



Shutter
CLASSIC

When you're serious about Shutters

POLYCORE TRACKED SHUTTER INSTALLATION

Get Ready to Install

Please take the time to read the installation procedures completely before you begin installation. We've written them to help you minimize problems and to maximize the beauty of your shutters after they're installed.

We also strongly encourage you to watch the [videos](#) to which we provide links on our website: www.shutterclassic.com!

• Professional Tips

The installation procedures provide standard instructions for the homeowner to use. If there are variations based on what installation professionals might do, instead, these are provided in sidebars called "Professional Tip," so you can easily see the differences. You can then decide which method to use for your installation.

• Additional Resources Available to You

When properly installed, your shutters should hang level, with a uniform vertical gap between the two pairs of panels. During installation, you might need to adjust the various parts of each shutter in order to achieve this effect when you're done. We provide you with multiple adjustment techniques in order to achieve this effect.

In addition, on our website we've referenced many videos that shutter manufacturer Sunland has made available and which are excellent resources for you as you prepare to perform your own installation. Although the videos are specific to our Polycore shutters, many of the techniques that they illustrate apply to shutter installation in general. We strongly recommend that you [watch the videos](#) before you get started! For each type of installation, we will direct you to a specific video if it illustrates the steps you'll need to take in your own installation.

• Nails versus Screws

You can mount your shutters with either nails or screws. To use screws, simply drill holes first in the window opening (jamb). Use a small enough drill bit to allow the screw threads to bite into the mounting surface. If you choose to nail, instead, you may want to do what the pros do: use a nail gun to avoid damaging the shutter frame or window frame.

• Identify Package Contents

Take a moment to identify the contents of your packages when you receive them, and to be sure that all listed materials are in the package.

Tracking systems may contain one, two, or three tracks, depending on the width and/or type of shutter. The system for one pair of shutters generally consists of:

- A header
- Two side legs (optional)
- A mounting piece (L-frame – optional)
- The tracks (one, two or three)
- Two leg trim pieces (optional)
- A fascia piece with returns (on outside mounts)
- Screws to put the system together
- Wheel hangers and/or top pivot bracket(s)
- Runners (if a two- or three-track system – optional)
- Shutters

The manufacturer has stamped each shutter by job number and window number. These markings (Line ID's) appear on either the top or bottom of each shutter panel. In a large order and if ordered for specific rooms, room information may appear as well:

Original Order (example):	Panels and Frames Marked With:
Line Item 1	### - 1
Line Item 2	### - 2
Line Item 3	### - 3
Line Item 4	### - 4
Line Item 5	### - 5
Line Item 6	### - 6

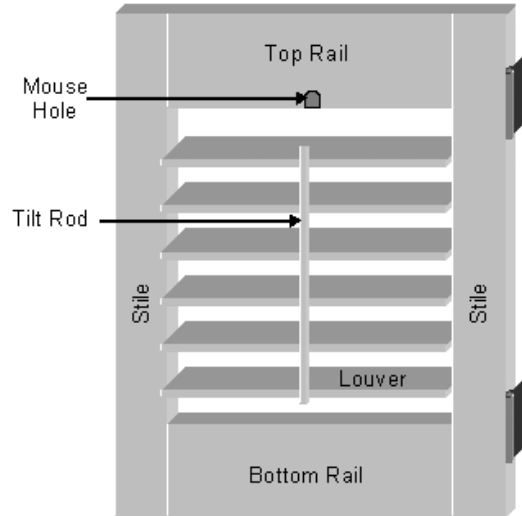
(### represents a job number used only by the factory)

When correctly installed, the “rabbeted” edges of both shutter panels will meet in the center and fit to one another:



Also be aware of which end of the shutter panel should be at the top after installation. Every shutter panel has a tilt rod that's used to adjust the louvers. When the louvers are closed, the tip of the tilt rod fits flush into a “mouse hole,” which is a countersunk cutout in the panel's top rail.

Make sure that you install your shutters so that the mouse hole ends up at the top, not the bottom:



Installing PolyCore Tracked Shutters

We strongly recommend watching the video on performing a [Bifold and Bypass Installation](#) before you start.

A track system can be mounted inside or outside if mounted on a window, but the more usual method is to mount it on the outside. If mounted on a door, mounting on the outside is preferable, as it allows hardware (such as the door handle) to work independently of the shutter operation.

