

shutters by intelligent design



MANUAL

ultra20
SHUTTERS

Plantation
Shutters

Discover the innovative elegance

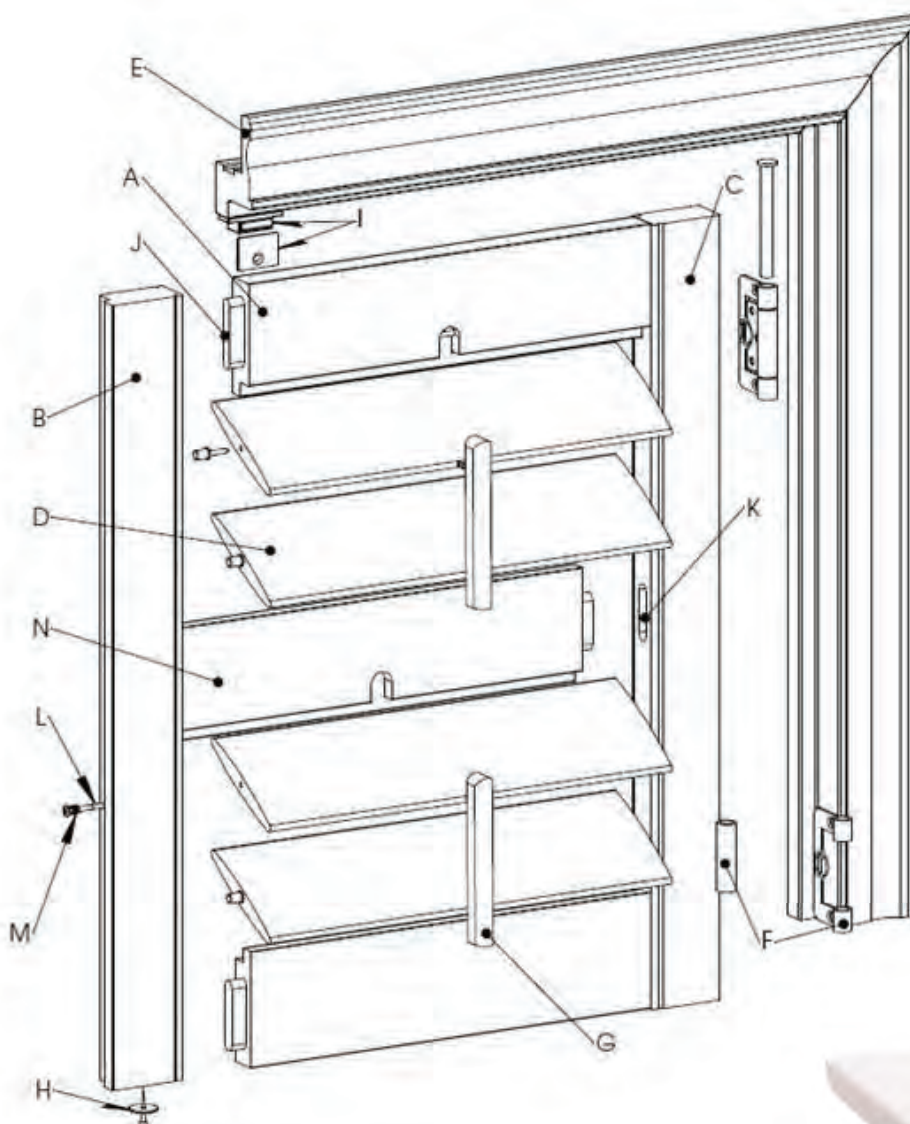
CWS SYSTEMS

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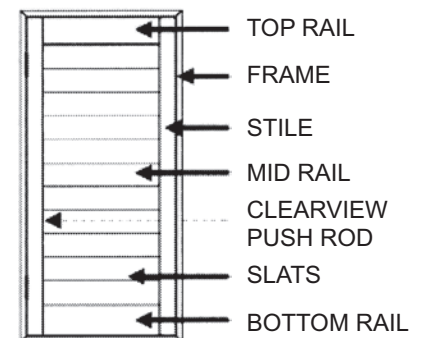
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Shutter Terminology

A	Top/Bottom Rail	H	Stile Cap
B	Rabbeted Stile	I	Magnet & Catch
C	Standard Stile	J	Tenon
D	Louvre	K	Mortise
E	Frame (Z shown)	L	Tension Screw
F	Hinge	M	Tension Spring
G	Tilt Bar	N	Mid Rail



