



# SECURITY ROLLING SHUTTER

Pentagon rolling shutters protect residential and commercial storage and shelving from a range of threats including theft, break-ins, and vandalism. Securing valuable, confidential, and important items is made effortless with TambourGuard shutters. Additionally, equipment and unique items can be protected from theft, as well as products and merchandise in the retail industry. TambourGuard shutters stand out in the industry as the most effective and visually appealing storage protection shutters, due to their seamless compatibility with all types of storage and shelving units, including static, mobile high density, and bi-lateral units.

## 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 in viewing range of the rolling shutter to ensure that there are no obstructions of people in the path of the shutter. Objects in the path of the shutter may be damaged and people could get injured. Ensure that all outward opening windows 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
6. Remove the four screws that secure the cover lid to the box housing 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, slowly roll the shutter back up to the open position.
9. Reinstall the cover lid onto the box housing with the four screws you removed in step 5.

# OPERATION & TROUBLE SHOOTING

## OPERATION - MOTOR

Motor shutter operation can be controlled via remote, app, or WI-FI. Pentagon uses high quality motors from the most well-known motor manufacturers in the world. Your shutter motor has been factory tested and is ready to operate the shutter with the correct limit settings.

If your shutter is not closing all the way or does not completely open, you will need to contact you dealer to adjust the limit settings of the motor. Once the limit settings are adjusted correctly they will not need to be adjusted in the future.

## 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 jam.</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.
Your shutter motor will not operate in either direction.	<ol style="list-style-type: none"><li>1. The motor of your rolling shutter may be overheated, especially so if you have operated your shutter up and down a few times in a row.</li><li>2. Electrical wiring problem.</li></ol>	Ensure the switch is in the off position and leave it to cool down for 10-45 minutes. All motors are equipped with thermal protection as a safety so that the motor does not get too hot. The motor will automatically reset once it cools down. If there is an electrical problem in the wiring or switch you should call a qualified electrician.
Your shutter does not stop in the right position at the top and/or bottom.	<ol style="list-style-type: none"><li>1. The limit settings on the motor have moved slightly.</li></ol>	Do not attempt to adjust the limit settings yourself as incorrect adjustments can damage the motor and will not be covered under warranty. Contact your dealer.

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

DOUMTRM

**Your Pentagon Certified Dealer:**

**Your Shutter Serial Number:**



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