



# NORTH AMERICAN POLY SHUTTERS



Reference Guide 2026



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# ABOUT BROADLEAF SHUTTERS

## ELEGANT

Blending scientific expertise and family tradition, [Broadleaf Shutters](#) has been engineered to mimic the beauty, character and fashionability of wood. Every inch of our shutter has been designed to minimize unsightly protrusions and give you the smoothest and most luxurious experience.

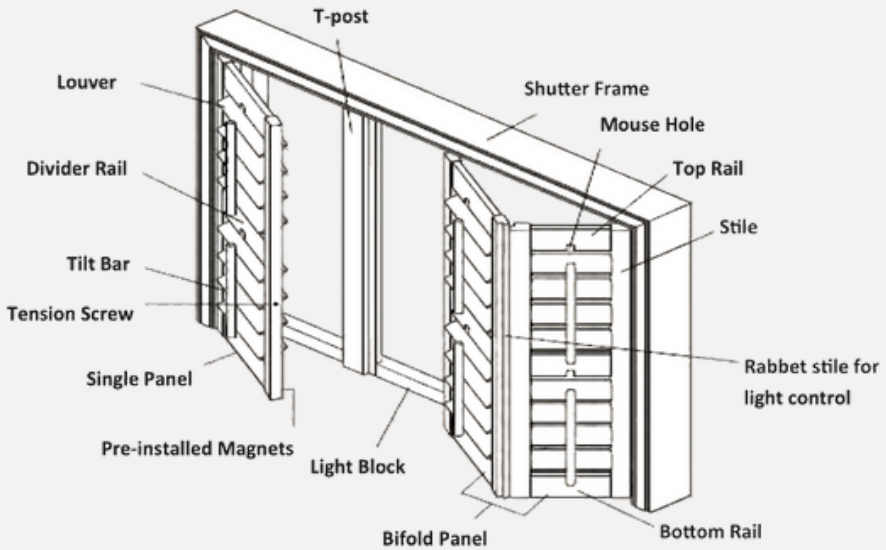


## DURABLE

Constructed with our patented polyvinyl blend, your [Broadleaf Shutters](#) will last for decades. Even under the harshest conditions, they will not crack, fade, peel, yellow or warp. Moisture proof, anti microbial, even fire proof! With a higher insulating value for heat-resistance and reinforced internally with aluminum. If the unthinkable event of failure your product is fully backed by our no questions asked guarantee.

Satisfaction Guaranteed

## A Comprehensive Overview Shutter



### BI-FOLD

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

### CAFÉ FRAME

A frame style where shutters just cover the bottom half of the window. Available 3-sided or 4-sided.

### DIVIDER RAIL

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

### MOUSE HOLE

A cutout in the top shutter panel designed to fit the tilt rod, enabling complete Louver closure for more privacy and light control.

### FRAMES

Profiles used to frame the window.

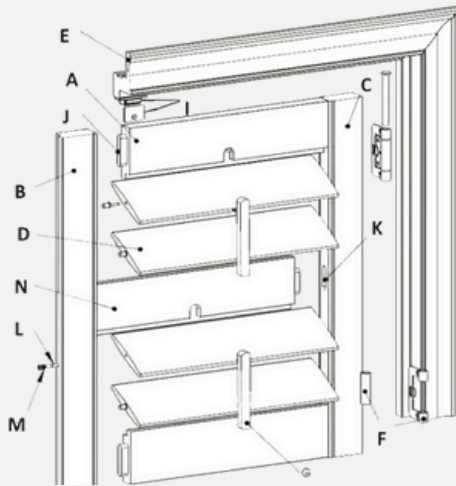
### INSIDE MOUNT

A mount designed to support the shutter from inside the recessed opening of a window.

### LOUVER

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

## A Comprehensive Overview Shutter



- |                    |                         |
|--------------------|-------------------------|
| 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       |                         |

### OUTSIDE MOUNT

A mount designed to support the shutter outside the recessed window opening.

### RAILS

The immovable, horizontal top and bottom panels of a shutter.

### REVEAL

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

### STILE

The vertical sides of a shutter panel.

### ASTRAGAL STILE

A stile with a lip attached to the edge. Used on a pair of shutters to cover the gap when a shutter is sealed.