At Right: PolyCore Shutters, Outside Mount, L-Frame Over Doors

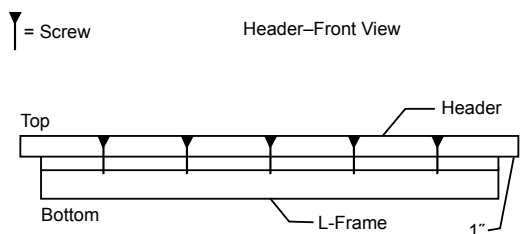


Outside Mount

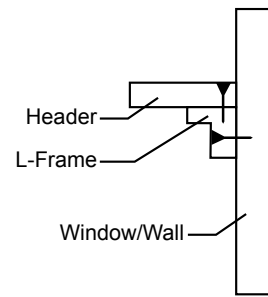
If there is a baseboard on the wall, you may need to first notch out either out this baseboard or the side legs of the track system so that the side legs fit flush against the wall.

A. INSTALL HEADER

1. Lay out the header and side legs flat on a blanket on the floor in front of the window/door.
2. Attach the L-frame mounting piece to the header, using the screws supplied. Below is a picture of the assembled track header from the front and the side:



Header–Side View

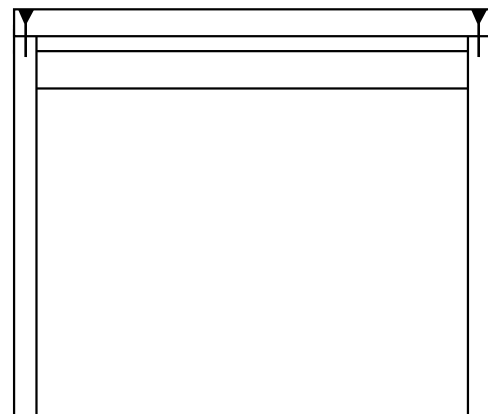


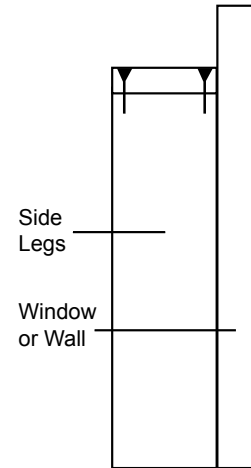
2. If tracks are not already attached (as might be the case for headers over 96" wide), attach the track(s) to the underside of the header. General guidelines are to install the first track about 1/16" from the front of the header and allow a 3/4" spacing between this and the second track. If a third track needs to be installed, place it 3/4" back from the second track.
3. Insert the wheel hangers and/or top pivot bracket(s) into the track. Be sure to do this BEFORE installing the side legs, or you won't be able to insert them at all! Install them facing the correct way (outward into the room) so that they will hold the panels correctly.
4. Secure the two side legs to the header by screwing down into them (from the top) with the 3" screws.



When done, the header should be mounted on the top of each leg and be supported by the legs.

┆ = Screw Track System–Front View





5. Stand the frame up and align it to the opening. Be sure that the frame is level—shim it at the bottoms of the side legs, if necessary.
6. Screw through the predrilled holes in the header to attach it to the wall.
7. If using runners (see “Installing Runners,” following), be sure to slide the panels into the runners so they are attached properly and slide past one another correctly.
8. Hang the shutter panels on the wheel hangers or top pivot brackets by attaching the brackets (already on the shutters) to the rollers, then locking each bracket into place. If installing bifold panels, slide the hinge-pins into the preattached hinges to tie the panels together.
9. Once the panels are hanging, check to be sure they are level.
10. If they need adjusting, use the wrench that is supplied with the rollers.
11. Close the panels, and adjust the side legs inward or outward as necessary, so that they’re level vertically. Screw in the side frames to the wall.
12. If installing a bifold track system, there will be an anchor-point at the bottom of the side leg; anchor the outer portion of the appropriate panel to this pivot-piece.

13. Attach the top fascia (decorative trim) to the front and sides of the header using finishing nails or screws.
14. Install side leg fascia now.



15. Caulk as necessary.

Professional Tip:

If any gaps exist between the frame and the wall or window, caulk for a professional look.

16. Touch up, as necessary.

Professional Tip:

If the shutter panel or frame have gotten scratched during installation, you can touch up using paint that's recommended by Shutter Classic. Contact us for more information!

Inside Mount

If your track system comes with side legs, follow the steps for the outside mount, except mount the frame inside your opening.