CLEARVIEW
ROD SYSTEM



Clearview Option

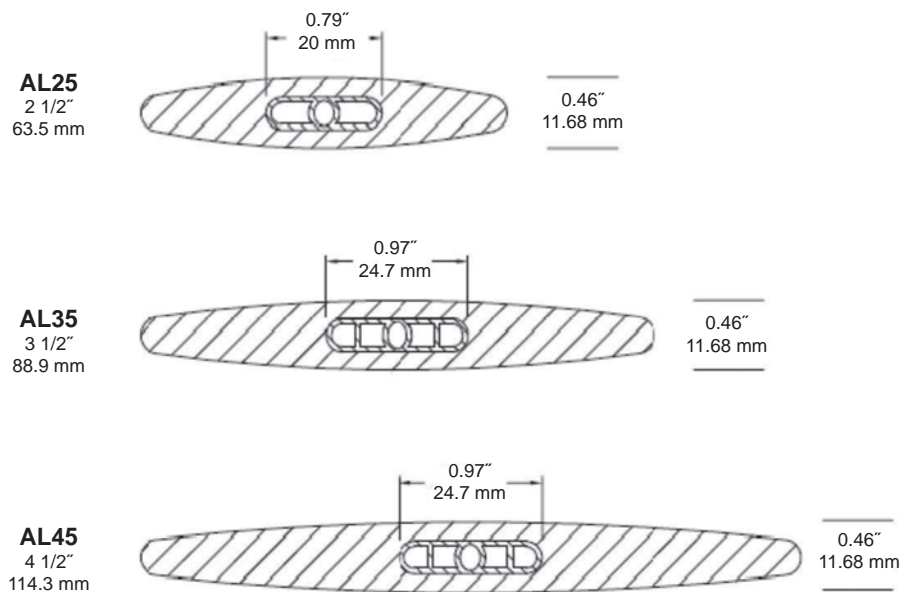
Beading	Decorative moulding or routing performed most often on stiles and framing materials.
Clearance	The amount of space needed to allow the blade to move freely behind the back of the panel. Usually, the distance from the back of a panel to the glass or moulding.
Mid (Divider) Rail	Mid rail will be inserted to strengthen panel or divide panel into sections for combinations.
Framed Shutters	A shutter system installed inside special custom mouldings.
Hanging Strips	A piece of wood which is mounted in or onto a window or door onto which the shutters are mounted. It adjusts for out-of-square windows and provides for light control.
Hinge	The metal mechanism that attaches to the shutter stile and connects the panel to the frame, hanging strip or another panel and allows for shutter operation. Various types and finishes are offered to suit each individual installation.
Light Block	Small strip of wood or part of shutter against which panels or blades close to prevent light penetration.
Blade (Louvre)	Shaped, finished strips of wood mounted horizontally in a panel to control light, view and privacy. The blades are usually movable and are available in various widths.
Blade Pin	Small part that connects blade to the panel and enables the blade to rotate.
Panel	One complete shutter unit consisting of stiles, top and bottom rail and blades.
D-Mould	Piece of wood vertically attached on the stile, to block light from between the panels, improve the appearance of the finished product and to hide the inconsistencies of an out-of-square window.
Top & Bottom Rail	The horizontal pieces of a panel that attach to the stiles at the top, bottom and sometimes the centre. These pieces are primarily for structural stability.
Stile	The vertical side pieces of a shutter panel that attach to the rails to enclose the blades. Hinges are attached to the outside of the stile to join the panel to the mounting surface or to other panels.
T-Post	Framing piece rebated on each side for hinging purposes that allow large openings to be divided into smaller sections that fall within shutter system mounting specifications.
Tension Adjustment Screws	Standard on the side of the stiles. Screws used in place of springs for all horizontal plantation shutters, these screws provide sufficient tension to hold the blades in a preset position.
Centre Tilt Rod	Small, cylindrical wooden piece that is stapled to all the blades in a panel (or panel section), vertically on the horizontal blades allowing them to be moved up or down in unison.
Clearview Tilt Rod	Small and light aluminium piece that is screwed to all the blades in a panel (or panel section), vertically on horizontal blades allowing them to be moved up or down in unison.