### RABBETED STILE

A stile with a groove cut along its edge, such that it overlaps the edge of a mount for a more secure closure.

### T-POSTS

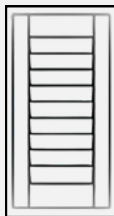
Also known as transom beams, t-posts are vertical or horizontal profiles used for support

### TILT ROD

Also known as tilt bars. They are center poles attached to shutter panel louvers that allow for the simultaneous movement of louvers.

## HIDDEN TILT

- A thin, color coordinated steel bar is attached to the louvers in the rear of the panel, eliminating the traditional tilt bar.
- No mouse hole in the panel.
- Hidden tilt bar will be split by the factory if the panel is over 52" tall.



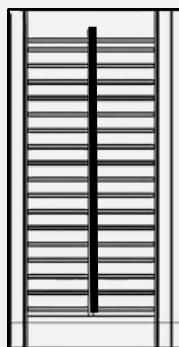
Front View



Back View

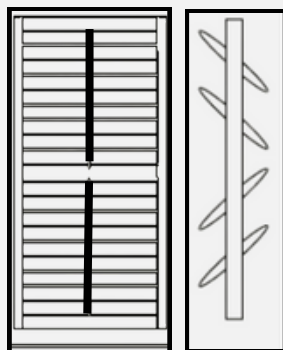
## FRONT TILT

- All louvers are connected to the front tilt rod, which is positioned in the center of the panel. Touch a louver or the tilt rod to move all louvers within the panel.
- 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.



# LOUVERS



2 1/2"

3 1/2"

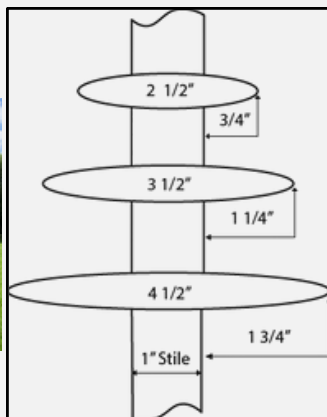
4 1/2"

**Available Louver Sizes:** 2½", 3½", 4½".

**Louver Size Consideration:** The choice of louver size significantly influences the overall design aesthetic, as illustrated in the photographs above. When selecting a louver size, it is essential to consider the available clearance depth in the window or door.

**Available Colors:** Bright White (110), Pure White (001), Silk White (003)

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



# HINGES



White



Polished  
Brass



Stainless  
Steel



Oil-Rub  
Bronze



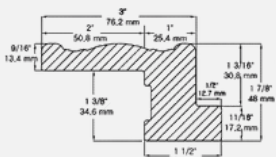
Black

## # of Hinges by panel Height

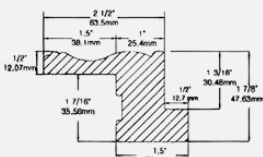
Panel Height	No. of Hinges
Up to 44"	2
44 1/16" to 72"	3
72 1/16" to 96"	4
Over 96"	5

- 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.

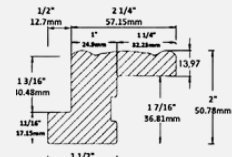
3" Elegant Z Frame



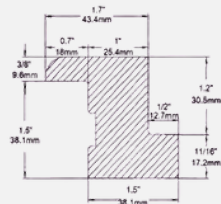
2.5" Deluxe Z Frame



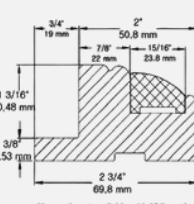
2.25" Crown Z Frame



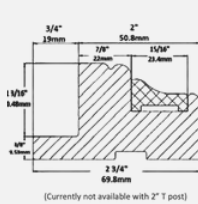
1.7" Bullnose Z Frame



2" Camber Insert Deco Frame



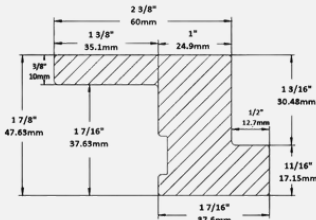
2" Classic Insert Deco Frame



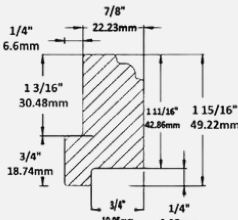
(Currently not available with 2" T post)

