Panels won't stay closed!

Check panel lock.
Check to ensure that the panel lock plunger is seated properly in the panel lock ramp. Typical situations that could prevent this from seating properly are:

1. The panel lock plunger is too far inside the panel. Open the panel to access the panel lock plunger located at either end of the panel. Using a #2 square drive screwdriver, push in on the plunger, then rotate 1/2 turn. Release the plunger, close panel and check closure. Repeat until panel closes properly.
2. The plunger does not sit in the "dip" in the ramp. Using a pencil, mark the center of the plunger on the frame. Open the panel to access the ramp. Remove screws and relocate ramp by aligning the center of the ramp with the mark on the frame. The back of the ramp will sit against the light block portion of the frame. Note: Previous screw holes may need to be capped or filled with Dap.
3. Check plunger and jamb cap alignment. The plunger is designed to lock into grooves on the jamb cap to prevent unwanted rotation. If they are not aligned, the plunger will sit inside the cap. To adjust, open the panel to access the panel lock plunger. Using a #2 square drive screwdriver, rotate the plunger until the plunger and cap are in proper alignment. The plunger should now extend beyond the panel and make contact with the ramp.

Check the number of magnets. (if applicable)
To maximize the closure of the panels, two magnets should be placed on each panel. There are situations that only one magnet is used – Patio Doors or Café Style applications. Refer to the magnet installation Section N in the manual for proper placement of magnets. A Bi-fold also uses two magnets per panel. Always ensure that the magnet plates are positioned on the horizontal rail opposite the hinge side.

Check magnet contact. (if applicable)
Check to ensure the magnet and magnet plate have full contact with each other. Typical situations that could prevent the full contact from occurring are:

1. Magnet and magnet plate are installed with only partial contact with each other. The magnet or magnet plate may have to be moved left or right to ensure better contact or the magnet plate may have to be raised on the panel if only half of the magnet is in contact with the magnet plate.
2. Magnet has been installed on a slight angle with only one side of the magnet touching the magnet plate. Each magnet has a slot to allow each magnet side to be moved slightly forward or backwards. Loosen one of the screws on the magnet to allow the magnet to be straightened to allow for proper contact with magnet plate.
3. Magnet plate has been installed too high on the panel causing the magnet to contact the magnet plate installation screw. Take out magnet plate screws and install the plate lower on the panel. It is important to remove the excess Polyresin3® around the screw holes with an Xacto knife. If excess Polyresin3® is not removed, it will not allow the plate to be installed flat on the panel.
4. Magnet plate is not flush with panel which is preventing full contact. See above for situations where the magnet plate has already been moved. For installations without frame, if the magnet plate with the rubber shim has been over tightened, the plate may sit on an angle. Loosen the magnet plate screw slightly to allow the magnet plate to eliminate the angle.

Panels won't stay closed!

Check panel load.
Load is created when the installation of a panel is not plumb. If installed out of plumb, there is pressure put on the vertical jamb, which forces the door to open with a spring back effect. If the load is excessive, there is a possibility the louvers will be difficult to close. Adjusting the load can be resolved by one of the following ways:

1. If load is detected with no frame, then shims will be required to plumb the panel installation. Start by focusing on the top and bottom hinge only. Remove all other hinge pins. Shim the top or the bottom hinge on the window jamb until the panel closes without springing back and the louvers operate without resistance. Then concentrate on shimming one hinge at a time testing for spring back and louver operation.
2. If load is detected with frame applications, then adjustments are done by tightening or loosening the installation screws on the frame. Do not use shims. Start by removing all the installation screws except for the top. Re-install the bottom installation screw until there is no load. Continue with all other installation screws, one at a time, while checking for load.
3. If there is load on a Bi-fold panel, deal with the first hinge panel only, then attach the Bi-fold panel after the panel is installed properly.

