



# SECURITY ROLLING SHUTTER

Pentagon rolling shutters protect residential and commercial facilities and property from a range of threats including theft, break-ins, and vandalism. These rolling shutters are energy efficient, allowing you to regulate interior temperatures as well as reducing heat loss and on-going heating costs. Strong weather protection means your windows and property are safe from weather conditions like rain, snow, hail, and high winds. Rolling shutters significantly reduce noise penetration when in the closed position, acting like a sound insulation barrier. Benefit from optimal privacy as well as an aesthetically pleasing design for an appealing look.

## SAFETY PRECAUTIONS

1. If your rolling shutter appears to be jammed and it will not go up or down, do not force it to operate. Check if the problem is stated in the 'Trouble Shooting' section of this manual and perform the actions described. If the problem is not stated in the trouble shooting section, please contact your dealer for assistance. Your warranty may be voided if damage is caused from forcing your rolling shutter up or down.
2. While operating your rolling shutter, you should be aware of any objects or people in the path of the shutter. Objects in the path of the shutter may get damaged and people could get injured. Ensure that all outward opening windows obstructing the shutter are closed to prevent the rolling shutter and/or windows from getting damaged, which your warranty does not cover.
3. It is not recommended to operate your rolling shutter if snow, hail, or ice has covered it. To prevent damage and have optimal performance, wipe/clean the shutter surface from any obstructions.
4. It is not recommended to allow children to operate the rolling shutter at any time for safety concerns.

## MAINTENANCE & CLEANING INSTRUCTIONS

Pentagon rolling shutters are designed to be extremely low maintenance, with a recommendation to clean them periodically to keep them in good condition and operating smoothly. Cleaning of your Pentagon rolling shutter should be performed at regular intervals or when dirt, debris, or dust build-up is visible. Without periodical cleaning your shutter may not be able to open and close properly, and could cause damage to the shutter which is not covered by your warranty.

We recommend using warm water with a non-abrasive cleaning solution so that your rolling shutter does not get scratched. Maintain a smoothly operating shutter by following these cleaning instructions.

1. Put your rolling shutter into the closed position.
2. Wipe the front with warm water mixed with a mild detergent (such as dish soap) using a soft rag.
3. Dry the front of the rolling shutter with a soft towel.
4. If your rolling shutter closes off an open area (ie: accessible from both sides), repeat steps 1-3 on the other side of the shutter.
5. If your rolling shutter is not accessible from the other side (ie: closes over a window), roll the shutter up into the open position.
6. Remove the four screws that secure the box housing lid and carefully remove the lid. You will see the shutter curtain rolled up inside the box housing. The outer side of this curtain roll is the back side of the shutter which you want to clean.
7. A helper should slowly lower the shutter curtain. As it is being lowered and exposed, wipe the shutter clean as per steps 2 and 3.
8. When fully cleaned and the shutter is in the closed position, slowly roll the shutter back up into the open position.
9. Reinstall the box housing lid onto the box housing with the four screws you removed in step 6.

# OPERATION & TROUBLE SHOOTING

## OPERATION - MANUAL SPRING ASSIST PUSH-UP

Manual shutter operation with spring assist uses a tension spring to assist the user in opening and closing the shutter manually. A pull hook is provided for easier operation to pull the curtain down to the closed position on large shutters with handles that are out of reach.

If installed properly, the shutter curtain will stay by itself at (or near) the closed position when you pull it down. When you push the shutter curtain up to open the shutter, the spring tension will pull the curtain open for the last 6" and stay by itself at (or near) the open position. If the shutter is not operating as described, please contact your dealer for assistance.

## TROUBLE SHOOTING

If your shutter is not operating properly and has a problem, please follow the actions below that associate with the problem your shutter is experiencing. If the actions do not fix the problem or your problem is not stated below, please contact your dealer for assistance.

PROBLEM	POSSIBLE CAUSE	ACTION REQUIRED
You try to close your shutter but it does not come down from the top.	<ol style="list-style-type: none"><li>1. You may have forced the shutter up to far, which caused the bottom bar to jam at the top</li><li>2. The bottom bar may have been pushed into the box housing accidentally.</li><li>3. There may have been frost or debris on your shutter when you rolled it up, causing the shutter to roll differently than normal and get jammed at the top.</li></ol>	Inspect the bottom bar and lightly pull down on it while wiggling it a bit. Then try pulling the shutter down once you feel the bottom bar come loose and unjammed. If the problem persists or continually repeats, contact your dealer for assistance.
You try to open your shutter but it will not go up.	<ol style="list-style-type: none"><li>1. You may not have unlocked the bottom bar (if equipped with locks).</li><li>2. The bottom bar may be frozen to the bottom of your opening or window sill.</li></ol>	Free up the bottom bar by gently pushing against it and getting rid of any ice build-up. A heat source may help in this situation. If equipped with locks, ensure they are in the unlocked position before attempting to open the shutter.
When you pull the curtain down to close the shutter, it does not stay by itself at (or near) the bottom.	<ol style="list-style-type: none"><li>1. The axle spring tension is not set properly and must be adjusted.</li></ol>	Adjusting the axle spring tension is best performed by a qualified Pentagon dealer. Contact your dealer for assistance. If required, Pentagon can provide the instructions for adjusting the axle spring tension for your shutter.
When you push the curtain up to open the shutter, it does not stay by itself at (or near) the top.	<ol style="list-style-type: none"><li>1. The axle spring tension is not set properly and must be adjusted.</li></ol>	Adjusting the axle spring tension is best performed by a qualified Pentagon dealer. Contact your dealer for assistance. If required, Pentagon can provide the instructions for adjusting the axle spring tension for your shutter.

**SUPERIOR SUPPORT • PREMIUM QUALITY • CUSTOMIZED SOLUTIONS**

**Your Pentagon Certified Dealer:**

**Your Shutter Serial Number:**