(Currently not available with 2" T post)

2" Flat Z Frame

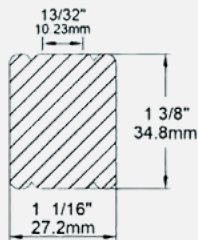


Colonial Tilt Out Z Frame

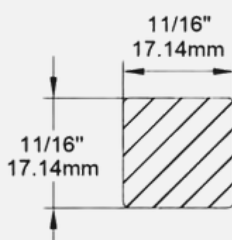


## Frame Profiles

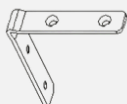
Hanging Strip



Light Block



## Z-Frame Bracket

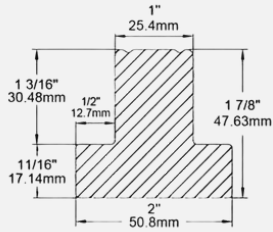


For added frame support, Deco and Z frame shutters over 25 sqft are supplied with support L-bracket.

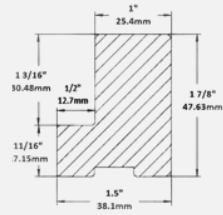


Sill plates are available for Deco and Z frames.

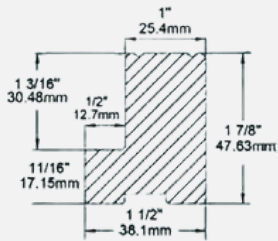
1" T-Post



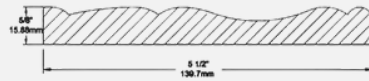
Flat L Frame



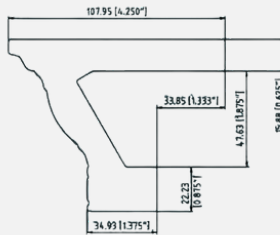
1" L Frame



5.5" Bypass Valance



Sill Cap



Deco and L-Frame Bracket



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



The 2" T-post is only available with a beaded face and does not come with a Deco frame.

## Inside Mount Louver 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 3/16"	
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 the panel	1 13/16"	2 5/16"	2 13/16"	Gaps between window/ top/bottom panel are 1/8"
Hang Strip- Behind the panel	1 3/4"	1 13/16"	2 5/16"	Gaps between window/ top/bottom panel 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 Louver Depth Requirements



Frame Type	2.5" Louver	3.5" Louver	4.5" Louver	Notes
Std. 1" L, Flat L	0	7/16"	15/16"	
Deco Frame	1/4"	11/16"	1 13/16"	Outside mount only
Hang Strip- Next to the panel	7/16"	15/16"	1 7/16"	Gap between window and Top/ bottom panel is 1/8"
Hang Strip- Behind the 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 Block are provided for all 4 sides

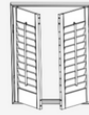
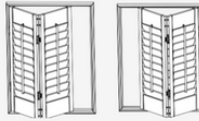
\* For Table above, add 0.5" for Hidden Tilt

Panel Size Considerations				
Panel Size Limitation	Louver Size	No Aluminum	With Aluminum	Bi-Fold Panels
Max. Panel Width	All	22"	36"	20"
Min. Panel Width	All		9"	
Max. Panel Height	All	72"	120"	120"
Min. Panel Height	2.5"	20"		
	3.5"	20"		
	4.5"	20"		
<div>Divider rails are <b>NOT</b> required for panels shorter than 74 inches in height. A divider rail is necessary for panels that exceed 74 inches.</div> <div>-----</div>				
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	
All shutters are constructed using 100% solid poly components, with the exception of panels that exceed dimensions of 20" x 50" or are taller than 72". In these cases, the poly stiles and louvers are co-extruded with aluminum to enhance strength and durability.				