Technical Horizontal Shutters

ULTRA20	SHUTTER CHARACTERISTICS		
Application	Internal Application Only		
Louvre Shape	Elliptical		
Louvre Type (width) mm	64mm	89 mm	114 mm
Louvre Thickness mm	10.5 mm		
Stile Width (mm) and Profile	51 mm beaded		
Stile Thickness mm	27.5 mm		
Rail Thickness mm	22 mm		
Tilt Rod	Clearview/Centre/Offset		
Max Length Clearview Tilt Rod	1500 mm		
Max Panel Height mm	2700 mm		
Mid Rail required if panel is greater than	1520 mm		
2 Mid Rails required if panel is greater than	3048 mm height		
Max Hinged Panel Width mm including frame	750 mm Including frame	950 mm Including frame	950 mm Including frame
Max Hinged Bi-Fold Width mm	508 mm		
Max Track Bi-Fold Width mm	600 mm		
Special Shapes Available (include extra charge)	Oval/Hexagon/Octagon/Triangle/Square/Round		
Frame Styles available	L Frame/Elegant Z Frame T-Post/Pack out L Frame 74 mm		
Standard Joinery	17 mm x 17 mm/25 mm x 25 mm		
Top and Bottom Rail	89 mm/114 mm/152 mm		
Mid Rail	80 mm		
Pelmet Fascia Sizes	150 mm x 22 mm		
Non Standard Colour	Not Available		
Minimal Width	250 mm		
Colours Available	White/Bright White/Pearl		
Hinges Available (extra for Stainless Steel)	Non Mortise/Inside/Outside Pivots		
Optional Extras	Track Sliding/Track Bi-Fold/Pelmets/Side Boards and Bottom Boards for Sliding and Bi-Fold Bay Windows/Corner Windows/Fixed Panels/Solid Panels		
Ultra20 Plantation Shutters have an Aluminium Insert for higher strength and increased stiffness. Ultra20 provides the rich look of timber shutters and performs in areas that timber cannot. ULTRA20 ADDS STYLE AND VALUE TO ANY HOME, SUITABLE FOR ALL WET AREAS AND EASILY CLEANED			

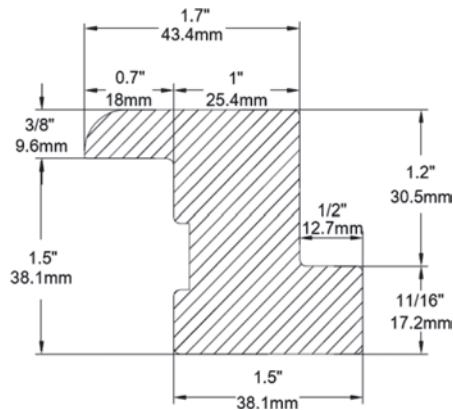
Blade (Louvre) Sizes

All Blades are reinforced with aluminium

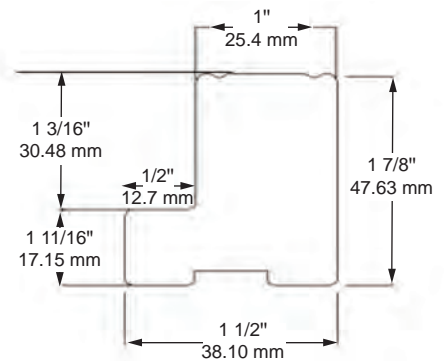


Frames

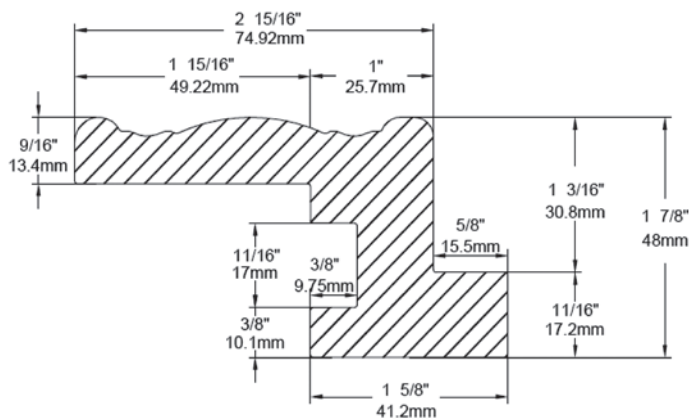
BZ17 BULLNOSE 43.4 mm WIDE



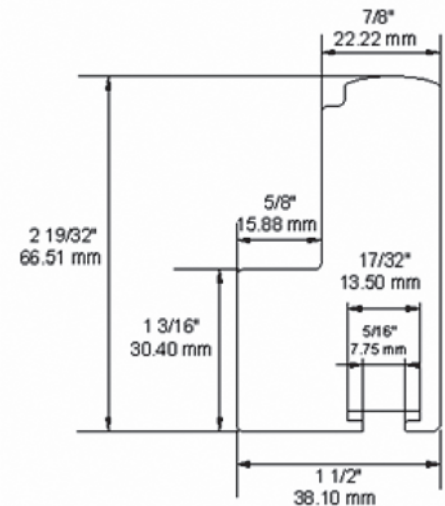
SL 10
1 1/2" x 1 7/8" (38.10 mm x 47.63 mm)