Check for obstructions.
If something is stopping the panel from closing, it is called an obstruction. Please check for the following possible obstructions:

1. Window cranks are usually located on the bottom sill. If panel is hitting the crank, there are a number of possible solutions. Take the crank off the rotator and see if the panel is still obstructed. A small hole in the bottom rail may be cut out so that the small head of the crank will fit inside the panel rail. For panels without frame, an extension hinge may be used to bring the panel into the room an extra 5/8". For panels with frame, a build out may be required behind the frame.
2. Window locks are usually located on the vertical sides of the window to lock the window. If the lock is in the way of the panel, extend the panel into the room as discussed in the above situation.
3. Patio door handles typically create obstruction with louvers opening. If they stop the panels from closing, the product needs to be built out.
4. Bowed jambs or sills may stop a panel from closing, if the narrowest measurement was not taken in the first place. Double check inside measurements versus the measurements ordered and received to ensure the proper application.

Check for a twisted panel.
There are times when the panel is received twisted. This can occur when something was leaned against or put on top of the panel prior to installation. It can also occur if panels have been stored in an extremely hot location. An advantage of Polyresin3® is that it allows a simple tweaking procedure to put the panel back to its original state. To tweak a panel, place a support hand in the middle of the outside jamb of the panel. Take your other hand and place it on either the top or bottom of the panel. Apply pressure to either the top or bottom (like bending it back into position) until the panel stays closed.

Panels are too tight!

Ensure the panel width is correct.
If a panel is made or ordered too wide then it can be cut down to fit. To determine a manufacturing or ordering error, check the measurement of the panel versus the measurement on the label. If the label measurements are correct then measure the inside width of the opening in three locations to verify minimum opening width was ordered.

Ensure the frame width is correct.
If the frame is manufactured too small, the panels will be too tight. To find out if the frames are narrow, measure the back installation part of the frame. To determine if the deduction was correct, check with the fabrication site for specific deductions.

Ensure the frame is installed properly.
When a frame is installed as an inside mount, the installation screws initially draw the shutter frame into the opening. As the screwhead makes contact inside the frame, it will then begin to draw the shutter frame towards the window frame . To check if the installation screw has been drilled in enough, simply measure the top or bottom width and compare it to the width where the panel looks to be too wide. If the frames are not assembled correctly, they may cause the inside opening of the frame to seem too narrow hence making the panels too tight.

Is panel installed in the correct opening?
When a number of windows are of similar width, panels can be placed into the wrong opening or with the incorrect panel grouping. Check the labels to ensure they correspond with the opening, as well as the instructions given by the Order Form.

Louvers are too tight!

Check louver widths.
There should be some play between louvers and vertical jambs. Move the louvers side to side. If there are some louvers that appear to be tighter, measure a variety of louvers to ensure they are all the same width. If not, then it is a manufacturing error that requires the louvers to be replaced or cut down.

Check rail widths.
Measure all horizontals rails including any divider rails to ensure that all are exactly the same width.

Have rails been over tightened?
If there is less play near any rail and the louver widths have been checked for deficiencies, then there is a possibility the screws that attach the vertical jambs to the rails have been over tightened. To loosen the screws, remove a jamb cap and slide the light block out. This will expose the assembly holes. Use a # 8 Robertson drill bit to release the tightness.

Check for panel load.
Load is created when the installation of a panel is not plumb. If installed out of plumb, there is pressure put on the vertical jamb, which forces the door to open with a spring back effect. If the load is excessive, there will be a possibility that the louvers will be difficult to close. Adjusting the load can be resolved by one of the following ways:

1. If load is detected with no frame, shims will be required to plumb the panel installation. Start by focusing on the top and bottom hinge only. Remove all other hinge pins. Shim the top or the bottom hinge on the window jamb until the panel closes without springing back and the louvers operate without resistance. Then concentrate on shimming the remaining hinges while testing for spring back and louver operation.
2. If load is detected with frame applications, the adjustments are done by tightening or loosening the installation screws on the frame. Do not use shims. Start by removing all the installation screws except for the top. Re-install the bottom installation screw until there is no load. Continue with all other installation screws, one at a time, while checking for load.
3. If there is load on a Bi-fold panel, deal with the first hinge panel only, then attach the Bi-fold panel after the panel is installed properly.

Louvers are warped!

Check oversize specifications.
Factory will make products over its maximum size specifications with a void warranty authorization. If a single panel is over 36" wide, there is no warranty on warping or sagging.