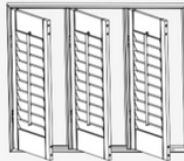
12

# Panel Configurations

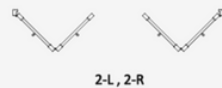
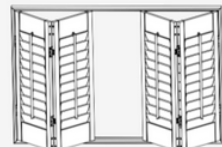
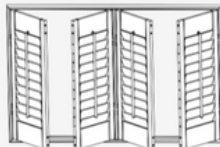
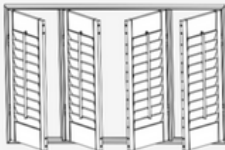
## 1 & 2 Panel Configurations



## 3 Panel Configurations



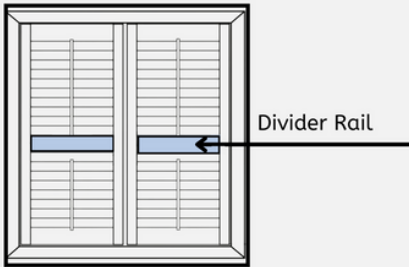
## 4 Panel Configurations



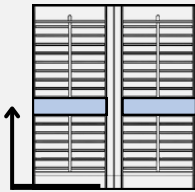
## Divider Rails

**A divider rail serves three primary functions:**

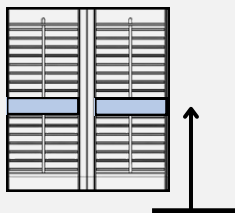
- Conceals the window sashes and may also obstruct any elements that hinder the movement of the louvers.
- Enhances the stability of tall panels that exceed 74 inches in height.
- Offers improved privacy and light control, allowing louvers to be fully opened, fully closed or alternated above and below the divider rail.



### Measuring for Divider rail



Window Opening



Frame-to-Frame

- 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

- Indicate whether the shutters are located in the same room or positioned side by side, and ensure that they are ordered at the same height to guarantee alignment of the divider rail.
- When a precise location for the divider rail is specified, please note that the top and bottom rails may differ in size and could be larger than standard dimensions.
- Solid Poly stiles are included on all shutter panels, with the exception of those measuring over 24 inches by 50 inches or exceeding 72 inches in height. In such cases, Poly stiles are co-extruded with aluminum to enhance strength and durability.



- 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.

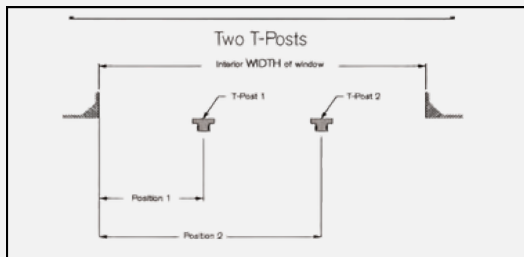
## Allowable Divider Rail Deviations

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" to 5.5" Rails

## T-Post Shutters



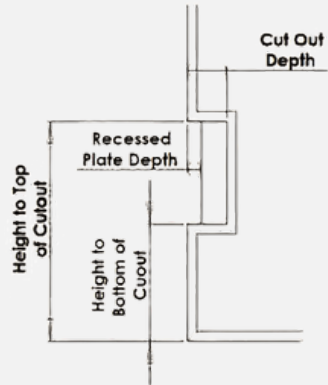
### Specifications for T-Post

- T-posts can be utilized to align with the design of a window that features a natural break.
- They are also effective for wider openings, ensuring that the panels remain within specifications.
- To determine the appropriate size for a window opening, measure from the left side of the window to the center of the first desired T-post location (as illustrated above). For multiple T-posts, measure from the far left of the window to the center of each T-post, as shown for position two.
- For frame-to-frame measurements, assess the distance from the left edge of the frame to the center of the desired T-post.

## French Door-Cutout

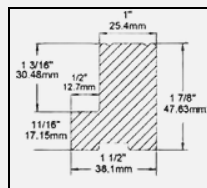


Rectangular  
Cut Out

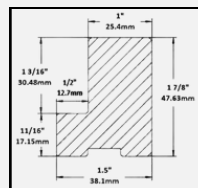


### Specifications for the French door.

- It is generally necessary to accommodate handles on French doors.
- A custom rectangular cutout is created in both the frame and the shutter panel.
- This option is available exclusively with the 1" L Frame and Flat L Frame.
- Available louver options include 2½", 3½", and 4½"
- Rectangular cutouts or no cutouts are the only options available.
- Please be advised that a surcharge will apply.



