

**DEALER INFORMATION**

**INSTALLATION INSTRUCTIONS**





# PRE-INSTALLATION INFORMATION

## INSTALLATION INDEX

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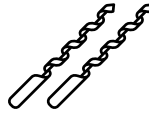
## TOOLS YOU WILL NEED



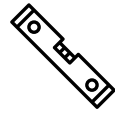
Ladders (If required for height of the opening)



Cordless Drill with #2 Robertson Bit



3/4" and 1/8" Drill Bits (Pre-drill holes if desired)



4 Foot Level



Lifting Device (If necessary for curtains that are not pre-installed)



Lifting Device - For Large Shutters (Only required if the curtain is not pre-installed)

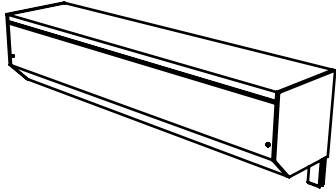
## IMPORTANT NOTES

1. The following instructions are meant as a guide to installing your shutter. They cannot cover all applications. You are responsible to use safe work procedures to prevent injury to yourself and others, as well as prevent damage to the shutter. If you encounter a problem or have a question please contact Technical Support at the number provided at the end of these instructions.
2. The legs on the end caps can break. You must take care to not put undue pressure on these legs during the installation to avoid damage.
3. The shutter must be secured to solid backing through the back, top, or sides of the box. Also secure the box housing through the support plates if they are supplied.
4. The shutter has been supplied to be installed onto solid wood backing. The #10 - 2 inch installation screws provided are for mounting onto wood. If you are not installing your shutter onto wood, please substitute these screws for the appropriate fasteners needed for your substrant (backing).

# PARTS

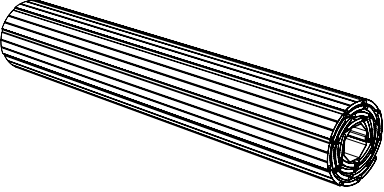
Shutters that weight under 60 pounds will have the curtain and t-clips pre-installed inside the box housing. If the shutter is narrower than the guide rails' height, the guide rails will be in a separate box labelled 'Guide Rails'.

**BOX HOUSING** **A**



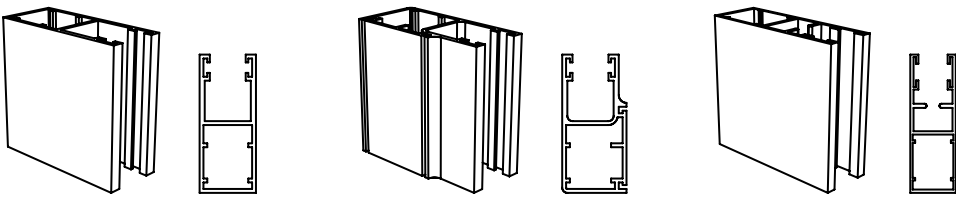
Size will vary depending on shutter height and width

**CURTAIN** **B**



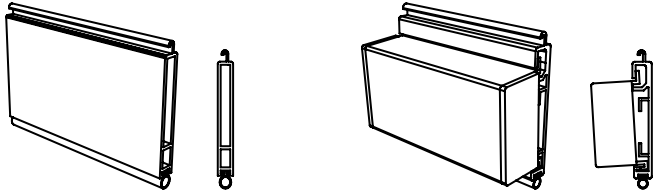
Pre-installed on shutters under 60 pounds

**GUIDE RAILS** **C**



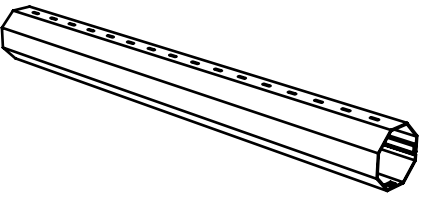
Standard                      STAX (Buildout)                      AnchorLoc (End Retention)

**BOTTOM BAR (Pre-Installed on Curtain)** **D**



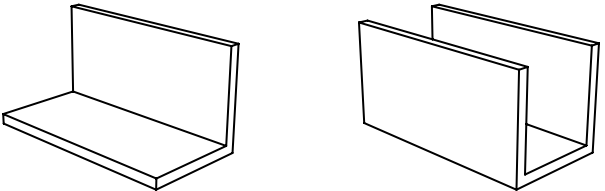
Standard                      Heavy Duty

**AXLE (Pre-Installed in Box Housing)** **E**



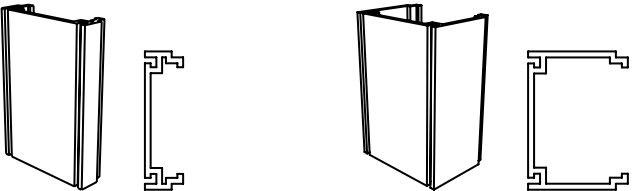
Size will vary depending on shutter height and width

**SILL (If Required)** **F**



L-Sill                      U-Sill

**STAX - BUILDOUT (If Required)** **G**

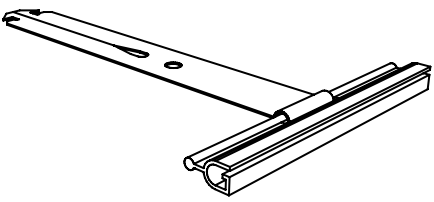


Size will vary depending on requirements

# HARDWARE

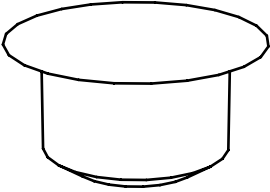
Hardware can be found in the installation package provided with the shutter. If some of the hardware listed below is not included, this means your shutter does not require it.

**T-CLIPS** **H**




Pre-installed on shutters under 60 pounds

**SCREW HOLE COVERS** (If Required) **I**



Used to cover screw holes on the guide rails

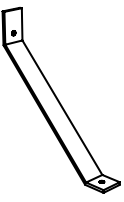
**INSTALLATION SCREWS** **J**



**J1** **J2**

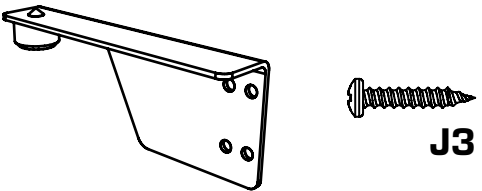
#10 - 2 Inch Screws      Tek Screws

**SUPPORT BRACKETS** (If Required) **K**



Size will vary depending on box housing size


**STOPPER BRACKETS** (If Required) **L**



**J3**

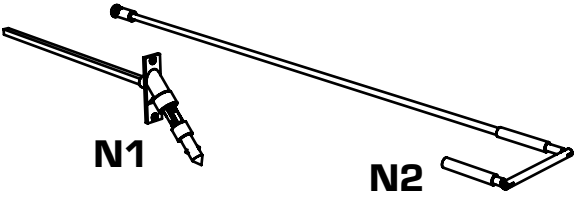
Stopper Brackets      Self Tapping Screws

**LOCKING KEYS** (If Required) **M**



Shutters with a key lock will have keys provided

**CRANK SWIVEL/HANDLE** **N**

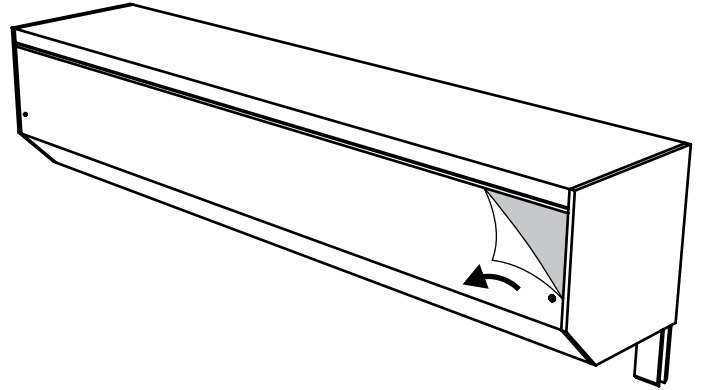


**N1** **N2**

Used to operate the shutter

# 1 PREPARATION

1. Remove the protective plastic on the exterior of the box housing (A).

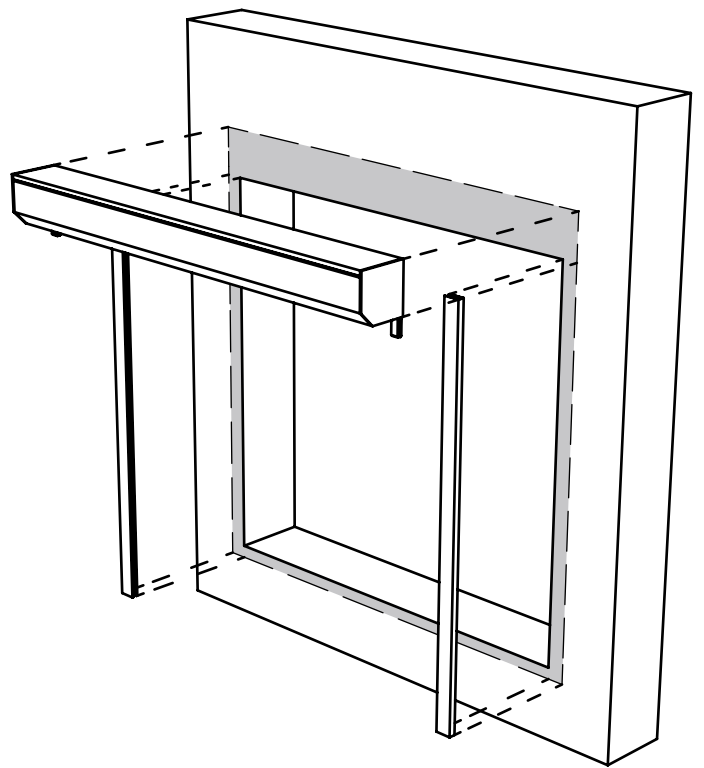


2. Ensure the entire mounting surface is completely flat. You will need the width of one guide rail (C) on each side of the opening face, and the height of the box housing (A) above the opening.

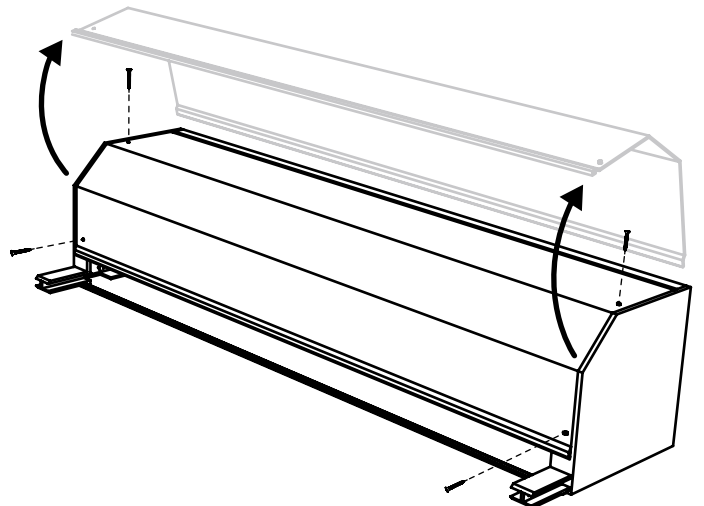
If necessary, remove the trim around the opening so the mounting surface is completely flat.

**If your shutter has bottom bar upset:**

You will need to allow the height of the box housing plus 3" above the opening (See step 2 on page 5 for description).



3. Using your #2 Robertson bit, remove the four screws that secure the cover lid to the box housing (A). Carefully remove the lid and store in a safe place until the final stage of the installation.



# MOUNTING **2**

1. Mount the guide rails (C) to the sides of the opening face, using a level to ensure they are straight. The large mounting holes face frontwards.