If there are no side legs, and only a header exists, do the following:

1. Place the rollers on the track. Make sure that they face in the correct direction (out towards the room).
2. If the system is for bypass shutters and will use runners, skip steps 3-7 and go to "Installing Runners" which follows.)
3. Attach the header to the inside of the opening by screwing straight up through the header.
4. Hang the shutters on the rollers.
5. Attach the pivot point bracket to the lower outside opening.
6. Caulk as necessary.

Professional Tip:

If any gaps exist between the frame and the wall or window, caulk for a professional look.

7. Touch up, as necessary.

Professional Tip:

If the shutter panel or frame have gotten scratched during installation, you can touch up using paint that's recommended by Shutter Classic. Contact us for more information!

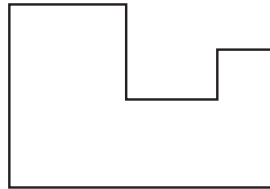
Installing Runners—Bypass Shutters

1. For each pair of panels of a two-track Bypass shutter system, there should be two runners. Usually one is considered the “top” and the other is the “bottom” runner:
(Note that a three-track Bypass shutter system will not have runners.)

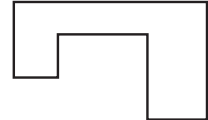
You may wish to hang the panel that is installed with the bottom runner on it on the back track, so that the runner faces in toward the room. Then, install the other panel so that the top runner that's attached faces the back panel. By sliding the top runner down onto the bottom runner (with the top runner hooking over the bottom runner), installation is easy!

2. Each runner is attached to the bottom of its appropriate panel such that the two runners fit into one another when you slide the panels together:

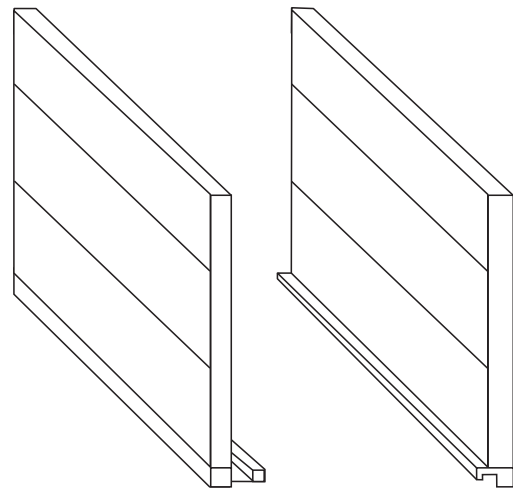
Bypass Runner – Bottom



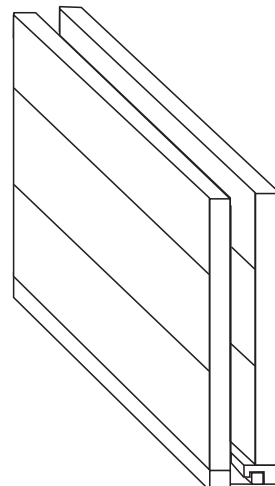
Bypass Runner – Top



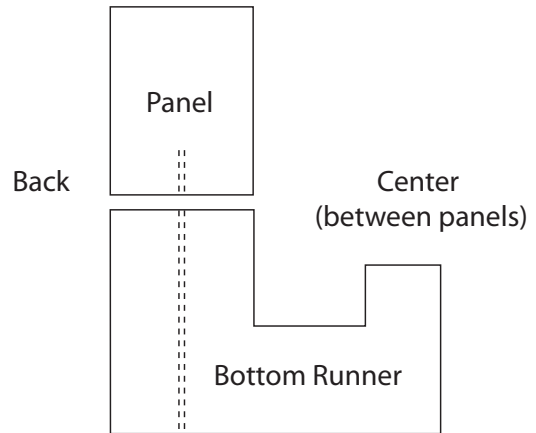
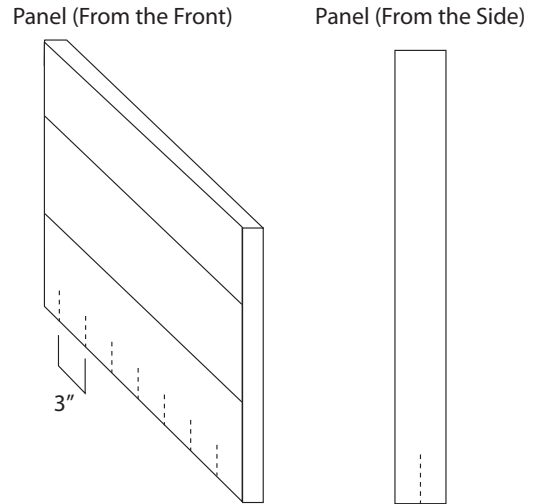
Bypass Panels Apart