1" L Frame



Flat L Frame

# Track Systems

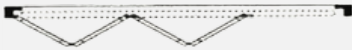
## Bifold Track Panel Fold Configurations

2 Panels	BF-2L
2 Panels	BF-2R
4 Panels	BF-2L/2R
4 Panels	BF-4L
4 Panels	BF-4R
6 Panels	BF-2L/4R
6 Panels	BF-4L/2R

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

### Bifold Track

4 Panels Bifolding Left



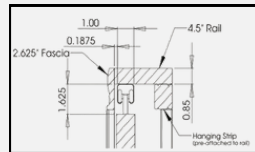
4 Panels Bifolding Right



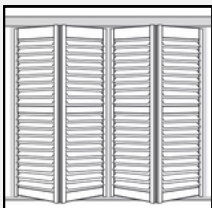
4 Panels 2 Bifolding Right. 2 Bifolding Right



- The optimal shutter application for patio doors, sliding glass doors, or large windows.
- Panels operate on an overhead track with a wheel carrier, allowing them to pivot into the room.
- Available in configurations of two, four, six, or eight panels.
- If spliced, the fascia will be offset from the center.

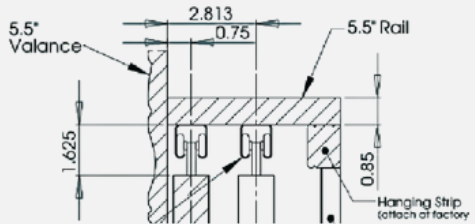
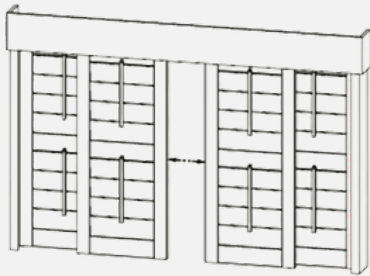


### Bifold Track Systems



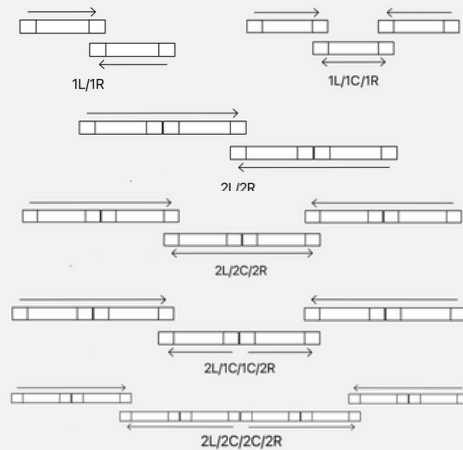
Description	Min	Max
Panel Width	9"	20"
Multi-fold panels	9"	20"
Panel Height	9"	120"

# Bypass Track Systems



## Bypass Track Single Panel Specs

Description	Min	Max
Panel Width	9"	36"
Panel Height	9"	120"



## Bypass Boxout Size

### Louver Size

Track Position	2 1/2"	3 1/2"	4 1/2"
2 Track Closed	5.5"	5.5"	5.5"
3 Track Closed	6.5"	6.5"	6.5"
3 Track Open	6.5"	7.5"	N/A

## Stackback Option

Only offered as an outside mount!



Panels are built to cover the window. Header and tracks are made wide so panels stack off the glass.

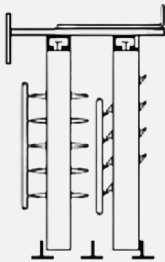
- Stack Back By-Pass option allows for the shutter panels to clear the window opening, creating an unobstructed view.
- For 2, 4 or 8 panels add 50% of window opening size so panels clear the window opening.
- For 3 or 6 panels add 66% of window opening size so panels clear the window opening.

# Bypass Track Systems

## Bypass Shutters

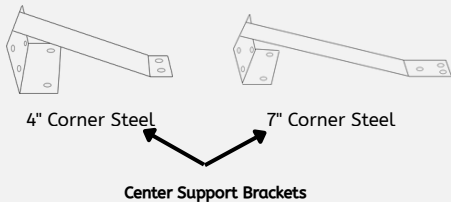


- Best shutter application for patio doors, sliding glass doors, or large windows.
- Panels ride on two overhead tracks with wheel carrier. Available in two, three, four, six or eight panels.
- Closed Bypass is the default for bypass. Louvers need to be closed before panels slide past each other. Can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



- Open Bypass Panels can slide past each other without having to close the louvers. Great option to avoid damaging the shutter louvers.
- Bottom guide 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.