Use the #10 - 2" screws (J1), and leave them slightly loose for adjustments in step 10.

**If your shutter has a bottom bar lock:**

The end of the guide rail with the lock hole on the inside is the bottom.

**If your shutter has support brackets:**

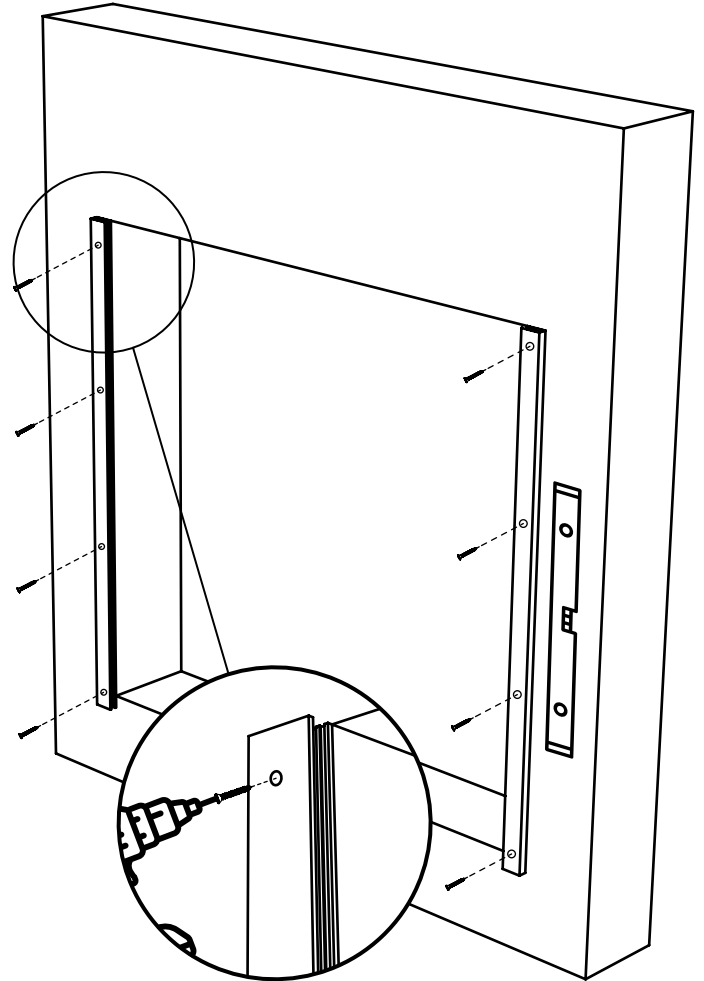
The end of the guide rail with the threaded insert and screw is the top.

**If your guide rails have flare outs:**

The end of the guide rail with the flare is the top.

**Important note:**

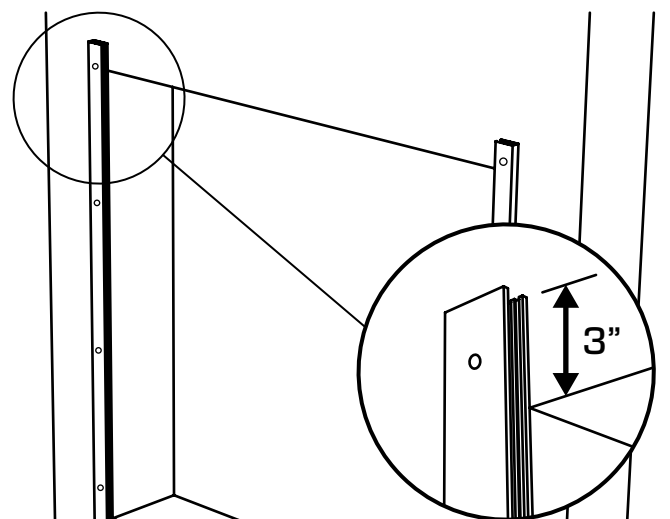
If your shutter requires bottom bar upset or STAX (buildout) (G), first follow the steps in the next two sections.



## SKIP THIS STEP IF YOUR SHUTTER DOES NOT HAVE BOTTOM BAR UPSET

- A) On shutters with bottom bar upset, you must mount the guide rails (C) so that the top is 3 inches above the top of the opening.

Bottom bar upset is an option that allows the bottom bar to go above the lintel so that it does not hang down into the open when the shutter is in the open position.

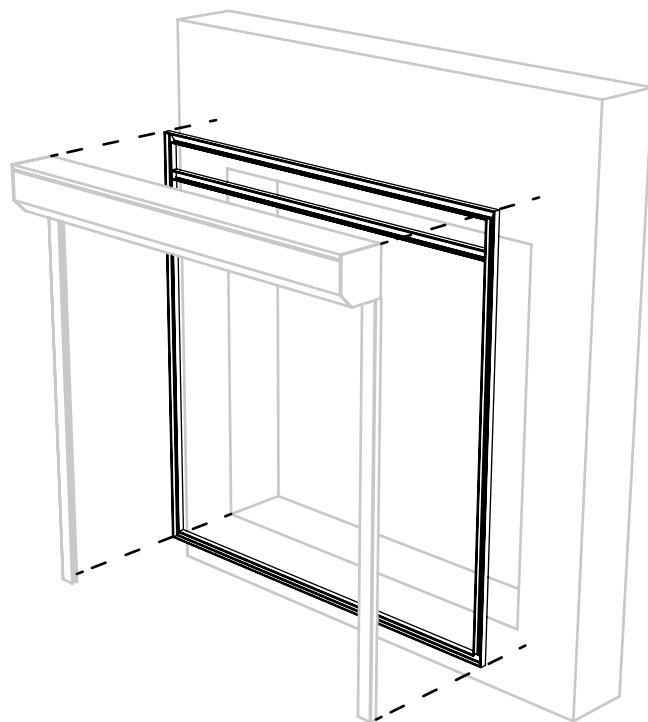


**SKIP THIS STEP IF YOUR SHUTTER DOES NOT REQUIRE STAX (BUILDOUT)**

- A) Determine which faces of the shutter require STAX (G).  
(Horizontal and/or vertical faces).

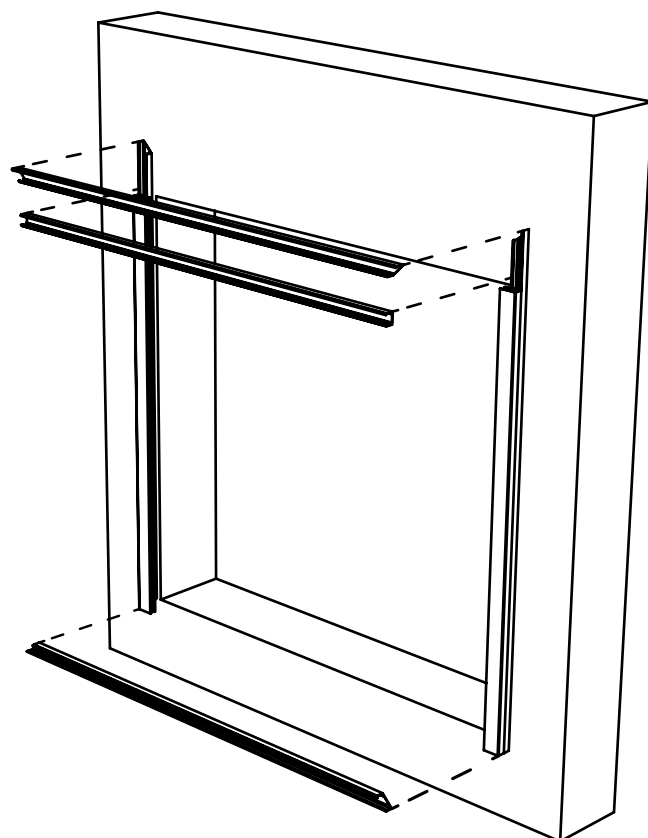
If vertical STAX are required, they will be pre-attached to your guide rails (C) that you mounted in step 1.

If horizontal STAX are required, refer to the next step.



- B) If your shutter requires STAX (G) for the horizontal faces, mount these between the vertical STAX or miter the corners for a nicer look.

Mounting holes are pre-drilled in the STAX at 16" intervals. Use the #10 - 2" screws (J1) to secure the STAX to solid wood backing.





## SKIP THIS STEP IF YOUR SHUTTER DOES NOT REQUIRE A SILL

Window or counter shutters with no sill (F) for the curtain to rest on when closed will need a sill installed. If a sill is required, it will be provided.

2. Mount sill (F) at the bottom of the guide rails (C). Put one screw at each end (and every 16" across the width for extra strength).

### If your shutter has an L-Sill:

Mount sill with one flange under the guide rails and the other in front of the guide rails facing up. Screw the tek screws (J2) through the front of the sill and into guide rails.

Or

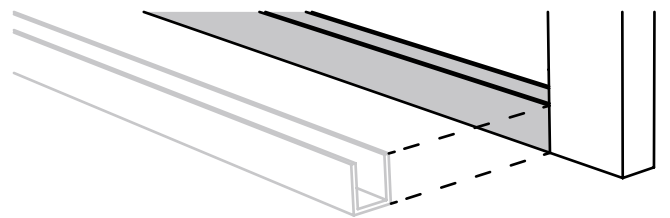
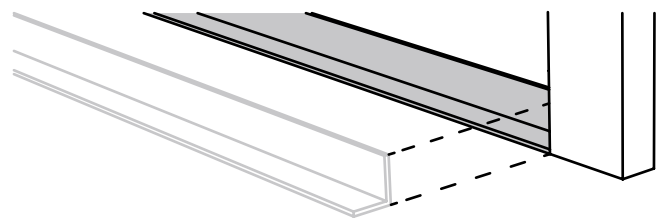
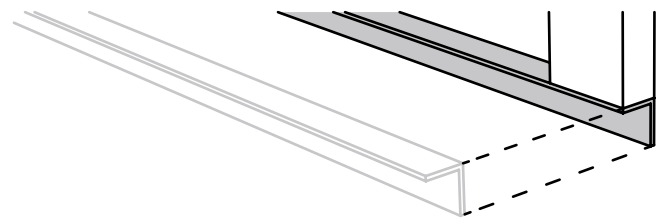
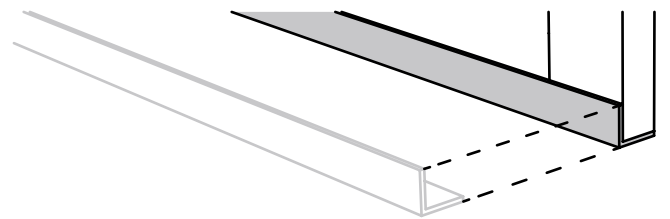
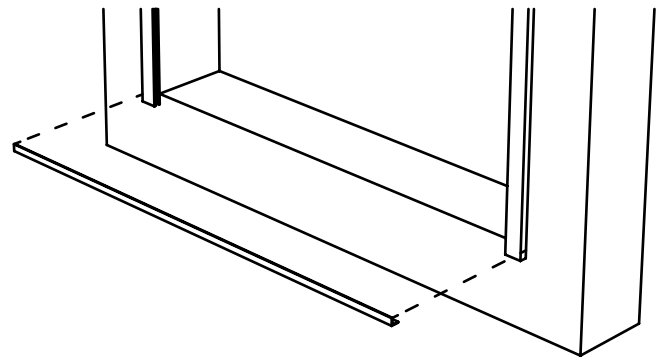
Mount sill with one flange under the guide rails and the other against the wall facing down. Screw the #10 - 2" screws (J1) through the sill and into the solid backing.

Or

Mount sill between the guide rails with one flange facing frontwards and the other against the wall facing up. Screw the #10 - 2" screws (J1) through the sill and into the solid backing.

