button in the middle of the screen, click on it to bring up the start page for the ordering process.
8. Click on the Customer button and then click on your account name. You will see that all your information will be filled in automatically for the Ship-To, Email, Salespeople, and Status Tabs. You can verify each tab by clicking on them and checking all the information.
9. You will always either choose the Order or Quote selection for the type of order you want.
10. You will need to fill in the Placed By, Tag / Sidemark, and Client PO boxes to continue with the order. If you have any comments, they can be entered in the General Comments Box.
11. Once all information is entered, click the Next button to continue. Remember an order can be canceled at any time by hitting the Void or Cancel buttons.
12. Under the Start tab you will need to choose what type of order you want place, Shutters or Extrusion Sales (for ordering cartons or crates of extruded components).
13. For Shutter Orders, you then need to choose which product, Equal T-Post, Standard, Uneven Panel, or Uneven T-Post Shutters and then choose the Model, 2.5”, 3.5”, 4.5” Louver.
14. Once you have chosen your shutter you will need to fill in the remaining information:
  - a. Quantity, Color, Room Location, Width, Height, Mount, # of Panels, Tilt Bar, Frame Type, Frame Sides, Stile Type, Divider Rail, Panel Configurations, and T Post Locations (if applicable).
15. Once you have you entered all your information correctly, click the OK Item button to add the shutter to your order. The system automatically enters the information from the previous order in to the next shutter for faster order entry.
16. You can add more shutters to the order or you can click the Summary button to view your order. You can edit you order by right clicking on the line you would like to edit and choose from the available options, Change, Delete, or Repeat This Item.
17. If you are finished with your order, you click the Save button to place the order. You also have the option at this time to save the order as a Quote, Sales Order, Go Back to the Summary, or Void the order by clicking the appropriate buttons.

### OPENING SIZE & FRAME-TO-FRAME

Opening Size - We assume that the dimensions shown on order form are exact inside window dimensions. We will make deduction of 1/8” per side of Inside Mounting frames.

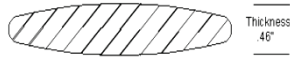
Net size - is defined as the actual finished width and height of the panel including frames. No deduction will be made when frame to frame ordered order entry.

## Installation Instructions

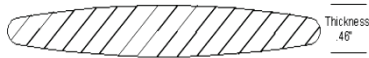
1. Remove and keep all packaging until installation is completed.
2. Carefully inspect all panels prior to installation.
3. Assemble the frame on a soft surface with Hoffman keys provided.
4. Place the frame into the window opening.
5. Install screws towards the top of the left & right frames first. Do not over tighten.
6. Install panel onto hinges with the hinge pins provided.
7. Rack bottom of the framing to level the tops of the panels evenly or the panel even with top frame as much as possible.
8. Tighten the screws into the bottom frame and bottom of the right and left frame, and adjust tightness to get a secure fit.
9. If panels are still uneven, slightly loosen screws in the slots of the hinges and adjust the panel position as need to acquire the correct location, and tighten screw back once in place.
10. Install screws every 18" to 24" around the frame check the panel close after each screw install.
11. Once frame is secure and panels are in the correct position, install a screw into the hinge set screw hole to prevent the hinges from moving over time.
12. If the shutter is not flat to the wall, use adhesive caulking to fill the uneven gaps between the wall and framing make small adjustments.
13. Install panel onto hinges.

## LOUVERS Regular Series

SL 25  
2 1/2" (63.5 mm)



SL 35  
3 1/2" (88.9 mm)

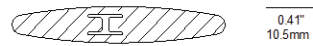


SL 45  
4 1/2" (114.3 mm)

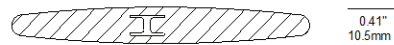


## LOUVERS Reinforced Series

AL25H  
2 1/2"



AL35H  
3 1/2"

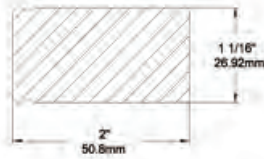


AL45H  
4 1/2"