## Decorative Boxout Fascia



# Measuring Information

## 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

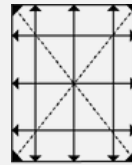
- For Frame-to-Frame measurements we will build the shutter unit (panels and frames) to your exact width and height you specify.
- Frame-to-Frame measurement should be used when trying to fit a shutter in a locations with obstruction. For example, between kitchen cabinets. You will need to account for the frame for MFF.

## Measuring Special Wall and Situations

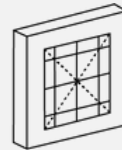
### Bull nose window condition

- 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.

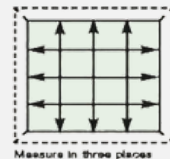
Front View



3D View



Window View



Measure in three places

Wall



## Measuring Information, Continued

### TIPS

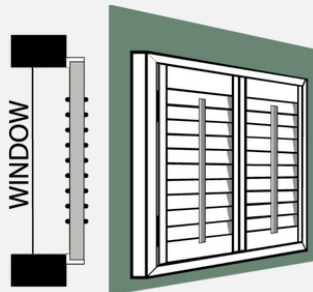
- Always use a steel measuring tape for your measurements
- Measure each opening separately, even if they appear to be the same size
- Inside mount: If no frame is required, a Hanging Strip Frame is recommended to reduce all light gaps that will otherwise be apparent around your shutter panel
- Outside 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

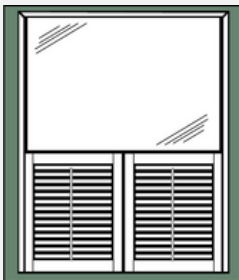


Outside Mount



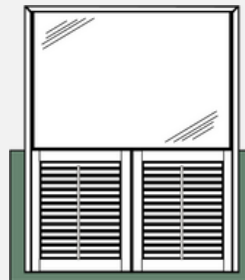
### **How to Determine the Number of Frame Sides and Some of the Most Common Conditions**

4 Sided Café Mount



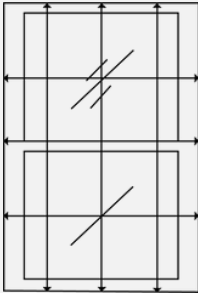
- If you want a Four-Sided Frame Shutter but your window has a sill, you must state the frames sides to be four-sided with sill plate.
- Surcharge applies if frames exceeds 5" above the top of the panel. A sill plate is used to replace the regular bottom frame piece.

3 Sided Café Mount

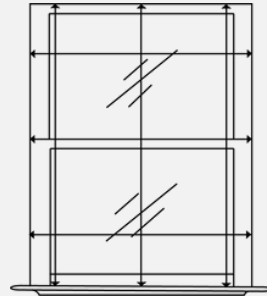


- If you want a three-sided Café shutter but your window has a sill, you must state the frames sides to be three-sided with sill plate.
- A sill plate is used to replace the regular bottom frame piece.

## Outside Mount Measurements



No Windowsill or Trim



With Windowsill or Trim

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.

### Measuring for Specific Frames

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

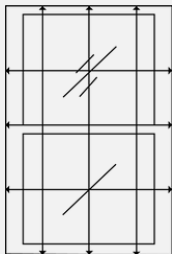
Std. L Frame, French Door L Frame, Flat L Frame (OM)

	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"

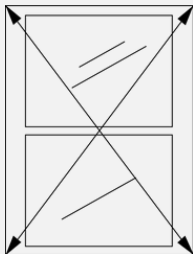
2.25" Deco Frame & 2" Insert Deco's (OM)

	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"

## Inside Mount Measurements



Width and Height



Check for Square



Check for Depth

1. Measure the width at three different points. Measure between the inside edge of 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.

### 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 (per Side)	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"	1/8"	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"

## Square Feet Calculations

### **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.

#### **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 Land 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 Land Hanging Strip  
4 Sided L Frame Example: 21" x 57" added up = 24" x 60" = 10 sq. ft.