### If your shutter has a U-Sill:

Mount sill between the guide rails so the bottom of the sill is flush with the bottom of the guide rails. Screw the #10 - 2" screws (J1) through the sill and into the solid backing.



# 2

## SKIP THIS STEP IF THE CRANK DOES NOT NEED TO GO THROUGH THE WALL

*Determine if your crank swivel (N1) shaft exit hole is on the front or back of the box housing (A). If it is on the back, do this step. If it is on the front, skip to step 6.*

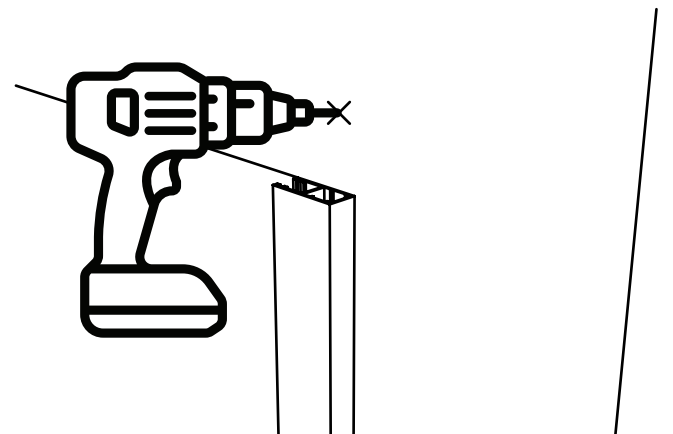
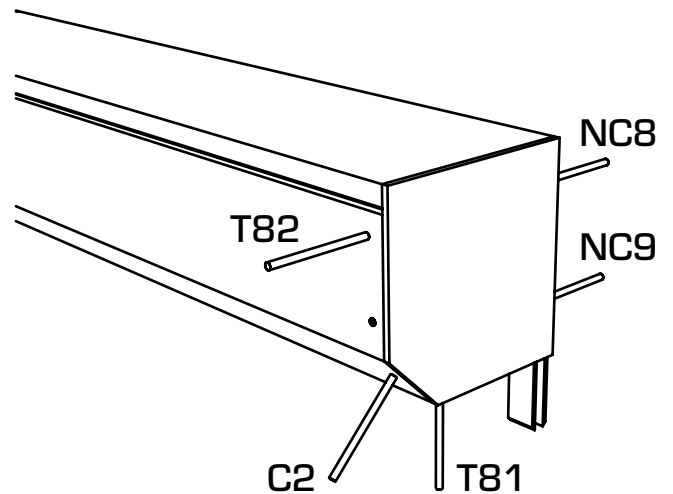
3. Determine where the crank swivel (N1) shaft exit hole is on the box housing (A).

The wire exit may be on either end of the shutter box housing.

### If your exit hole is on the back of the box housing:

You will need to drill a hole in the wall for the crank swivel shaft to go through.

Measure the location of the wire exit on the box housing and mark the wall where the hole needs to be. Using your 3/4" drill bit, drill the hole for the wire to fit through.



## SKIP THIS STEP IF YOUR CURTAIN IS NOT PRE-INSTALLED IN BOX HOUSING

4. If you have a locking bottom bar (D):

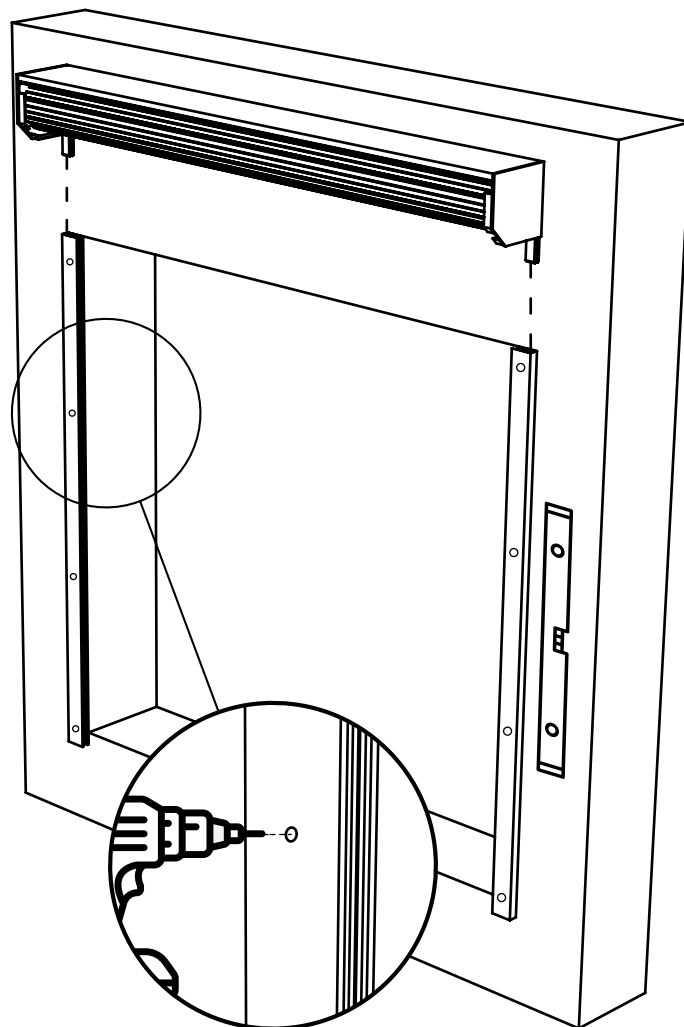
Put the lock into the unlocked position.

5. Lift the box housing (A) up and into position over top of the guide rails (C). Lower the box housing onto the guide rails, sliding the box housing legs into the outside channel of the guide rails.

**Important note:**

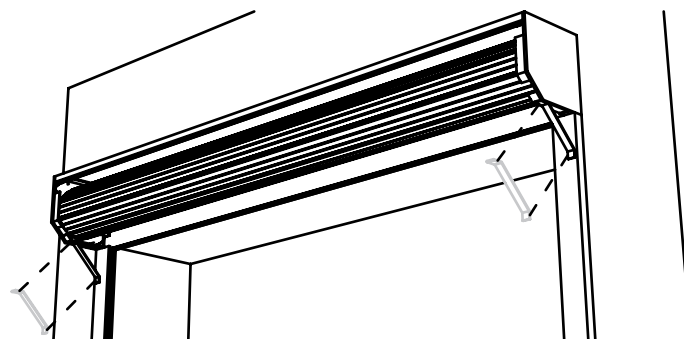
Continue to hold the box housing firmly to avoid breaking the box housing legs.

6. Finish tightening the guide rail (C) mounting screws (J1), and ensure once again that the guide rails and box housing (A) are level.



7. **If your shutter has support brackets:**

Mount the support brackets (K) onto the bottom of the box housing (A) and the face of the guide rails (C) on each end of the shutter to protect the box housing legs. Use the tek screws (J2).



**SKIP THIS STEP IF YOUR CURTAIN IS NOT PRE-INSTALLED IN BOX HOUSING**

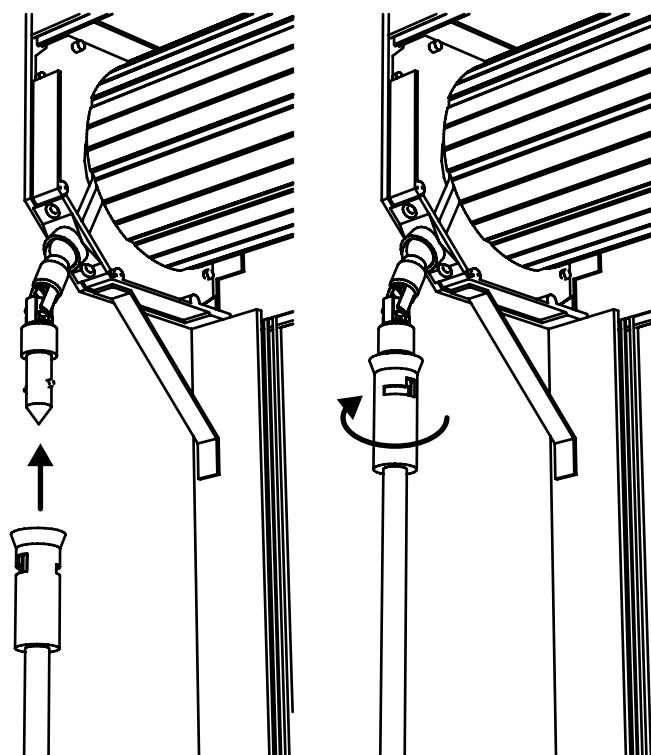
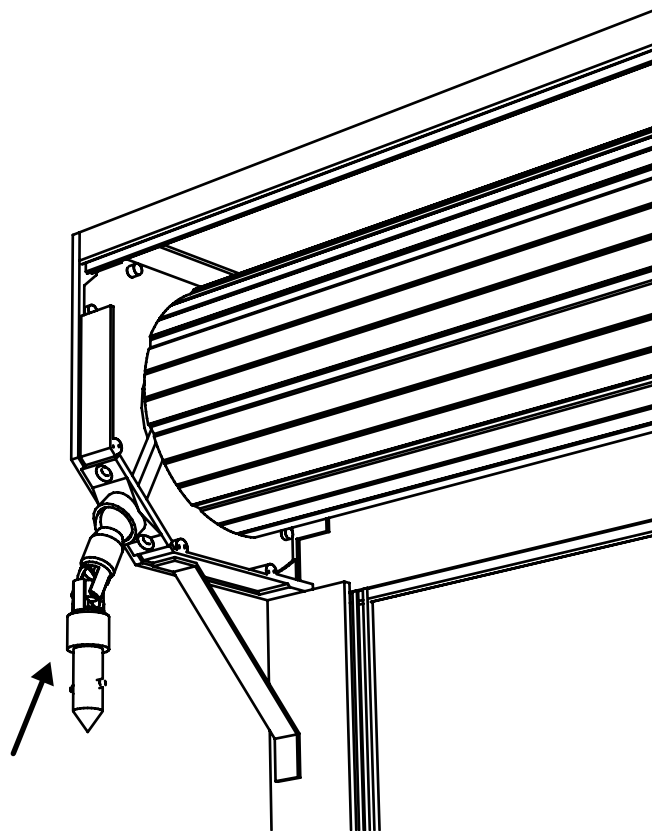
8. Insert the crank swivel (N1) through the front of the box housing (A), and slide the shaft of the crank swivel through the crank mechanism inside the box housing. Do not fasten the crank swivel to the box housing yet.

**Note:**

Your crank mechanism may be positioned differently than illustrated.

If your crank mechanism is positioned differently, insert the crank swivel through another location in the box housing. If your crank swivel will be mounted on the back/bottom of the box housing, there will be a shaft exit hole in that location.

Attach the crank handle (N2) to the crank swivel. You will use the crank handle to operate the shutter in the next step.