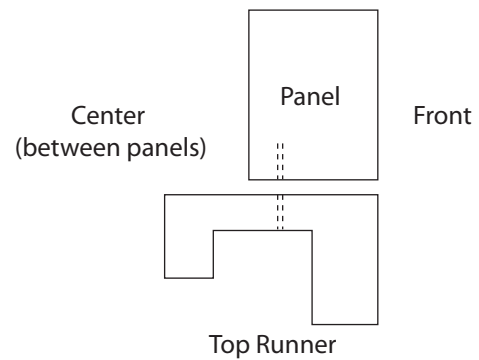
Bypass Panels Together



- On the panel to which the bottom runner will be attached, first measure in from the sides/stiles. At 3" increments, screw the runner to the bottom of the panel.
(NOTE: you must come in from the stiles FIRST. If you try to screw through the stiles, you will hit the metal core).



- To install the top runner, first measure the distance from the front of the runner to the thin horizontal piece that hooks over the lip of the bottom runner. Allow for the width of a screw, as well (see illustration at right).
Coming in from the stiles and at 3" increments, screw up through this part of the top runner to attach the runner to the panel.



- Hang the back panel (the one with the bottom runner attached) on the track, with the runner facing towards the room. Lock each roller in to secure the panel.

6. Slide the panel with the top runner into the other so that the runners hook between the panels. Secure the panel onto the rollers in the track at the top.
7. Caulk, as needed.

Professional Tip:

If any gaps exist between the frame and the wall or window, caulk for a professional look.

8. Touch up, as needed.

Professional Tip:

If the shutter panel or frame have gotten scratched during installation, you can touch up using paint that's recommended by Shutter Classic. Contact us for more information!

Maintenance & Cleaning

Vinyl materials are closer to “maintenance free” than any other building material currently available. However, vinyl surfaces may become dirty. Normal maintenance requires washing with mild soap and water using a soft cloth.

For difficult-to-remove dirt and stains, readily-available citrus-based orange cleaners can be used. Chlorine-based cleaners or other cleaners containing organic solvents could affect the surface appearance and long-term durability of the product.

At no time should an abrasive substance be used to clean the shutters.

Limited 25-year warranty on Sunland Polycore Shutters

Sunland's Polycore shutters are warranted against defects in materials that might result in the warping, cracking, or fading of the shutters for a period of 25-year from the date of initial installation. This Limited Warranty on the Polycore shutters shall remain in effect to the original end user, if and only if normal maintenance and cleaning practice are followed (see section of this Limited Warranty entitled "Maintenance Cleaning") and is prorated depending upon the length of ownership. This warranty is exclusive and in lieu of all other obligations, liabilities, or warranties. In no event shall Sunland Shutters be liable for incidental or consequential damages, or for any expense associated with such damages. Purchaser's sole remedy against under this warranty is the repair or remanufacture of the defective product by Sunland Shutters. Repairs will be made only with like or similar parts. This warranty does not include any payment for shipping charges nor for any labor costs, including but not limited to the cost of measuring and installation.

General Conditions

This limited warranty automatically goes into effect 5 days after the initial completed installation of the Sunland Polycore Shutters and will entitle the end user to the benefits of this Limited Warranty. The limited warranty stipulated in this document is the only warranty applicable to Sunland Polycore shutters and is granted in lieu of any warranties, otherwise implied by law or equity and and no such warranties shall apply to Sunland Polycore shutters or to this limited warranty.

1. Product Use

This Limited Warranty applies only in respect to Sunland Polycore Shutters used strictly for the purpose for which they were intended. Warranty is not applicable to commercial application, i.e. hospitals, hotels, retirement homes, any other public arenas.

2. Limited Warranty Limitations

Sunland Shutters' liability is limited solely and exclusively to repair or replacement of the defective part at the sole option of Sunland and under no circumstances will Sunland be liable for any incidental or consequential damages such as, but no limited to, labor costs for any purposes, inconvenience, damage or injury to persons or to property, or any other expense or liability.