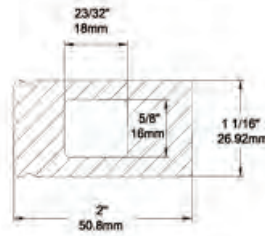


## STILE

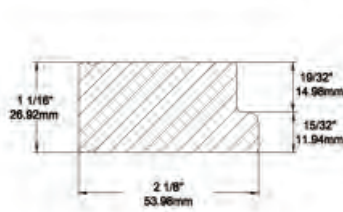
[SS20] Standard solid stile



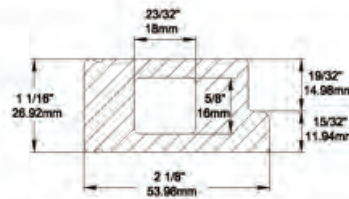
[AS20] Standard stile with Aluminum insert



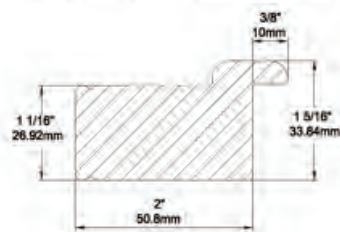
[SSR21] Rabbeted solid stile



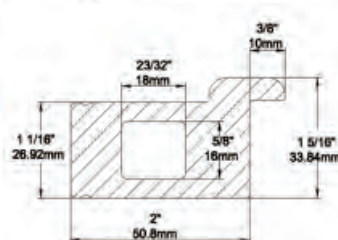
[ASR21] Rabbeted stile with Aluminum insert



[SA20] Astragal solid stile



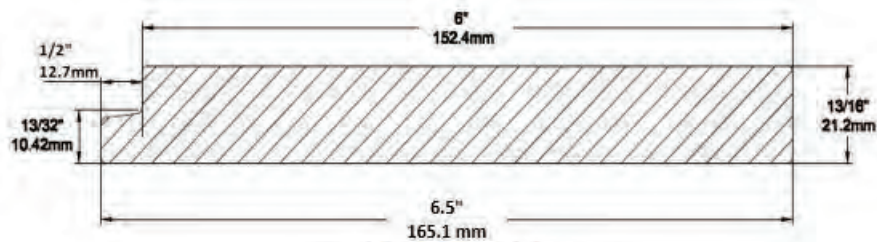
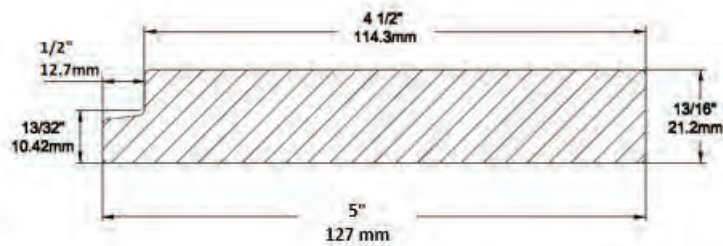
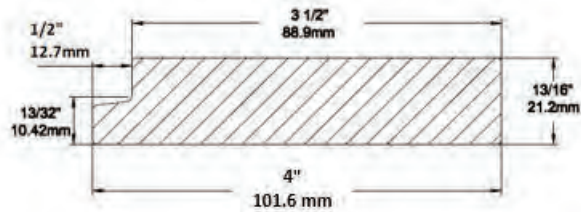
[AA20] Astragal stile with Aluminum insert



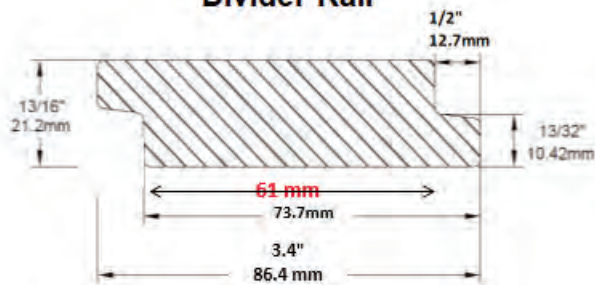


TOP/BOTTOM RAIL & DIVIDER RAIL / TILT BAR & LIGHT STOP

Top / Bottom Rail

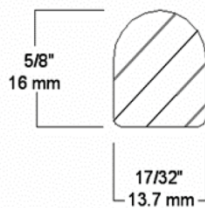


Divider Rail



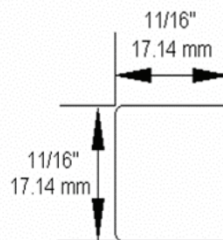
TILT BAR

ST 58  
17/32" x 5/8" (13.7 mm x 16 mm)



STOP LIGHT STRIP

SS 58 11/16" WIDE (17.14 mm)





## New Customer Partner...Welcome

**Thank you for partnering with Elegant Shutters**, we sincerely want to help you fulfill your customers' shutter needs and help you grow your business! Your business matters, tell us how we can best help you meet those needs. We want your experience with us to be profitable, efficient, and surprisingly FUN!