## SKIP THIS STEP IF YOUR CURTAIN IS NOT PRE-INSTALLED IN BOX HOUSING

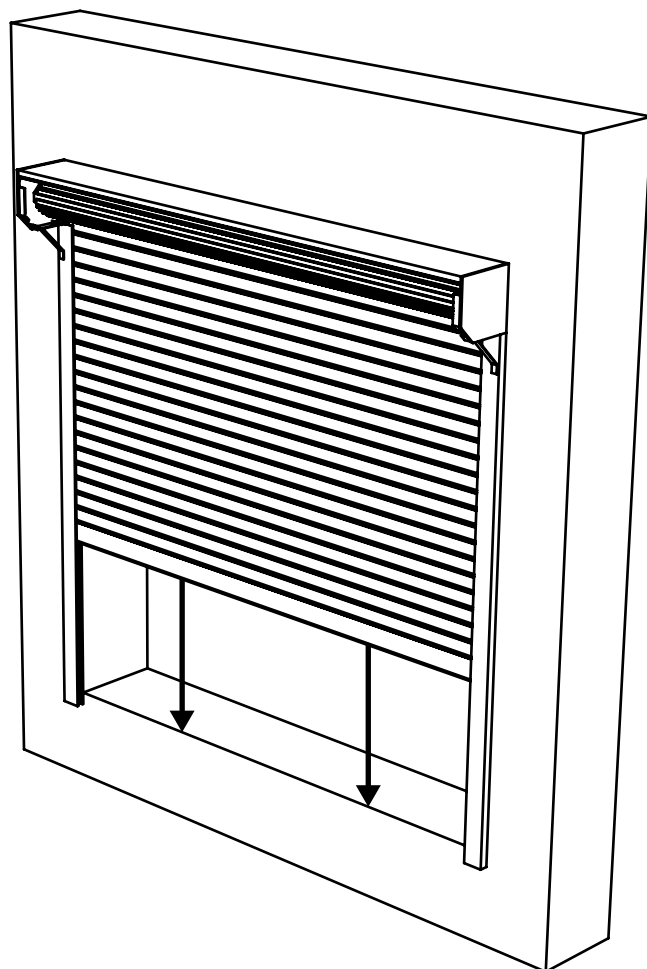
9. Carefully uncoil the curtain down into the guide rails (C) until it is in the closed position.

To operate the shutter, use the crank handle (N2). With the crank handle attached to the crank swivel (N1), rotate the crank handle to operate the curtain downwards.

Remove the protective foam wrapping on the curtain.

### Important note:

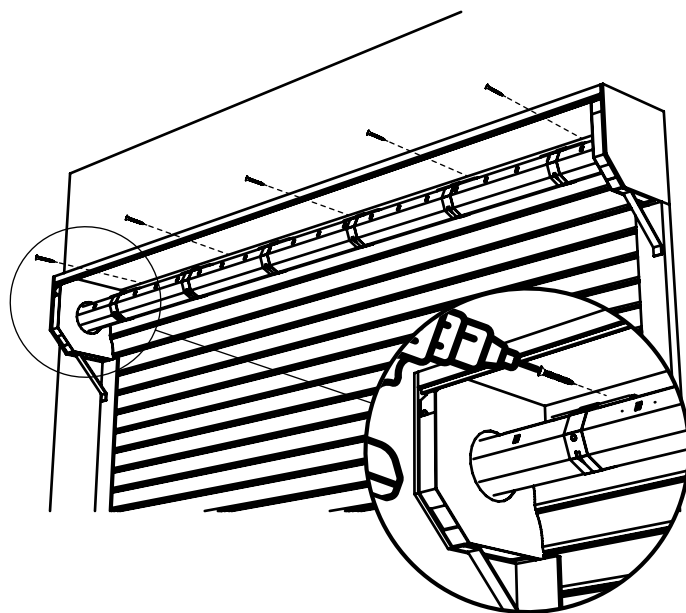
Ensure the box housing (A) is firmly supported to avoid breaking the box housing legs.



10. Mount the box housing (A) to solid backing with a screw at each end, and one screw every 16" across the width. Use the #10 - 2" screws (J1). Insert the screws through the back of the box housing.

### If your shutter has support plates:

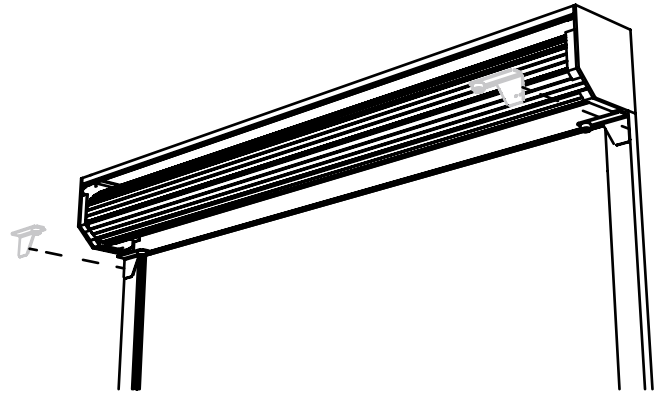
Large shutters have steel support plates on each end of the box housing. Insert the #10 - 2" screws (J1) through the 4 mounting holes on each plate, into solid backing.



## SKIP THIS STEP IF YOUR SHUTTER HAS PRE-MOUNTED STOPPER BRACKETS

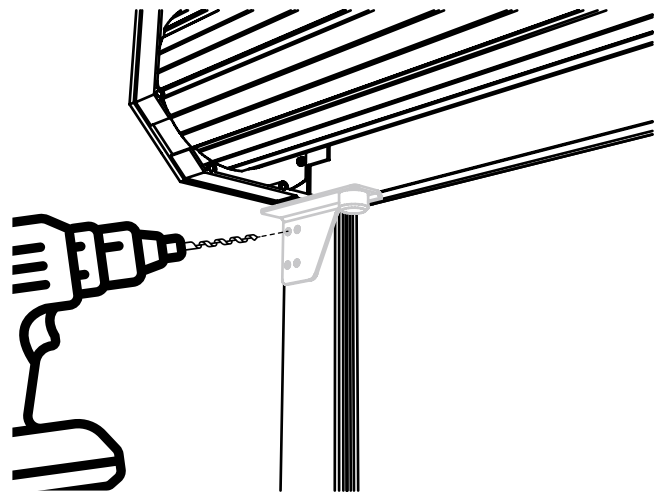
11. Mounting holes for the stopper brackets (L) need to be drilled in both guide rails (C) with your 1/8" drill bit.

Use the stopper brackets as a template to mark/drill the mounting holes on both guide rails.



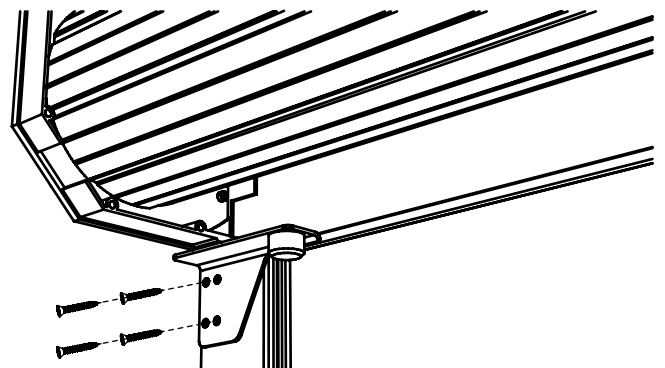
The standard location to mount the stopper brackets is at the top of the guide rails, beneath the box housing (A). However, you can mount them at your desired height, depending on where you want the curtain to stop when opening it during operation.

Use the self tapping screws (J3) provided to mount the stopper brackets.



Mount the stopper brackets so that their outside edge is flush with the outside edge of the guide rail.

An alternate mounting method is to drill 1/8" holes in the guide rails and use the #10 - 2" screws (J1) provided to fasten the brackets through the guide rails and into solid backing behind the shutter.



## SKIP THIS STEP IF YOUR CURTAIN IS NOT PRE-INSTALLED IN BOX HOUSING

12. Install the auto-lock brackets (L) onto each side of the box housing (A). Ensure the shutter is in the closed position.

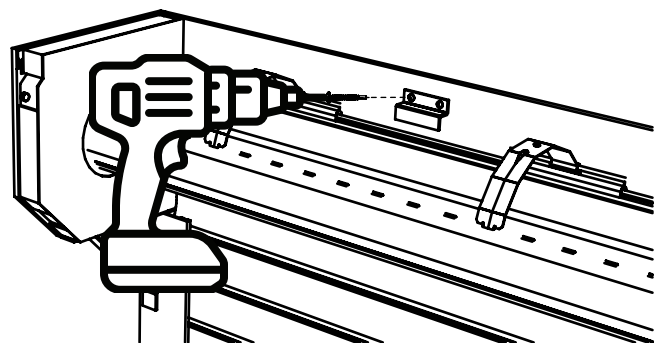
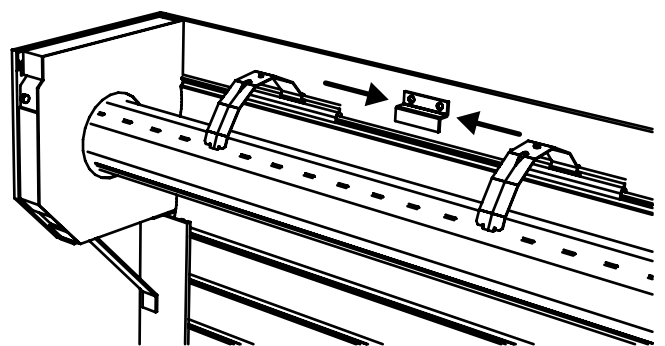
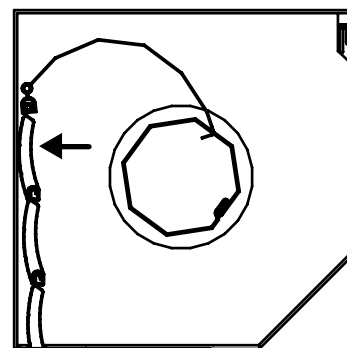
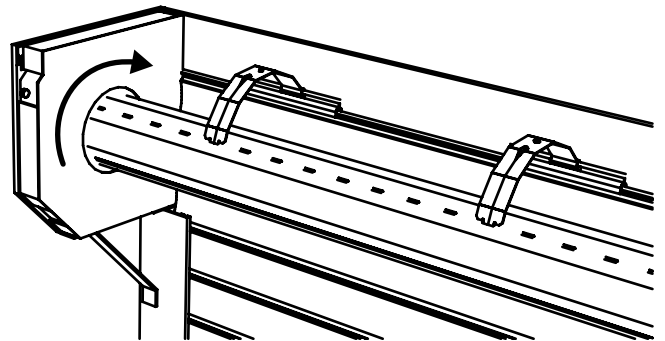
\*The top of the box housing is not shown for illustration purposes.

When the shutter is in the closed position, continue operating the shutter downwards allowing the axle (E) to turn until the t-clips (H) push the top of the curtain against the back of the box housing.

Mount the auto-lock brackets  $3/8"$  (10mm) above the top of the curtain and in between the two t-clips closest to the ends of the box housing (one on each end of the box housing).

Use the tek screws (J2) provided for mounting.

For more strength you can pre-drill holes with your  $1/8"$  bit and use the #10 - 2" screws (J1) provided to fasten the brackets to solid wood backing behind the box housing.



# 3 INSTALL CURTAIN

## SKIP THIS STAGE IF YOUR CURTAIN IS PRE-INSTALLED IN THE BOX HOUSING

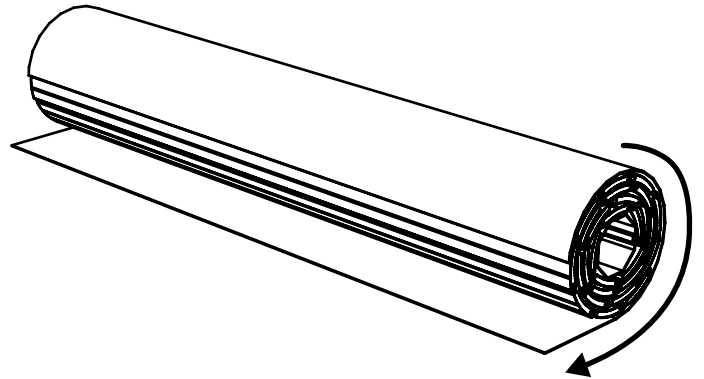
There are two curtain installation options. Option 1 is the easiest and most convenient for curtains that are not too heavy. Option 2 is for larger shutters (skip to page 18).