3. Replacement Parts or Repairs

Sunland reserve the right to discontinue or change any Sunland Polycore Shutters as currently manufactured. If Sunland determines to make a replacement under the terms of this Limited Warranty and an exact replacement part is not available, Sunland reserve the right to substitute a part or parts of equal quality at its sole option. Sunland's limited warranty does not cover damage to following hardware accessories / parts or minor issues generally associated with normal shutter wear and tear after a period of 12 months from the date of original installation: Tension loosening on louvers, loose or defective magnets, yellowing or cracking of plastic parts, Loose tilt rod staples, Discoloration or rusting of hardware accessories such as magnet plates and hinges

Exclusions from Limited Warranty Coverage

The following are excluded from coverage under this Limited Warranty:

- A. Any damage caused by exposure to air pollutants and normal atmosphere conditions that may cause all PVC surfaces to gradually suffer an accumulation of surface dirt or stains. These are normal occurrences and are not covered under Sunland's Limited Warranty.
- B. Any defect, malfunction, or failure of the Sunland Polycore Shutters to perform in the manner in which they are designed resulting from unreasonable use, improper installation, or original end user's failure to follow normal maintenance and cleaning practices as set forth in the section entitled "Maintenance Cleaning" below.
- C. Any damage to the Sunland Polycore Shutters or components of the shutters caused settlement or structural defects of the building in which they are installed.
- D. Any damaged caused by wind, hail, lightning, or other acts of God, intentional acts, accidents, or exposure to harmful chemicals or pollutants.
- E. Any damage caused by improper handling or installation of Sunland Polycore Shutters.
- F. Any Sunland Polycore Shutter that has been repaired or modified by any person other than a duly authorized representative of Sunland Shutters.
- G. Sunland Shutter's shutters are manufactured to industry standards. Minor imperfections not noticeable from a distance of 3 ft. under ordinary lighting conditions in normal installations are not considered defects.
- H. Polycore Shutters are made from PVC material and may warp or shrink if the product is not handled properly during transport or storage (i.e. transported in a locked trunk or stored in tool sheds without temperature control). Warping and shrinkage (and any product damage) resulting from improper transportation or handling will void the product warranty.
- I. Warpage and shrinkage may also occur if the product is installed in an application that will result in prolonged heat exposure over 150 degrees Fahrenheit (sunlight reflecting off swimming pools or glass will magnify the heat intensity and result in temperatures exceeding 150 F). Applications where the product will be subject to prolonged heat exposure over 150 F are considered as inappropriate / application error and will void Sunland's limited warranty.

Effective Date of Limited Warranty

This Limited Warranty will take effect FIVE (5) DAYS from the date of receipt of delivery or Will Call as recorded by Sunland Shutters.

Maintenance & Cleaning

Vinyl materials are closer to 'maintenance free' than any other building material currently available. However vinyl surfaces may become dirty. Normal maintenance requires washing with mild soap and water using a soft cloth. For difficult to remove dirt and stains readily available citrus based orange cleaners can be used. Chlorine-based cleaners or other cleaners containing organic solvents could affect the surface appearance and long-term durability of the product. At no time should an abrasive be used to clean the shutters.

Procedure and Condition of Limited Warranty Remedy

In this event that Sunland's obligation under this Limited Warranty is sought, the original end user must notify the Dealer/Distributor in writing within THIRTY (30) DAYS after the defect is first detected. Such notification must contain the following:

- a. Name and address of the original end user
- b. Date of installation,
- c. A brief description of the defect.

Upon receipt of this information the dealer/ distributor will investigate the nature of the warranty claim and if the warranty claim is accepted, dealer/ distributor will notify the original end user of his share of prorated costs (where such is applicable), in accordance with the Proration Schedule below. No repair or replacement parts will be provided until Sunland's dealer/distributor has received the original end user's payment for their share of the prorated costs. The dealer/distributor will provide repair or replacement parts to the owner upon receipt of the original end user's payment. All repair work will be done at Sunland plant or facility. Shutters requiring repairs must be sent to the appropriate Sunland facility for repair. See dealer/distributor for the address of the nearest Sunland repair facility. Original end user shall be responsible for all transportation and delivery costs to and from the Sunland facility.

Lapsed Time From Date of Installation	Share of Material Replacement Cost		Lapsed Time From Date of Installation	Share of Material Replacement Cost	
	Sunland	Owner		Sunland	Owner
1 to 15 years	100 %	0 %	21 years	17 %	83 %
16 years	27 %	73 %	22 years	15 %	85 %
17 years	25 %	75 %	23 years	13 %	87 %
18 years	23 %	77 %	24 years	11 %	89 %
19 years	21 %	79 %	25 years	10 %	90 %
20 years	19 %	81 %			

Proration Schedule

The percentage of warranty repair or replacement materials costs to be share by the original end user and Sunland as stipulated on the face of this Limited Warranty Certificate are as follows:

Disclaimer: Sunland Shutters reserves all rights on updating or modification of any contents within this documentation without prior notification.