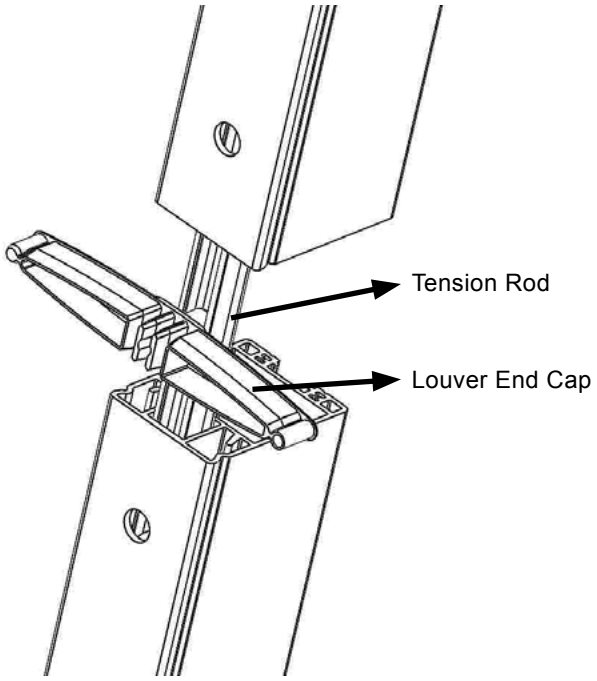
Check tolerances.
Although a product is made within specifications, the process of fabrication can result in a slight variance of tolerances.

1. Through the fabrication process, the holes in the vertical jamb have a tolerance of 1/100 of an inch. While this may not seem to be much, it may cause slight variations in light penetration when the louvers are closed, as the louvers would overlap slightly in different locations.
2. The product is manufactured as a window covering that offers light control. While the product is extruded with reinforcement and additional louver support is provided at specified widths, the product will not overcome the natural effects of gravity and heat. Gravity will have a slight effect the wider the panel. Temperature change will naturally expand and contract Polyresin3®. The product should never have a variation on the level of more than 1/16"
3 While shutters are designed to be room darkening, they are not designed to be blackout.

Louvers need more tension!

Check for tension rods.
Tension rods are only used to provide tension when product is manufactured with tilt bars and rear tilt. Tension rods are used to provide stability in ensuring that the louvers stay open when positioned horizontally. A slight fluctuation in position is normal. To ensure that tension rods were initially installed at assembly, remove one of the jamb caps opposite the hinge and look inside to see if a three-sided piece of Polyresin3® is inserted into the vertical jamb.

- Proper tension can only be determined after panel has been fully assembled.
- Place vertical cap in position after tension has been adjusted.
- The tension on the louvers is decreased by inserting a shorter length of tension rod, and increased by inserting a longer length of tension rod.
- In a panel with a divider rail, tension adjustments must be done on both sides of the divider rail.



Number of Louver Caps with Tension	Number and Length of Tension Rod*		
	2 1/2" Louver	3 1/2" Louver	4 1/2" Louver
two to three louvers	(1) piece 5" long in the enter	(1) piece 7" long in the enter	(1) piece 9" long in the enter

Note: If panels are over 66" in height, add a divider rail and assume one height above and one height below divider rail. If louvers are loose, you can adjust the tension by adding a tension bar. Add it to the jamb opposite the hinges.

* Tension rod lengths are subject to change.

Panels are sagging!

Check oversize specifications.
Factory will make products over its maximum size specifications. When a product is manufactured oversize, the warranty is void regarding sagging of the product. The two specified overrides would be as follows:

Note: The maximum panel width is 36" wide. Anything over that width is void of sagging warranty.

Check divider rail requirements.
Factory will make products up to 66" high without the need of divider rail support. If the panel is over 66" high, one divider rail is required and if the panel is over 96" high a second divider rail is necessary. If two divider rails are Required, there cannot be over 66" between them. There cannot be 66" between any divider rail and head/bottom rail.

Check for jamb reinforcement.
Panel jambs are reinforced with either a 6" or 26" support. Panels over 20" wide require 6" supports and panel over 60" in length will require 26" supports. Check hinge side only. Lack of support requires repair.