### Setting Up Your Account

Once all the necessary paperwork is processed, the fun begins. Our Accounting Department will e-mail you a Customer Partner ID that allows you to start placing orders immediately. Included in the same e-mail will be your online account ID, online account password, credit limit, payment method and all necessary contact information. The set-up process usually takes only a few business days.

### Paying For Your Orders

Most Customer Partners choose to use payment via credit card. When your 50% deposit and 50% balance is made, our accounting department will e-mail you the receipt for the payment. If at any time you require another payment method, please contact Elegant Shutters Accounting Department at 817-633-4005 for changes.

### Initial Credit Limit

We want to start you off with a fair credit limit. Credit limits help reduce risk to both parties involved but are not set in stone. We want to work with you to determine what is the best threshold to set for your account. Please contact our accounting department or your sales manager to discuss your options.

NECESSARY LEGAL DISCLAIMER; Elegant Shutters reserves the right to determine and change payment terms and credit limit at or sole discretion. Since banks back charge Elegant Windows for NSF checks we will need to charge \$25.00 for any NSF check.



## Ordering

### Placing Orders

We appreciate your business and want your experience with Elegant Shutters to be as easy and trouble free as possible. We highly encourage you to take advantage of your online Elegant Shutters account and place your orders at [www.elegantshutters.com](http://www.elegantshutters.com). Log in using your Login ID and Password 24/7.

Orders placed via [www.elegantshutters.com](http://www.elegantshutters.com) will be eligible for our "25% Oops Discount." This means if you make an unfortunate mistake during the ordering process, we will share in the mistake, and discount your reorder by 25%! Special promotions and incentives will also be available to customers placing orders and using [www.elegantshutters.com](http://www.elegantshutters.com).



### ***Help! I placed an order online and need to make a change/cancellation!!***

Relax, we want to help. Although reliable delivery times for your shutters requires strict manufacturing scheduling, we will do our very best to accommodate your request. If we can make a change/cancellation to your order, we will do so at no charge. Remember, shutter orders require 50% deposit before production.

#### **I have not made a 50% deposit on my order.**

Changes/cancellations can be made. Submit your Change Order Request via email to [service@elegantwf.com](mailto:service@elegantwf.com) and we will send you a confirmation of the change/cancellation the next business day. Change Order Requests can also be e-mailed, or phoned in.

#### **I just made my 50% deposit (within 12 hours of placing the order).**

It still may be possible to change/cancel your order. Call us NOW!!! Contact your customer service rep, sales manager, any phone number you have for elegant shutters call, call, call! Most shutters are in production quickly so to try to stop an order is difficult, but we will try. Also, submit your Change Order Request via [service@elegantwf.com](mailto:service@elegantwf.com) and we will let you know if changes/cancellations can be made as soon as we consult with our production team. (We wish it could be instant, but we will advise you within 24 hours.)

Call us even if its too late to make a change, we want to try to help and offer you different solutions to fix the error.



### **I need to make changes to my customer profile**

Need to change your dedicated 'ship to' location? Change your phone number? Add an authorized online user? Something else? You will need to email your request to [service@elegantwf.com](mailto:service@elegantwf.com) from an authorized email on your account. You can also fax the Customer Profile Change Form. Sorry, this one cannot be called in.

### **Liability Release**

Sometimes customers want what they want and are even willing to waive warranty on their product to get it. We obviously don't recommend this, but in certain, reasonable situations are willing to give in. Ask us and we can tell you if we can accommodate the customers' request or refer to the product guide to see if your request is possible.

A liability release means you understand the product may fail, but you will take that chance anyway. The liability release waives all expressed and implied warranties on the shutter(s) in question. In these situations, we are not liable for product performance. Any oral or written agreement will not modify the liability release. Payment will still be required. Don't mean to sound harsh, but we want to be clear.

