

IMPORTANT STEPS FOR RECEIVING YOUR NEW SHUTTERS



It is extremely important to follow the steps below to avoid damage to primed and/or painted finishes and ensure your shutters have long-lasting life on your home.

UNPACK YOUR SHUTTERS IMMEDIATELY - DO NOT LEAVE SHUTTERS IN THE CRATE OR BOX

Shutters must be inspected for damage prior to signing the delivery receipt to from the carrier.

If damage is found, you have seven (7) business days to file a damage missing items claim.

NO claim will be considered beyond seven (7) business days.

Shutters must be opened, and all foam removed as soon as your shipment arrives (keep foam if storing temporarily until installation).

Do not leave or store shutters in the sun, or other weather conditions prior to installation.

If you must store shutters, do so only vertically and use foam to separate shutters do not allow them to touch together.

Please visit our warranty for additional details.

Instructions accompany every single shutter order. Failure to comply with instructions will void warranty. Any damage or defects resulting from modification or repairs done by the customer are not covered under warranty. Any priming, painting, re-installation, repairs or replacement of our shutters due to modifications are not covered under warranty. Shutters must be removed from crate or packaging immediately upon arrival and stored in a safe place. Shutters must not be stored in areas where they will be subject to high humidity, extreme heat, or extreme conditions. Shutters left in packaging will result in damage.



Items list for priming:

- ✓ Clean, lint free cloth or compressed air
- ✓ Good quality exterior primer
(latex primer on wood shutters – oil-based primer on RockBridge Composite shutters)



It is highly recommended to order your shutters factory primed and/or painted. The Limited Lifetime Warranty fully applies only when all work is completed by factory professionals. If you do choose to prime your shutters, the below tips are guidelines only. Contact your trusted local paint supply store and ask for high quality exterior primer recommend for your area.

PRIMING TIPS FOR WOOD OR ROCKBRIDGE COMPOSITE SHUTTERS

These priming tips are guidelines only.

Prior to priming:

- Use a clean and lint free cloth or compressed air to remove any dust from shutters;
- Apply one coat of high-quality exterior primer - following the priming manufacturer's instructions completely; and
- Let primer dry per the manufacturer's instructions.

Caution:

Do not allow shutters to stay or to be stored in direct sunlight.

Do not let shutters dry in direct sunlight after priming.

Do not lean shutters against one another, they will stick together, even if the primer feels dry.

PLEASE FOLLOW PRIMER MANUFACTURERS INSTRUCTIONS AT ALL TIMES.

Shutter manufacturer is not responsible for damages as a result of following the above priming tips. Paint or primer not applied by factory professionals voids the Limited Lifetime Warranty and the manufacturer's warranty of the paint or primer is the only valid warranty. Claims must be made to the warranty department of the paint or primer manufacturer.

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Items list for painting:

- ✓ 220 grit sandpaper
- ✓ Clean, lint free cloth or compressed air
- ✓ Good quality exterior paint



If painted shutters is what you desire, we highly recommend to have them factory painted. The Limited Lifetime Warranty fully applies only when all work is completed by factory professionals. If you do choose to paint your shutters, the below tips are guidelines only. Contact your trusted local paint supply store and ask for high quality exterior paints recommend for your area.

PAINTING TIPS

These painting tips are guidelines only.

Prior to painting:

- Lightly sand primer with a fine grit sandpaper;
- Use a clean and lint free cloth or compressed air to remove any dust from shutters;
- Apply a good quality exterior paint on top of the sanded primer - following paint manufacturer's instructions completely;
- Let paint dry per paint manufacturer's instructions;
- Apply second coat; and
- Let second coat of paint dry per paint manufacturer's instructions.

Caution:

Do not allow shutters to stay, or store in direct sunlight prior to painting.

Do not let shutters dry in direct sunlight after painting.

Do not lean shutters against one another, they will stick together, even if the paint feels dry.

PLEASE FOLLOW PAINT MANUFACTURERS INSTRUCTIONS AT ALL TIMES.