**Warning:** Bending the curtain backwards will cause damage (not covered by warranty).

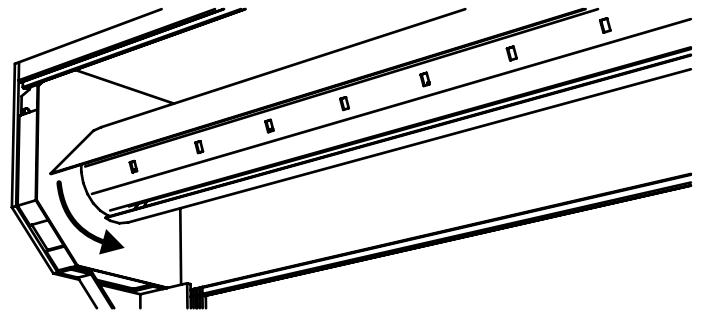
### OPTION #1

- A. Remove the protective foam wrapping around the curtain roll (B).

Unwrap the curtain roll and rewrap it the opposite way so the bottom bar (D) is on the outside of the curtain roll.



- B. Wrap the axle (E) in the box housing (A) with soft protective material, to avoid damaging the curtain during the next step.

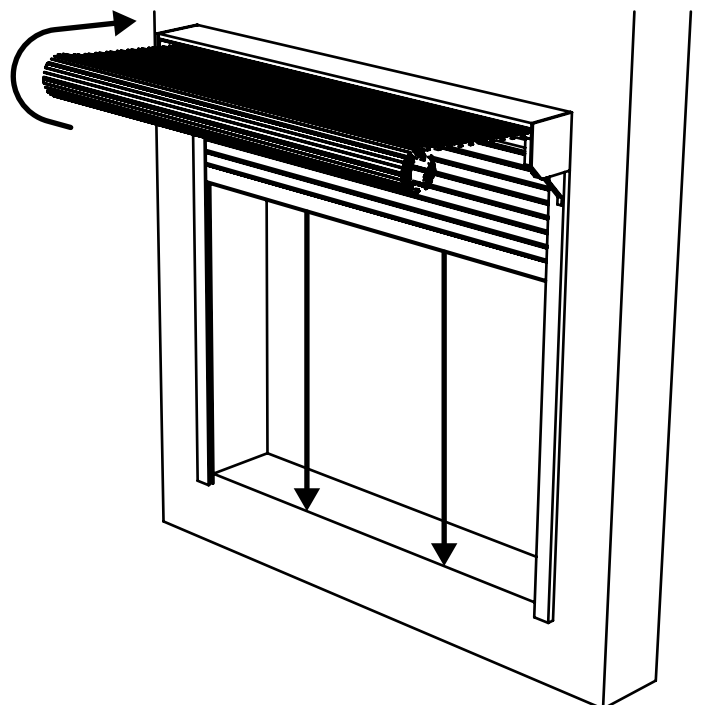


- C. Lift the curtain into the box housing (A), feed it over top of the axle (E), and carefully uncoil the curtain down into the guide rails (C) until it is in the closed position and the bottom bar (D) is at the bottom.

Ensure the curtain does not get scratched or damaged when uncoiling it into the guide rails.

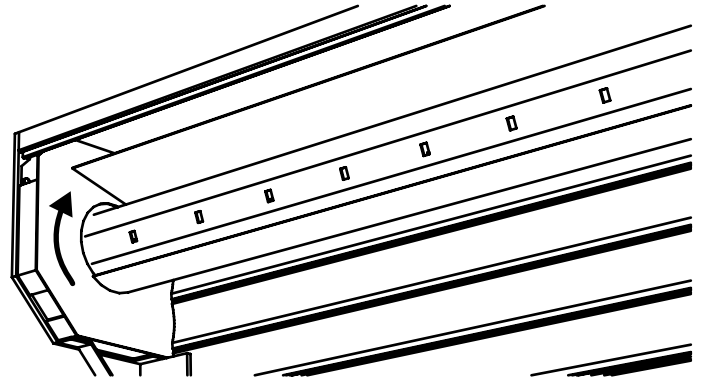
### Warning:

The curtain can be heavy. Ensure you have enough assistance to lift and hold the curtain, or use a lifting device.

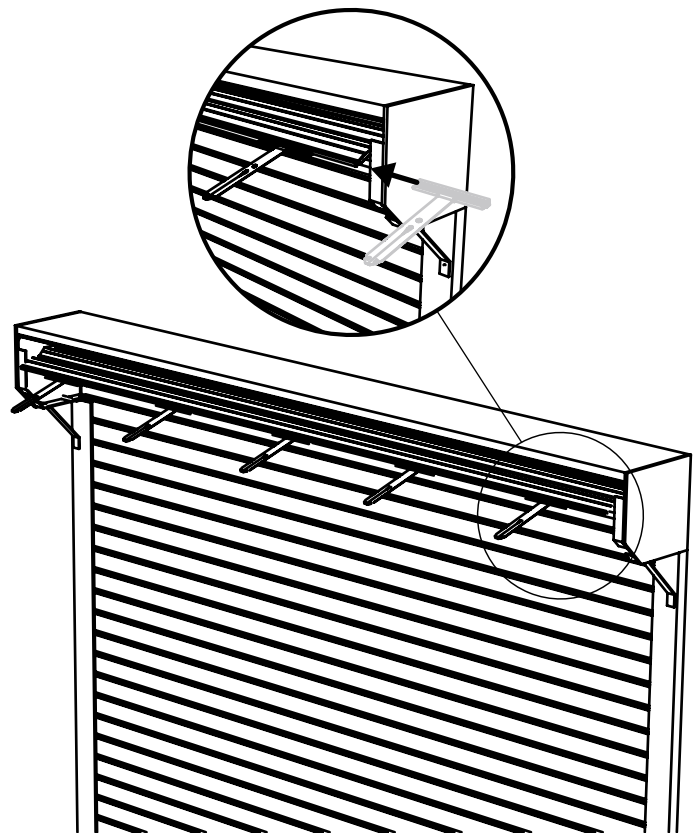




D. Remove the soft protective material you wrapped around the axle (E) in step B on the previous page.



E. Slide the t-clips (H) provided onto the top of the curtain. Evenly space them along the width of the curtain with the end ones 3" in from each end of the curtain.



### SKIP THIS STEP IF YOUR AXLE DOES NOT HAVE SPRING ASSIST (NO LABEL)

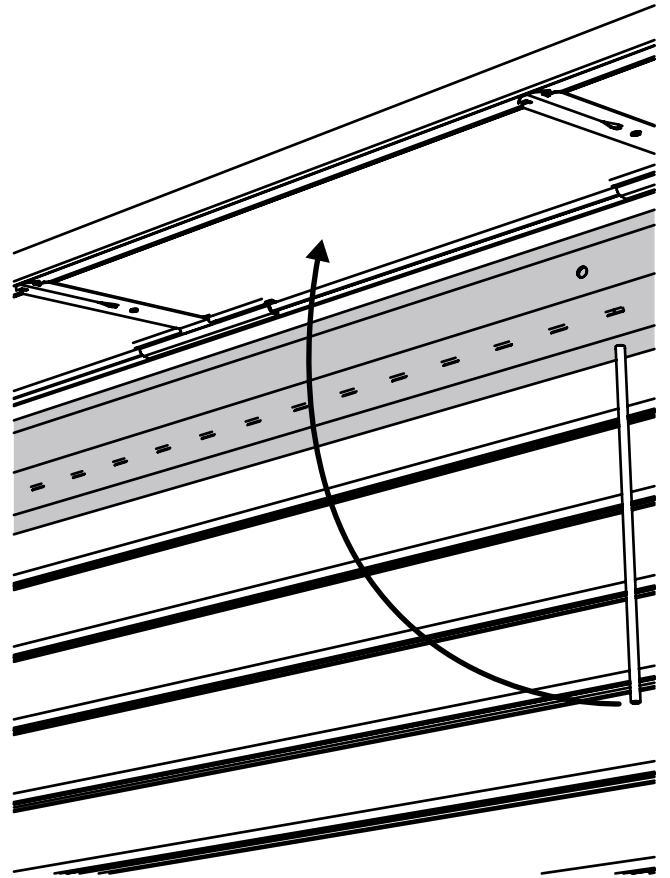
*If your axle has a label displaying tension instructions and the location of the winding wheel, then your axle has spring assist.*

- F. Before attaching the curtain to the axle (E) you must tension the axle spring by turning it with the charging handles provided.

The location to insert charging handles, the direction to turn the axle, and the number of turns to turn the axle is displayed on a label on the axle.

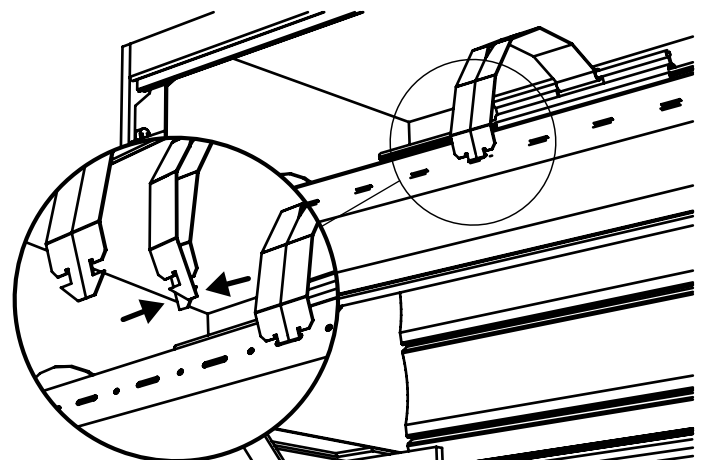
Insert the charging handles into the axle and turn the axle, to put tension on the spring.

Use both handles to rotate the axle. Once the first one reaches the top, insert the second one into the next hole and continue turning the axle until the number of turns displayed on the label have been completed.

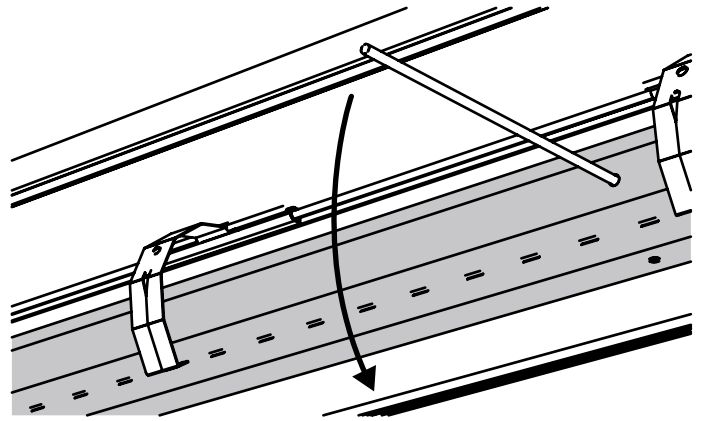


- G. Attach the t-clips (H) onto the axle (E) by squeezing the arrow-shaped ends, and inserting them into the long narrow slots in the axle.

Ensure all of the t-clips are inserted into the same row of slots in the axle.



- H. Using the charging handles, carefully rotate the axle (E) the opposite way, until you feel the spring tension transfer onto the curtain. Remove the charging handles and allow the curtain to coil up into the box housing (A).



- I. Install the auto-lock brackets (L) onto each side of the box housing (A). Ensure the shutter is in the closed position.