Check the plumb of the installation.
If the vertical jambs are not plumb, the panels can appear to be sagging.

1. Measure the top width and the bottom width to see if there is any variation. If the variation is wider at the bottom, the distance has to be made the same as the top.
2. If the top and bottom widths are the same, check the diagonal. If uneven, an adjustment to the plumb is required to assist in leveling the panel.

Louvers are not working properly!

Check for panel load.
Load is created when the installation of a panel is not plumb. If installed out of plumb, there is pressure put on the vertical jamb, which forces the door to open with a spring back effect. If the load is excessive, there will also be a possibility of the louvers being difficult to close. This may cause the Clearview joiners to become damaged or breaking apart. Adjusting the load can be resolved by one of the following ways:

1. If load is detected with no frame, shims will be required to plumb the panel installation. Start by focusing on the top and bottom hinge only. Remove all other hinge pins. Shim the top or the bottom hinge on the window jamb until the panel closes without springing back and the louvers operate without resistance. Then concentrate on shimming any remaining hinges, while testing for spring back and louver operation.
2. If load is detected with frame applications, the adjustments are done by tightening or loosening the installation screws on the frame. Do not use shims. Start by removing all the installation screws except for the top. Re-install the bottom installation screw until there is no load. Continue with all other installation screws, one at a time, and checking for load.
3. If there is load on a Bi-fold panel, deal with the first hinged panel only, then attach the Bi-fold panel after the panel is installed properly.

Check connectors.
Connectors attach the louvers to a single operator.

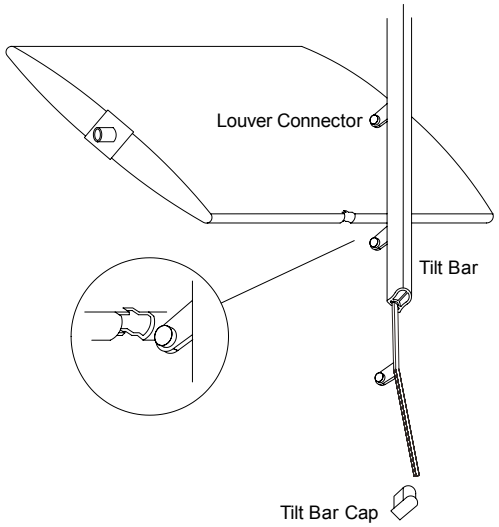
1. Clearview joiners attach to the louvers at the back of the panel. Ensure that the joiners are securely attached and not bent. If the joiners easily separate, they could be defective, hence replace with new joiners.
2. If the louvers tilt properly, yet cannot close tight because it springs back open slightly, then the joiners are defective. To correct, simply remove one of the Clearview joiners.
3. Tilt bar connectors are attached to each louver and a tilt bar. If the tilt bar connector is detached from the louver, simply snap the connectors back into the louvers. Typical damage to tilt bar connectors is a result of opening the panels by the tilt bar.

Louvers are not working properly!

Replacing Damaged Tilt Bar Connectors

1. Remove tilt bar cap. It may be tight, so use a sharp object (e.g., screwdriver).
2. Slide tilt bar off connectors.
3. Remove broken connector(s).
4. Replace connector in slat groove by holding the louver and snapping the new connector into the T-shaped notch in the louver. Note: replace connectors with similar length piece.
5. Slide tilt bar over connectors and replace cap. (New cap may be required).

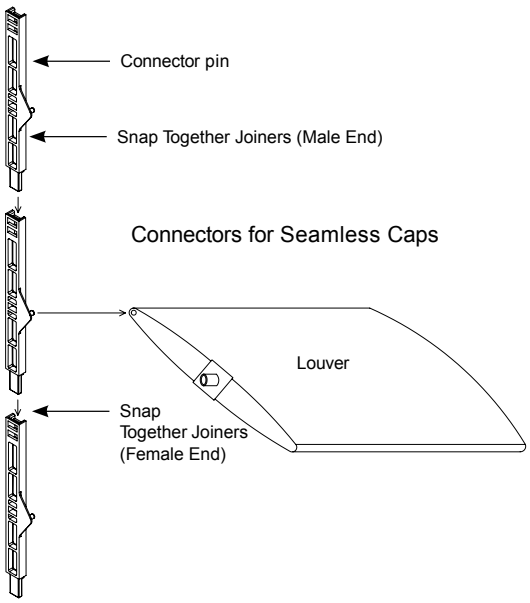
Note: It is possible to re-insert the tilt bar connectors without damage. Simply hold the louver, place the connector in the notch and press firmly. It is not necessary to remove the tilt bar.