# Shutter Markings Specifications

## Panels:

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

## Example:

	PIC-L-W-P	
	PIC-Line# Window# Panel#	
	486-1-1-1	

(View of bottom of panel)

PIC and 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.

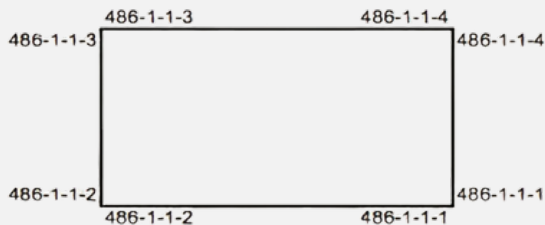
## Frames

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.

## Example:



## 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

## Installation Instructions

- Remove and keep all packaging until installation is completed.
- Carefully inspect all panels prior to installation.
- Assemble the frame on a soft surface with Hoffman keys provided.
- Place the frame into the window opening.
- Install screws towards the top of the left & right frames first. Do not over tighten.
- Install panel onto hinges with the hinge pins provided.
- Rack bottom of the framing to level the tops of the panels evenly or the panel even with top frame as much as possible.
- Tighten the screws into the bottom frame and bottom of the right and left frame, and adjust tightness to get a secure fit.
- 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.
- Install screws every 18" to 24" around the frame check the panel close after each screw install.
- 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.
- 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.
- Install panel onto hinges.

# Online Ordering

## LOGGING ON

1. Open up your internet browser and go to <https://7504.picbusiness.com/> 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 it to open 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 automatically entered in the Ship-To, Email, Salespeople, and Status Tabs. You can verify each tab by clicking on it 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, enter them in the General Comments Box.
11. Once all information is entered, click the Next button to continue. 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 to 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", or 4.5" Louver.
14. Once you have chosen your shutter, you will need to fill in the remaining information: 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 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 into 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 your 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.

## Partner Guidelines



**Thank you for choosing Elegant Window Fashions as your partner.** We are genuinely committed to helping you fulfill your customers' shutter needs while supporting your business growth. Your success is important to us; please let us know how we can best serve you. We aim to make your experience with us profitable, efficient, and surprisingly enjoyable!

- **\*Setting Up Your Account\*\***

Once all necessary paperwork is processed, the exciting part begins. Our Accounting Department will email you a Customer Partner ID, allowing you to start placing orders immediately. This email will also include your online account ID, password, credit limit, payment method, and essential contact information. The setup process typically takes only a few business days.

- **\*Paying for Your Orders\*\***

Most Customer Partners prefer to make payments via ACH or credit card. Our Ordering System will send you a receipt for your payment. If you require an alternative payment method at any time, please contact the Elegant Shutters Accounting Department at 817-633-4005 for assistance.

- **\*Initial Credit Limit\*\***

We aim to establish a fair credit limit for you. Credit limits are designed to mitigate risk for both parties and are not fixed. We are open to collaborating with you to determine the most suitable threshold for your account. Please reach out to our Accounting Department or your sales manager to discuss your options.

- **\*Necessary Legal Disclaimer\*\***

Elegant Shutters reserves the right to determine and modify payment terms and credit limits at our sole discretion. Please note that, as banks charge Elegant Windows for NSF checks, a fee of \$25.00 will be applied for any returned checks.

# Partner Guidelines



## Ordering

### **\*Placing Orders\*\***

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

Orders placed via [www.elegantwf.com](http://www.elegantwf.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%. Please note that this discount on remakes will only be applied if dealers enter their own orders in ordering system portal

### **I need assistance! to request a change or 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, if possible.

Please do not hesitate to contact us, even if it may be too late to implement changes. We are here to assist you and offer alternative solutions to rectify the issue.

### **I need to update my customer profile.**

If you need to update your dedicated 'ship to' location, change your phone number, add an authorized online user, or address any other request, please email your inquiry to [service@elegantwf.com](mailto:service@elegantwf.com) from an authorized email associated with your account.

### **\*Liability\*\***

There are instances when customers may prioritize their preferences to the extent of waiving the warranty on their products. While we do not recommend this course of action, we recognize that there are reasonable circumstances in which we may accommodate such requests. Please consult with us to determine whether we can fulfill the customer's request, or refer to the product guide to assess the feasibility of the request.