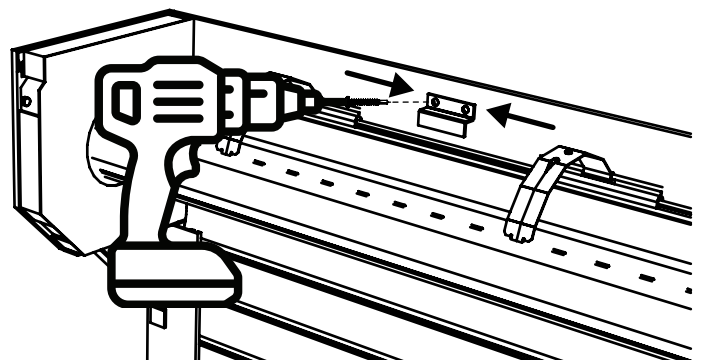
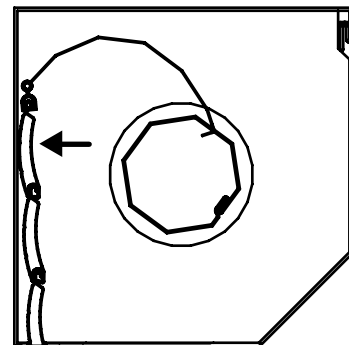
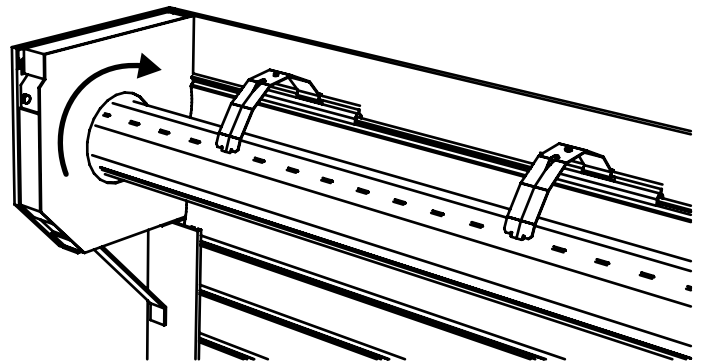
\*The top of the box housing is not shown for illustration purposes.

When the shutter is in the closed position, continue operating the shutter downwards allowing the axle (E) to turn until the t-clips (H) push the top of the curtain against the back of the box housing.

Mount the auto-lock brackets  $3/8$ " (10mm) above the top of the curtain and in between the two straps closest to the ends of the box housing (one on each end of the box housing).

Use the tek screws (J2) provided for mounting.

For more strength you can pre-drill holes with your  $1/8$ " bit and use the #10 - 2" screws (J1) provided to fasten the brackets to solid wood backing behind the box housing.



# 3

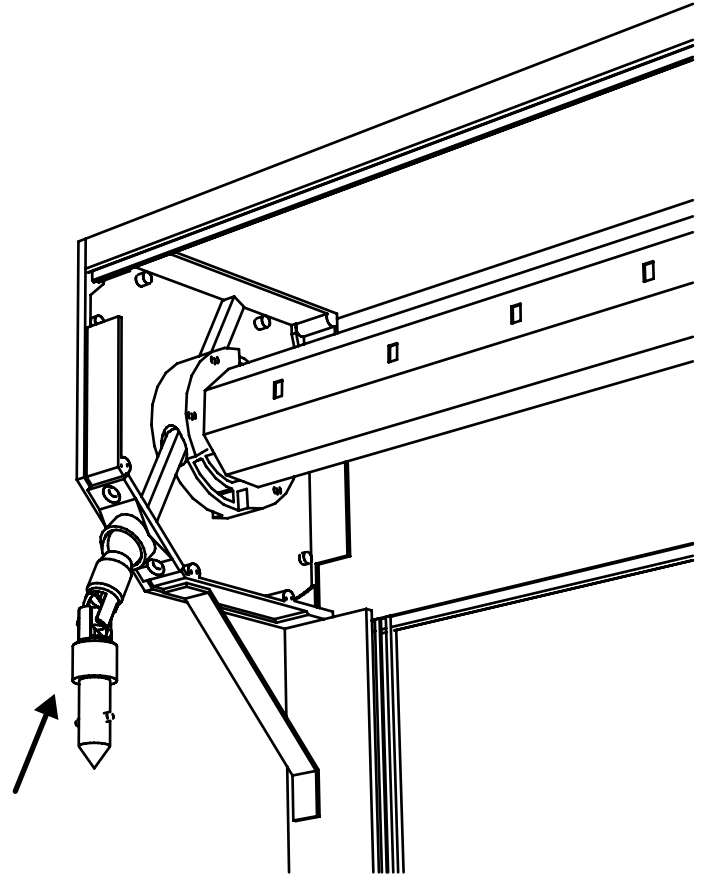
## OPTION #2

- A. Insert the crank swivel (N1) through the front of the box housing (A), and slide the shaft of the crank swivel through the crank mechanism inside the box housing. Do not fasten the crank swivel to the box housing yet.

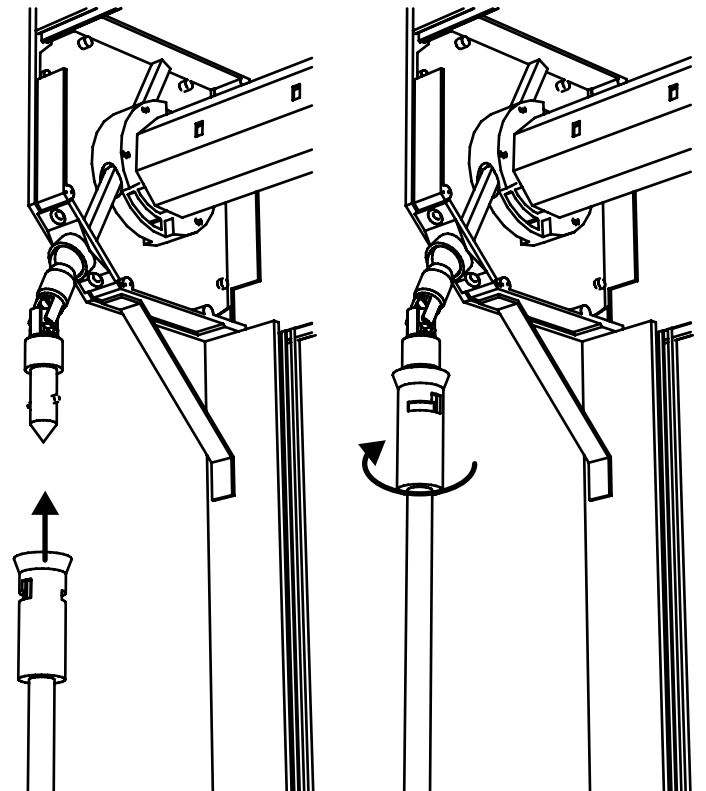
### Note:

Your crank mechanism may be positioned differently than illustrated.

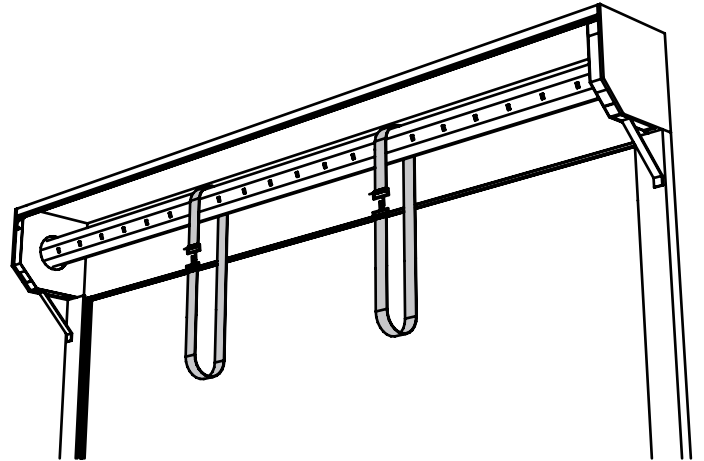
If your crank mechanism is positioned differently, insert the crank swivel through another location in the box housing. If your crank swivel will be mounted on the back/bottom of the box housing, there will be a shaft exit hole in that location.



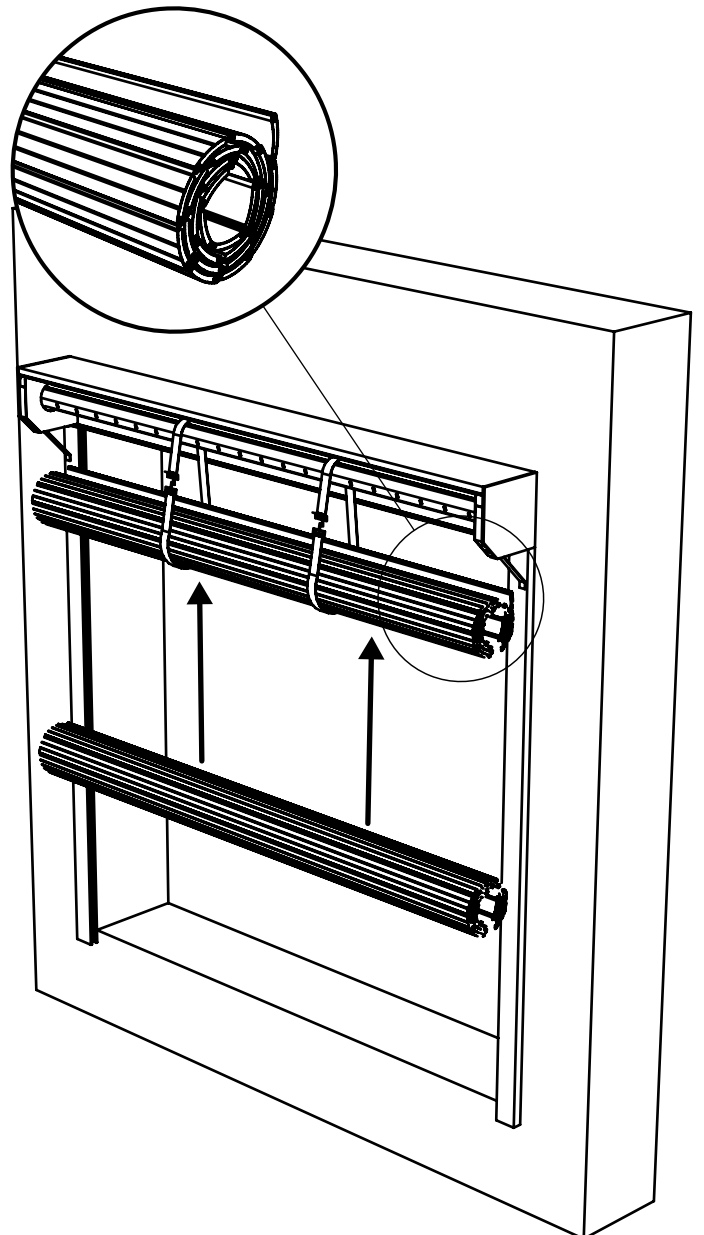
Attach the crank handle (N2) to the crank swivel. You will use the crank handle to operate the shutter in step G on page 21.



- B. Hang straps in a loop around the axle (E). Place the straps 1/3 of the width from each end of the axle.



- C. Lift the curtain roll (B) up and into the strap loops. The curtain roll should be orientated so that the loose end of the curtain is coming up the back of the roll. Let the straps take the weight of the curtain roll so that it is hanging from the axle (E). Ensure the straps are in no danger of slipping.