Repairing Old Clearview Connector

1. Remove broken joiners.
2. Snap joiner pin into louver.
3. Snap top and bottom of replacement joiner into joiner above and below the replacement joiner.
4. These joiners are made to stay together. If joiners do not come apart, then replace all joiners in that section.

Note: The top and bottom joiners in a panel are shorter. Replace these joiners with the same type joiners.

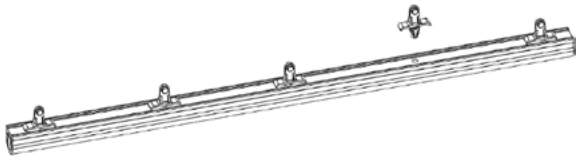


Louvers are not working properly!

Replacing Tilt Bar Connectors
(If ordered before March 18th, 2024)

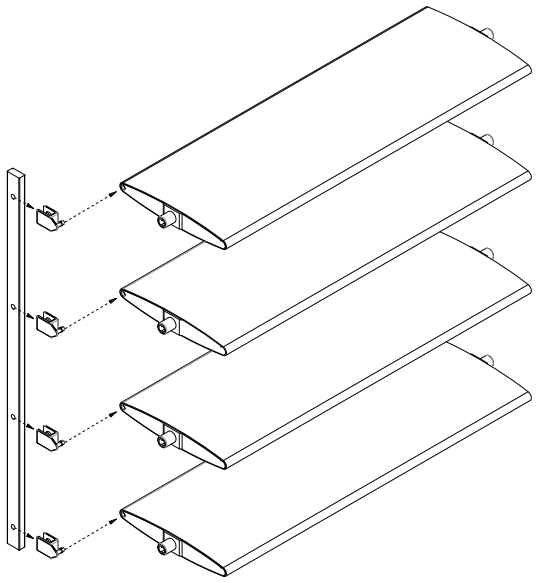
1. Remove tilt bar completely.
2. Using a pair of pliers, grab hold of the damaged connector.
3. Bend and/or twist the connector until it is removed from the tilt bar.
4. Set a new connector in the vacant hole.
5. Using the pliers, hold the connector as close to the base as possible.
6. Using a mallet, strike the pliers near the connector to fully seat it in the tilt bar.

Note: This process can be difficult, so please use caution to prevent damage and/or injury.



Repairing Rear Tilt Connectors

1. Remove broken Rear Tilt connector.
2. Snap a new connector into the louver.
3. Rotate the connector so the open “U" shape end is straddling the Rear Tilt bar.
4. Press on the connector and move the connector up or down until the snap feature aligns with the hole in the bar and firmly sets.
5. If the pin of a connector shears off, use a small pointed object (ie: pencil or new connector) to push the broken pin into the end cap. Replace with the new connector.



Clearing Obstructions from Gear system

1. Remove jamb cap from one end of the shutter panel.
2. Remove the light block or interlock from the vertical jamb/stile.
3. Remove the two assembly screws from the end of the panel in which the jamb cap was removed.
4. Loose the assembly screws at the opposite end of the panel.
5. Remove the louvers from the panel.
6. Slide the Gear assembly out of the vertical jamb/stile.
7. Examine the Gear assembly and determine if there are any visible defects or debris trapped in the system.
8. Remove any debris and re-assemble the panel.