Elegant Shutters will not grant a Liability Release in situations where we know for a fact the product will fail. Sorry, we need to put our foot down on this one.



### Shipping & Delivery

Orders are shipped by FedEx or LTL carriers for standard ground transportation to your dedicated 'ship to' location. Please factor an additional \$1.00/sqft. for orders being shipped outside your dedicated 'ship to' location. Unfortunately, orders being shipped outside the continental United States will need to be quoted freight on a case-by-case basis.

In rare situations where special services such as inside delivery, lift gate, re-consignment, re-delivery, or storage are needed fees may apply. Please contact your sales support agent for details.

Every reasonable effort will be made to meet our lead-times. We will advise you ahead of time for potential delays during expected holidays and special events. Should any unwelcomed delays arise, we will also notify you as soon as we know about them.



## Nothing is perfect, but we try. Dealing with the dreaded RGA

Our ultimate goal is to prevent problems. In the unfortunate event something goes wrong, we strive to process these issues as quickly and efficiently as possible. To accomplish this, we need your help. The best thing you can do is to be clear and detailed as possible in letting us know what the problem is, and we need to do to rectify it. Doing this via email to [service@elegantwf.com](mailto:service@elegantwf.com) along with photos of the issue is the most efficient way. If you prefer, you may also fax your RGA's using the RGA Request Form.

### What is a reorder?

This strictly means that unfortunately you made an error when submitting your order. You ordered the wrong size, wrong color, wrong frame, etc. If you placed your original order online, we will share in the error and give you a **25% Oops Discount**.

### What is a remake?

This means something happened to the order and it was out of your control. Things like shipping damage, missing hardware and so on. We will try to process remake issues through our Texas Service Center if possible and have it shipped out to you within 1 ½ week from the confirmation date. Please specify if you need us to include hardware for component remakes such as frames or panels. Full shutter remakes will automatically include all hardware.



Best Warranty in the industry helps cover you on issues once the shutters are properly installed. Once the shutters are in the window (properly) our warranty protects the product from any issues, yes any issues, let me say it again, ANY ISSUES!!! Dogs, kids, or I got mad at the shutter, it is covered, No Questions Asked! We want everyone to know we have the best product in the industry and stand behind it 1000%. Thank you for doing business with Elegant Shutters



### **Box Shortage, visible damage or concealed damage, ugh, what do I do?!**

In most situations, you plan your shutters to be installed soon after the shutters arrive. Reporting damage or shortage in these situations should be prompt. In the few situations where the consumer is unavailable for a variety of reasons, please take special note of these orders. Check and report damages or shortages immediately. We want to ensure you can quickly make your customer happy and collect your \$\$\$ ASAP. If there is a shortage or damage, please follow these 2 easy steps and we will take care of the rest.

1. Note any missing damaged or otherwise beat-up boxes on your Delivery Receipt and get a claim/exception number (yes, this also includes any size 12 boot footprints). This action helps us help you. With notes on the DR (Delivery Receipt) we can push on the carrier for you. Also, if nothing is noted on the DR then the carrier will deny all responsibility, not good for you or me.
2. We know you dislike this part, but please log onto your Elegant Shutters account and submit an RGA Request. OR better yet we will accept a RGA via e-mail. E-mail forms & photos to [service@elegantwf.com](mailto:service@elegantwf.com) or fax to 817-633-4780 ATTN: Sales Support Team. (This really helps us understand where we can improvise to minimize future shipping issues.)

That's it, you're done! We will process your request as fast as we possibly can. You won't have to wait too long. We will produce from our factory or ship you parts from our Texas Facility and any supporting information such as pictures is greatly appreciated.

#### **Sorry, One Last Thing. Our carriers require us to state the following:**

"Your claim has to be reported in writing within 15 business days of receipt of shipment, or 3 calendar days of receipt for air shipments upon delivery." (Elegant Shutters has to follow these guidelines, or we cannot make a claim with the carrier for damage or missing boxes. We need your help. : )





1063 Texan Trail # 400

Grapevine, TX 76051

**Toll Free: 888-615-0642**

**Local: 817-633-4005,**

[www.elegantshutters.com](http://www.elegantshutters.com)

*Email: [service@elegantwf.com](mailto:service@elegantwf.com)*