A liability release signifies that the customer acknowledges the potential for product failure but is willing to proceed regardless. This release waives all expressed and implied warranties associated with the specified shutter(s). Consequently, we cannot be held liable for the product's performance in these cases. It is important to note that any oral or written agreement will not alter the terms of the liability release, and payment will still be required. We aim to communicate this clearly, without intending to sound harsh.

Elegant Window Fashions will not grant a liability release in situations where we are certain the product will fail. We must maintain a firm stance on this matter.

## Partner Guidelines



### Shipping & Delivery

Orders are shipped via FedEx or LTL carriers for standard ground transportation to your designated shipping location. Please note that shipments outside the continental United States will require freight quotes on a case-by-case basis.

In rare instances where additional services—such as inside delivery, lift gate assistance, re-consignment, re-delivery, or storage—are necessary, applicable fees may apply. We encourage you to reach out to your sales support agent for further details.

We will make every reasonable effort to adhere to our lead times and will inform you in advance of any potential delays during holidays and special events. Should any unforeseen delays occur, we will promptly notify you as soon as we become aware of them.

### RGA

Our ultimate goal is to prevent issues from arising. However, in the unfortunate event that something does go wrong, we aim to address these matters as swiftly and efficiently as possible. To achieve this, we require your assistance. The most effective approach is to communicate clearly and in detail about the problem you are experiencing and the steps necessary to resolve it. Please reach out to us via email at [service@elegantwff.com](mailto:service@elegantwff.com), including any relevant photos of the issue, as this will facilitate a more efficient response.

### What is a reorder?

This indicates that an error occurred during the submission of your order, resulting in the selection of an incorrect size, color, frame, or similar issue. If your original order was placed online, we will share the error and provide you a 25% Oops Discount.

### What is a remake?

This indicates that an issue occurred with your order that was beyond your control, such as shipping damage or missing components. We will endeavor to process remake requests through our North American facility, aiming to ship the replacement within one and a half weeks from the date of confirmation.

Please specify if you require us to include hardware for component remakes, such as frames or panels. Rest assured, complete shutter remakes will automatically include all necessary hardware.



Elegant Window Fashions offers the best warranty in the industry, covering all issues after proper installation. Thank you for choosing Elegant Window Fashions

## Partner Guidelines



### Freight Discrepancies, Visible Damage, Concealed Damage, Box Shortages.

In most cases, it is advisable to schedule the installation of shutters promptly after their arrival. Any reports of damage or shortages should be made immediately. In instances where the customer is unavailable for various reasons, please pay particular attention to these orders. Assess and report any damages or shortages without delay. Our goal is to ensure your customer's satisfaction and facilitate timely payment. If you encounter any shortages or damages, please follow these two simple steps, and we will handle the rest.

- Please document any missing, damaged, or otherwise compromised boxes on your Delivery Receipt and obtain a claim or exception number. This includes noting any unusual markings, such as size 12 boot prints. This step is crucial; thorough documentation on the Delivery Receipt enables us to advocate effectively with the carrier on your behalf. Neglecting to record any issues may result in the carrier denying all responsibility, which is detrimental to both parties involved.
- Alternatively, we also accept (RGAs) via email. Kindly send the complete order information, including the order number, item specifications, and details of the parts requiring remaking, along with accompanying photographs, to [service@elegantwtf.com](mailto:service@elegantwtf.com).

Your request has been successfully submitted! We will process it as quickly as possible to minimize your wait time. We will either manufacture the items at our facility or ship the necessary components from our Texas location. Any supporting information, such as images, would be greatly appreciated.

### Claims must be reported within 15 business days of receipt of the shipment.

Elegant Window Fashions is required to adhere to these guidelines; otherwise, we will be unable to file a claim with the carrier for damaged or missing boxes. Your assistance in this matter is greatly appreciated.



# Elegant

WINDOW FASHIONS

802 Avenue R  
Grand Prairie, TX 75050  
Toll-Free: 1-888-615-0642  
Local: 817-633-4005  
Email: [service@elegantwvf.com](mailto:service@elegantwvf.com)  
Website: [www.elegantwvf.com](http://www.elegantwvf.com)