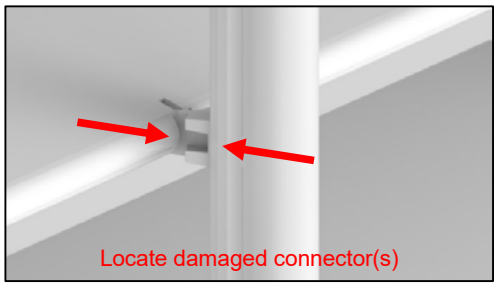
Replacing Defective or Mistimed Gear Gearboxes

1. If there are defects in any of the Gear gearboxes or a mistimed louver(s), replace the gearboxes as necessary.
2. Identify the louver(s) that do not operate properly (make a pencil mark on the jamb or count the specific louver positions)
3. Remove jamb cap from one end of the shutter panel.
4. Remove the light block or interlock from the vertical jamb/stile.
5. Remove the two assembly screws from the end of the panel in which the jamb cap was removed.
6. Loose the assembly screws at the opposite end of the panel.
7. Remove the louvers from the panel.
8. Slide the Gear assembly out of the vertical jamb/stile.
9. To replace a gearbox, hold the assembly firmly, then remove one of the vertical attaching bars.
10. Pull the defective or mistimed gearbox from the other vertical attaching bar.
11. Install new gearboxes.
12. Re-attach the vertical attaching bar, making sure the bar is firmly seated on each gearbox pin.
13. Re-assemble the shutter panel.

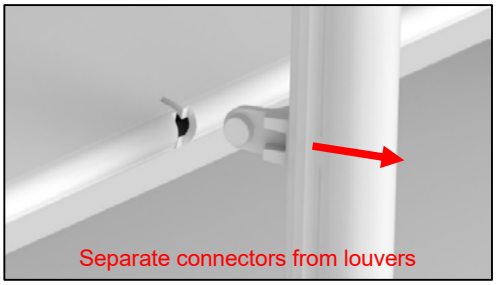
Louvers are not working properly!

REMOVE THE TILT BAR (If ordered prior to March 18th, 2024)

1. Determine which connector(s) need to be replaced.
2. Using a pencil or painters tape, mark the TOP of the tilt bar so that it can be reattached in the proper orientation.
3. It is recommended that the shutter panel remain installed in the frame, but this is not a requirement.
4. To begin removing the tilt bar, grasp the louver that is connected nearest the top of the tilt bar that is being removed. (Holding this louver firmly will prevent the louvers from rotating and the panel from opening.)
5. Using the other hand, pull on the tilt bar at the top of the louver section until the 1st connector is no longer secured to the louver.
6. Move down the tilt bar, repeating steps 4-5 until all connectors are no longer attached to the louvers.

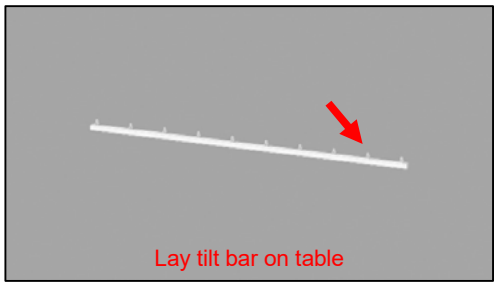

Locate damaged connector(s)