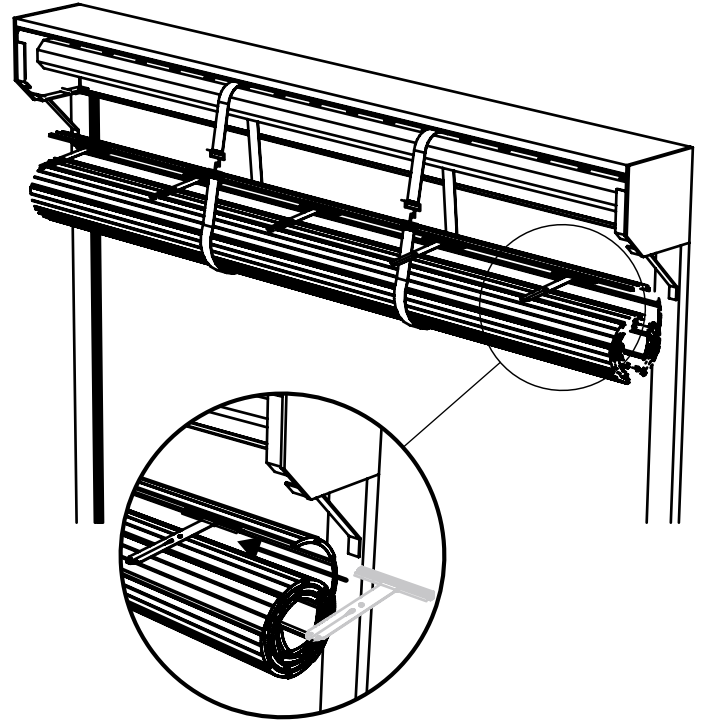


**Warning:**

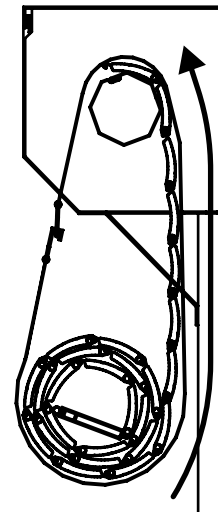
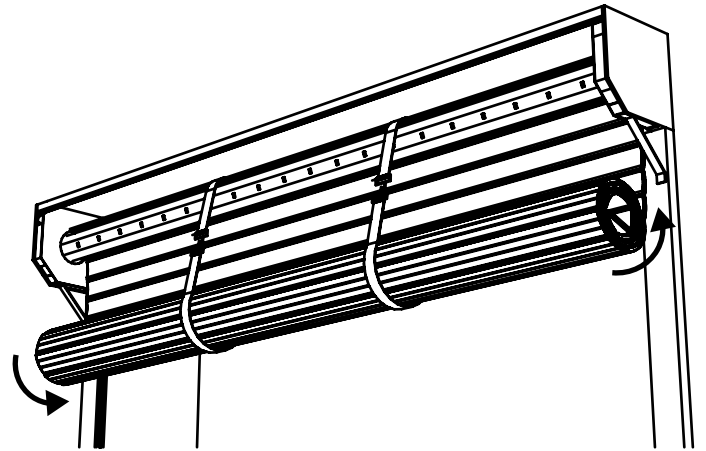
The curtain can be heavy. Ensure you have enough assistance to lift and hold the curtain, or use a lifting device.

# 3

D. Slide the t-clips (H) provided onto the top of the curtain. Evenly space them along the width of the curtain with the end ones 3" in from each end of the curtain.

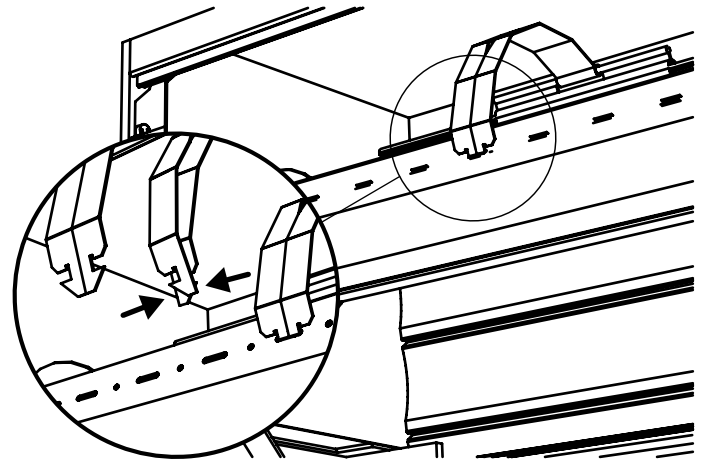


E. Rotate the curtain roll (B) in the straps and pull the loose end of the curtain roll up behind the axle (E).



- F. Attach the t-clips (H) onto the axle (E) by squeezing the arrow-shaped ends, and inserting them into the long narrow slots in the axle.

Ensure all of the t-clips are inserted into the same row of slots in the axle.



- G. Using the crank handle, carefully rotate the axle (E). This will transfer the curtain roll (B) from the straps (B) onto the axle.

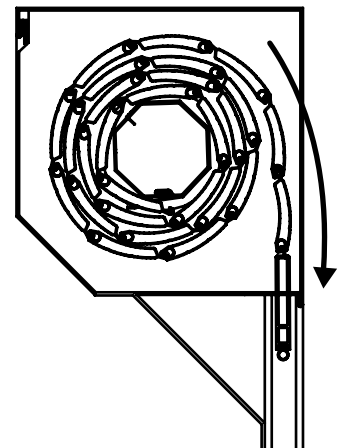
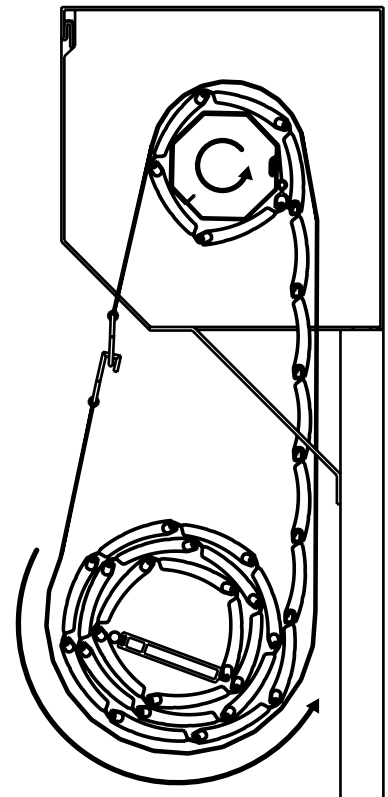
#### Important notes:

Pull the curtain roll suspended on the strap loops away from the guide rails (C) to prevent it from rubbing and scratching.

Also keep the curtain centered in the box housing (A) to prevent it from hitting each end of the box housing and causing damage.

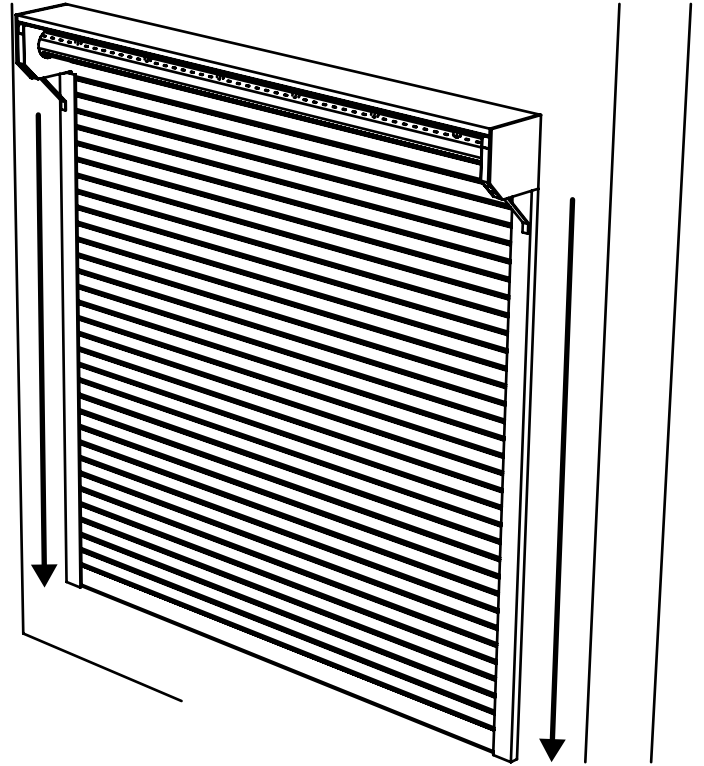
The suspended curtain roll may rotate faster than the axle for the first few rotations. You may need to pause the operation and rotate the suspended curtain roll backwards to correct this 2-3 times.

- H. Once the curtain is almost completely transferred from the straps to the axle (E), you will need to remove the straps and carefully lift the bottom bar (D) and set it into the guide rails (C) and then pull it down inside the guide rails.



# 3

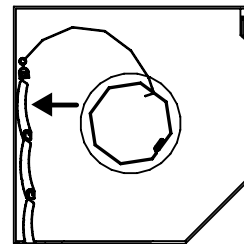
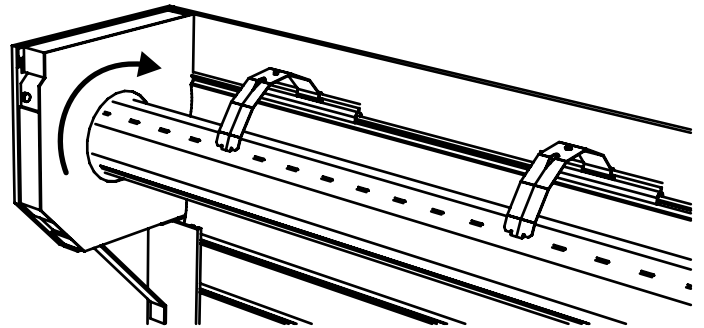
- I. Rotate the curtain down into the completely closed position.



- J. Install the auto-lock brackets (L) onto each side of the box housing (A). Ensure the shutter is in the closed position.

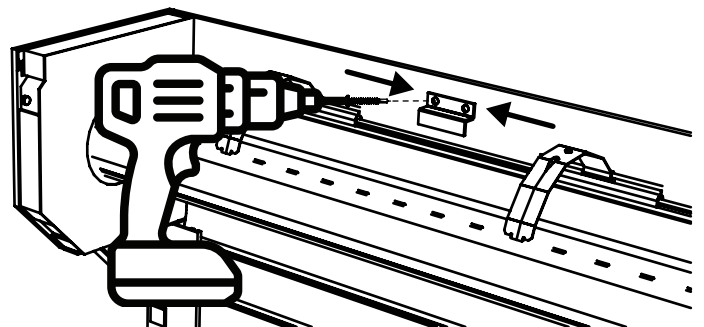
\*The top of the box housing is not shown for illustration purposes.

When the shutter is in the closed position, continue operating the shutter downwards allowing the axle (E) to turn until the t-clips (H) push the top of the curtain against the back of the box housing.



Mount the auto-lock brackets  $3/8$ " (10mm) above the top of the curtain and in between the two t-clips closest to the ends of the box housing (one on each end of the box housing).

Use the tek screws (J2) provided for mounting. You can also pre-drill  $1/8$ " holes and use the #10 - 2" screws (J1) to fasten the brackets to solid backing.





# COMPLETE 4

1. Put the curtain down into the closed position.

Attach the crank handle (N2) to the crank swivel. Use the crank handle to operate the shutter.

2. **If your shutter has support brackets:**

Remove the support brackets (K) in order to complete the next step.