Shutter manufacturer is not responsible for damages as a result of following the above painting tips. Paint or primer not applied by factory professionals voids the Limited Lifetime Warranty and the manufacturer's warranty of the paint or primer is the only valid warranty. Claims must be made to the warranty department of the paint or primer manufacturer.

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FIXED MOUNT INSTRUCTIONS FOR ROCKBRIDGE SHUTTERS

RockBridge Composite (RBC) shutters weigh considerably more than wood shutters and are constructed with a solid back; therefore, RBC shutters are intended to be hung stationary. Clear Lexan mounting brackets are provided with every RBC order. Proper installation, per instructions with provided mounting hardware, is required or warranty is null and void.

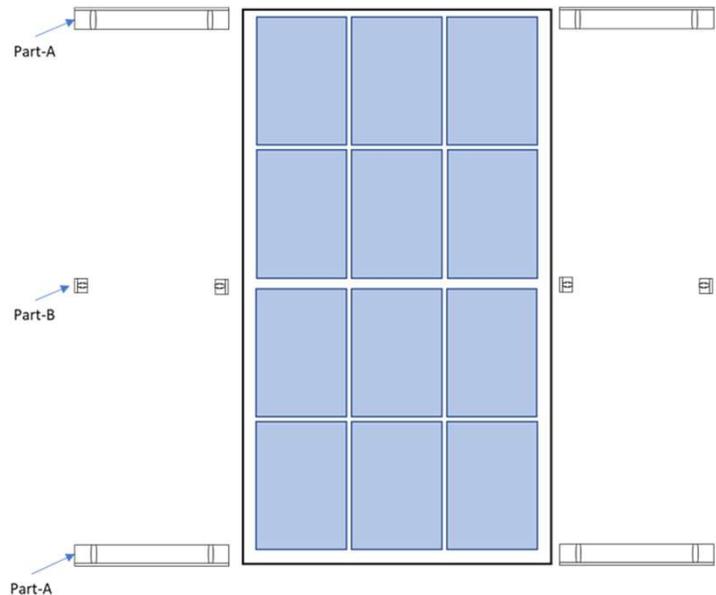
INSTALLATION TIP: pre-drill appropriate pilot holes to avoid cracks or splitting in mounting brackets and shutters.

Mounting hardware:

- 4 clear Lexan mounting “L” brackets, same width as shutters, per pair of shutters. {PART-A} additional 2” brackets included for shutters 55” or greater in height {PART-B}
- 8 stainless steel 1” screws (12 screws for shutters 55” or greater in height)
- 8 stainless steel 1 ½” screws (12 screws for shutters 55” or greater in height)

Mounting instructions:

- 1) Determine proper position for mounting brackets, using above diagram. {PART-A}
- 2) Drill holes in house exterior for 1 ½” screws included in packet (if masonry, drill ¼” to insert plastic anchors).
- 3) Measure height of shutter and drill holes for top brackets.
- 4) Screw brackets to exterior of house.
- 5) If shutter height exceeds 55”, additional small brackets are included to mount as shown in center. Arch top shutters will also include an additional small bracket to secure the arch, to be installed mid-point of arch. {PART-B}
- 6) Place shutter onto lip of bracket and push back as far as possible. Mark shutter(s) to pre-drill pilot holes into shutter from top & bottom of mounting brackets. Use a 5/32” bit for this step. Insert 1” screws through bracket and into shutter. Tighten screws snugly – be careful to not over-tighten.



Shutter manufacturer is not responsible for damages as a result of following the above instructions.

Installation instructions accompany every single shutter order. Failure to comply with instructions will void warranty. Shutters must be removed from crate or packaging immediately upon arrival and stored in a safe place. Shutters left in packaging will result in damage. Shutters must not be stored in areas subject to high humidity, extreme heat, or extreme conditions. Any damage claim must be made within seven (7) days of receiving shipment.

Shutter manufacturer will not be held liable for any damage or defects resulting from modification or repairs done by the customer. Shutter manufacturer will not pay for any painting or re-installation of our shutters due to modifications, repairs or replacement.