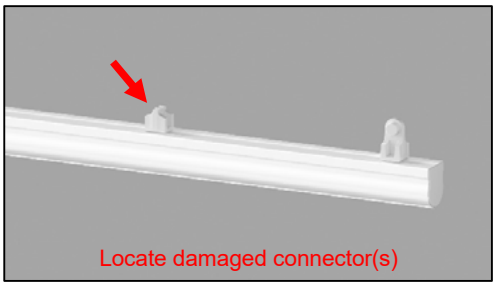

Mark the top of the tilt bar

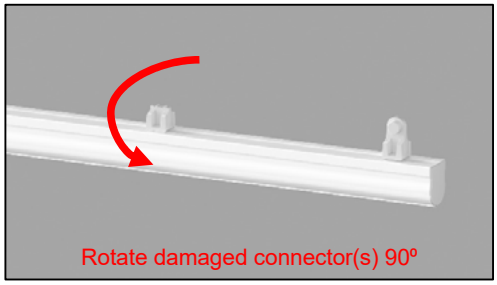

Separate connectors from louvers

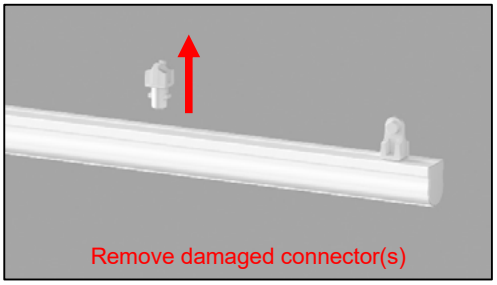
REPLACE CONNECTORS AS NEEDED

7. If replacing select connectors, the tilt bar can be placed flat on a table or held in hand during this process.
8. If the connector has broken into two pieces, part of the connector will remain in the back of the tilt bar, the other part of the connector will remain in the louver.
9. Rotate each damaged or broken connector 90° by hand or with pliers, pull to remove from the back of the tilt bar and discard.
10. If there is not enough of the connector to hold and remove, then consider replacing the entire tilt bar.


Lay tilt bar on table


Locate damaged connector(s)

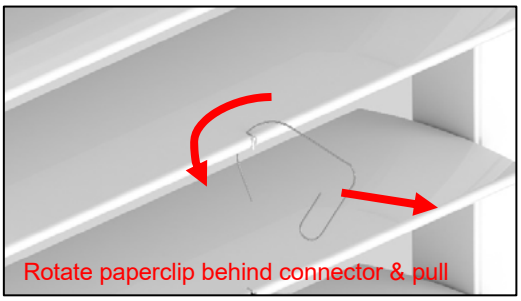

Rotate damaged connector(s) 90º


Remove damaged connector(s)

Louvers are not working properly!

REMOVE BROKEN CONNECTOR FROM LOUVER

11. To remove the portion of the connector in the louver, unbend a large paper clip.
12. Feed one end of the paperclip between the connector and the louver and pull, the remaining portion of the connector should come out.
13. A pair of needle nose pliers can also be used but it is important to not damage the louver or louver hole during this process.



ATTACH NEW TILT BAR OR REATTACH TILT BAR

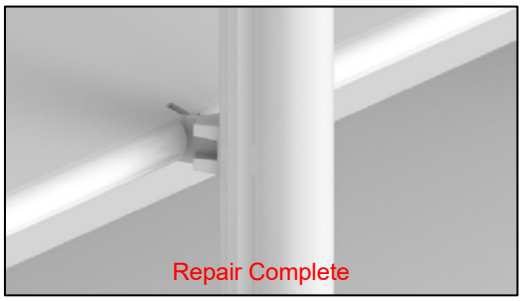
14. If replacing the entire tilt bar, the new tilt bar should be ready to install (including all connectors and end caps) and include some indication of top or bottom.
15. To reattach a new tilt bar or reinstall the repaired tilt bar, rotate all louvers in the panel or louver section so they are in the horizontal/open position and the “T” shaped notches in each louver are facing forward.
16. Orient the tilt bar so that the top connector will correspond to the notch in the top louver.

NOTE: The next step will be awkward but will be necessary to start the attachment process.

17. Grasp the top louver and at the same time hold the tilt bar so that the top connector aligns with the “T” shaped notch in the louver.
18. Push until the connector is fully seated or use a non-marring rubber mallet to tap the front of the tilt bar until the connector is fully seated.

NOTE: Using any metal object (including a hammer) or anything containing a sharp edge will damage the tilt bar.

15. If a rubber mallet is not available, cover the tilt bar or the head of the hammer with a heavy cloth to prevent damage.
16. Repeat the above steps until all connectors are attached to the louvers.
17. Operate the louvers fully in both directions to ensure there are no issues.



TROUBLESHOOTING (TILT BAR REPAIR OR REPLACEMENT)

1. If one or more louvers do not operate with the tilt bar, check to make sure that all connectors have been attached to the louvers.
2. If all louvers operate in both directions but closure is poor, the tilt bar may have been installed upside down and therefore would need to be removed and re-installed.
3. If one or more connectors do not stay attached to the louvers, it is possible one or more louvers have been damaged and likely need to be replaced.
4. If one or more connectors do not stay in the tilt bar, then check the tilt bar for damage, it will likely need to be replaced.
5. Repeated removal of the tilt bar can cause damage to the louvers. If the connectors no longer stay seated, then a more extensive repair or replacement of the shutter panel is required.