3. Replace the box housing (A) cover lid and secure it with the four screws you removed in stage 1 of the installation.

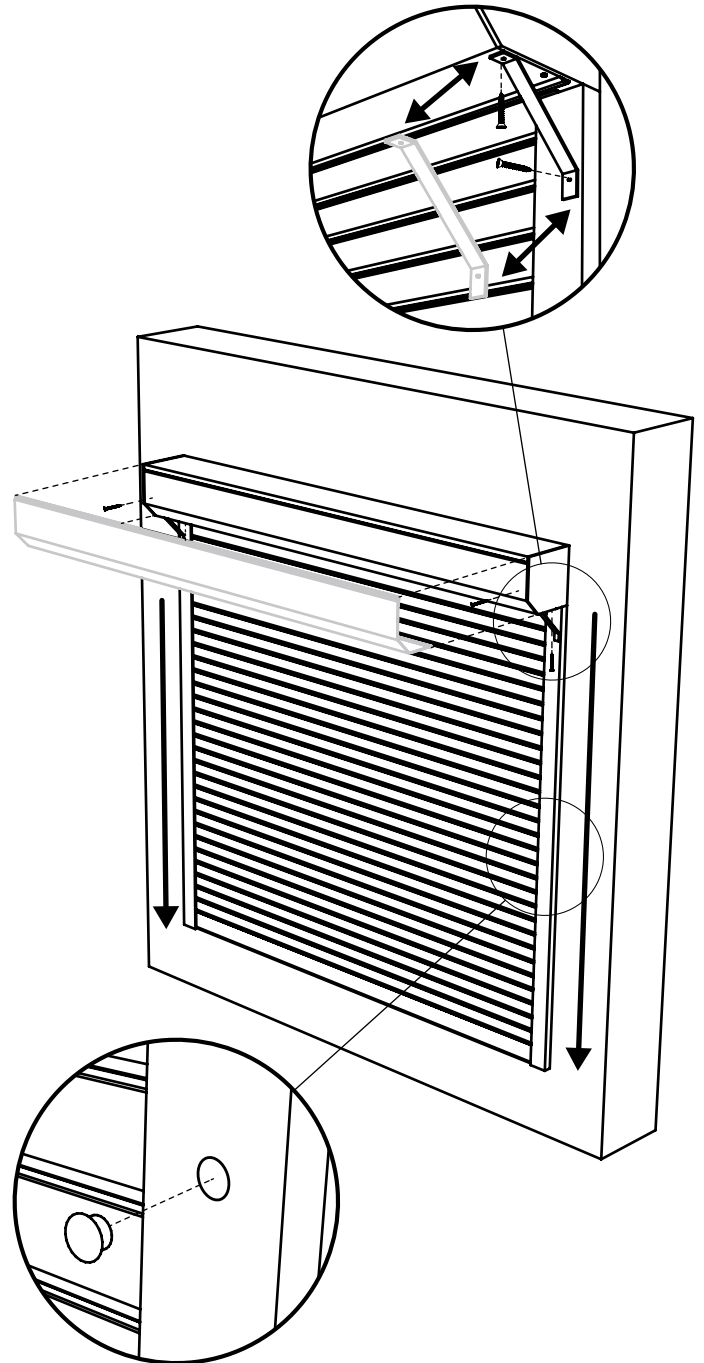
4. **If your shutter has support brackets:**

Replace the support brackets (K) you removed in step 2.

5. Put the screw hole covers (I) into the installation holes on the surface of the guide rails (C).

6. **If your shutter is installed outdoors:**

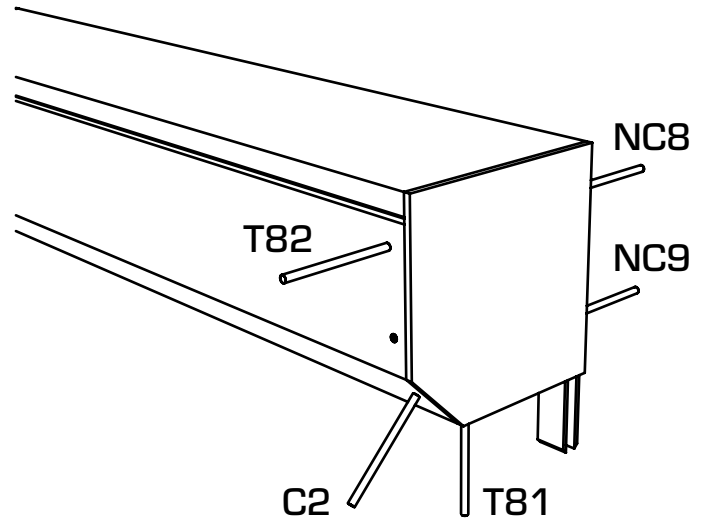
The shutter must be sealed to the wall. Put a good bead of suitable exterior caulking where the shutter meets the wall along the top and on both sides of the shutter.



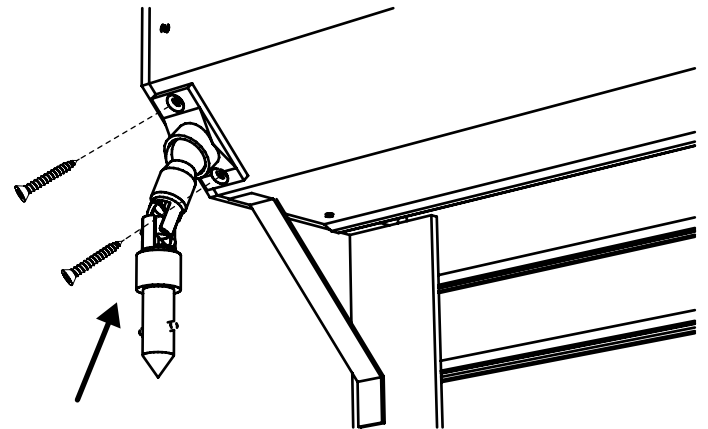
# 4

7. Determine where the crank swivel (N1) shaft exit hole is on the box housing (A).

The wire exit may be on either end of the shutter box housing.



Insert the crank swivel (N1) through the exit hole in the box housing (A), and slide the shaft of the crank swivel through the crank mechanism inside the box housing.

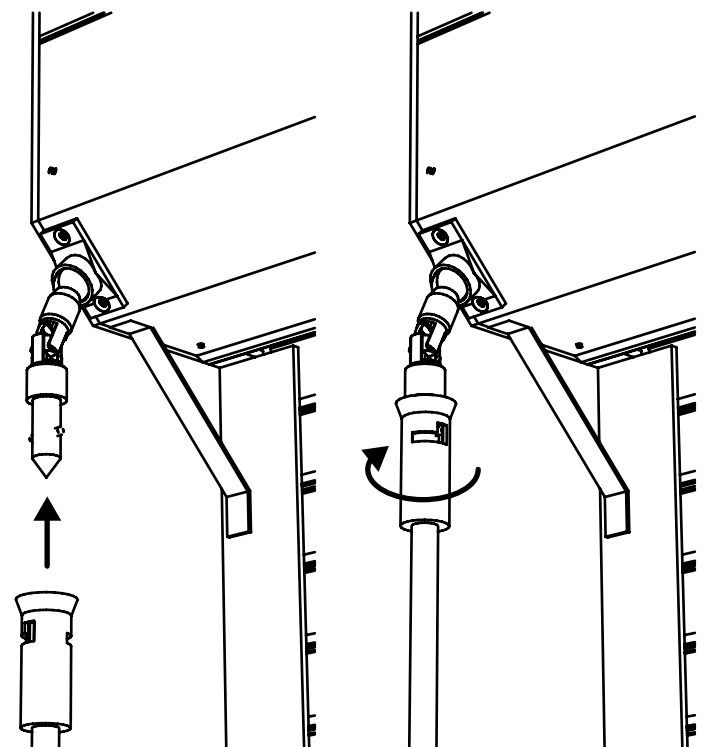


If your crank swivel is to be mounted on the back/bottom of the box housing, there will be an exit hole at that location. Insert the crank swivel through the exit hole and slide the shaft of the crank swivel through the crank mechanism inside the box housing.

Mount the swivel to the box housing using the tek screws (J2) provided.

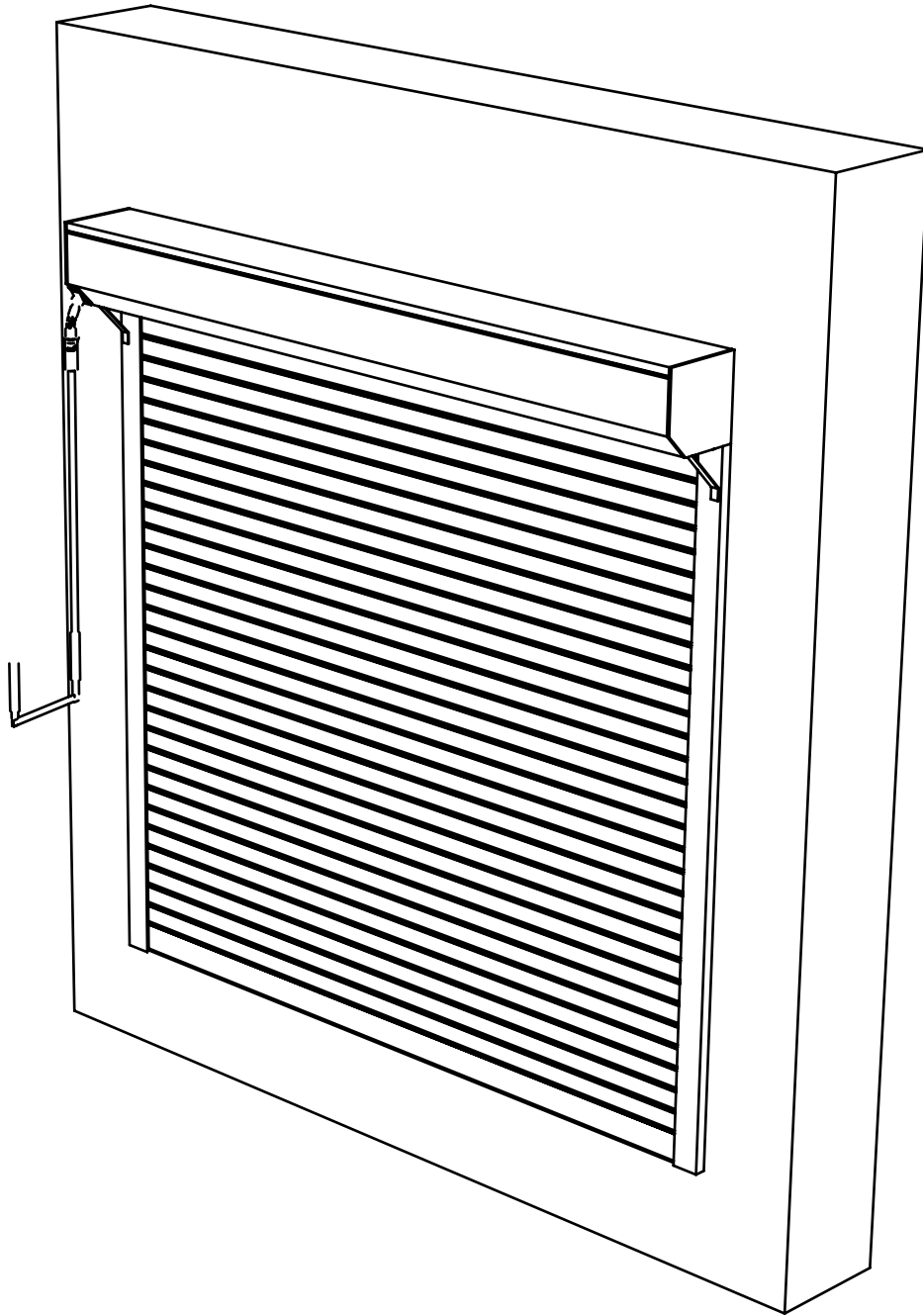
Attach the crank handle (N2) to the crank swivel. You will use the crank handle to operate the shutter by cranking it.

Bend the crank handle at the hinges to use the crank, and straighten it out for convenient storage.



**YOU HAVE COMPLETED THE INSTALLATION OF YOUR DEFENDAGUARD SHUTTER, CONGRATULATIONS!**

For technical support on the installation of your shutter, please contact Pentagon.



**CONTACT DETAILS:**

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Email: [sales@pentagonshutters.com](mailto:sales@pentagonshutters.com)

Website: [www.pentagonshutters.com](http://www.pentagonshutters.com)



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