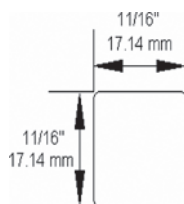
ELEGANT Z FRAME



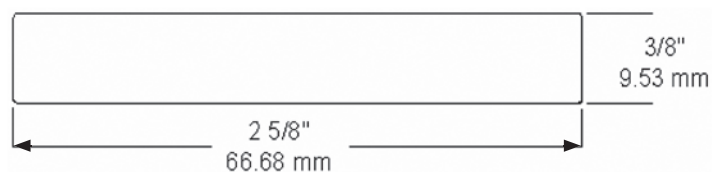
FRENCH DOOR L FRAME
FLF 88 7/8" WIDE (22.23 mm)



STOP LIGHT STRIP
SS 58 11/16" WIDE (17.14 mm)

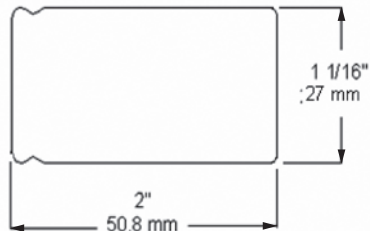


SSS 37
3/8" x 2 5/8" (9.53 mm x 66.68 mm)

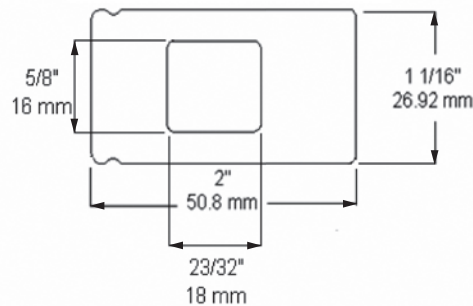


Stile Options

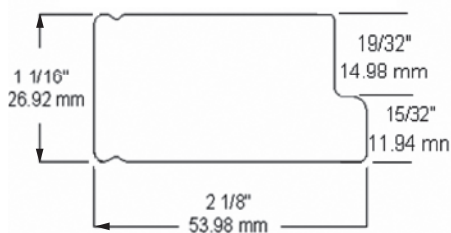
STANDARD SOLID STILE
SS 20 2" WIDE (50.8 mm)



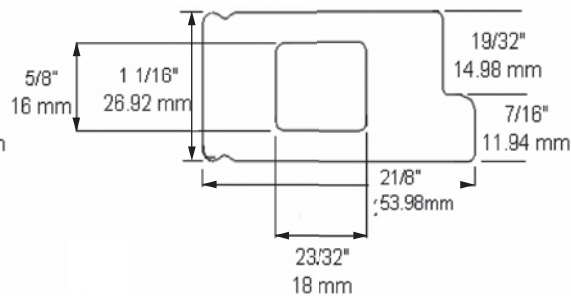
STANDARD STILE WITH ALUMINIUM
AS 20 2" WIDE (50.8 mm)



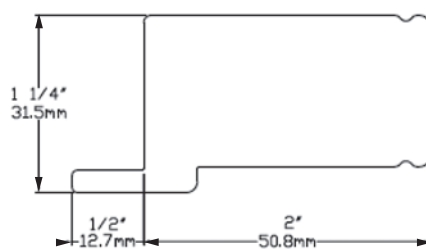
RABBETED SOLID STILE
SSR 21 2 1/8" WIDE (53.98 mm)



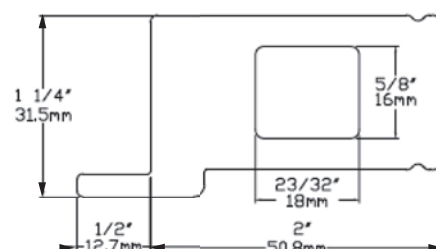
RABBETED STILE WITH ALUMINIUM
ASR 21 2 1/8" WIDE (53.98 mm)



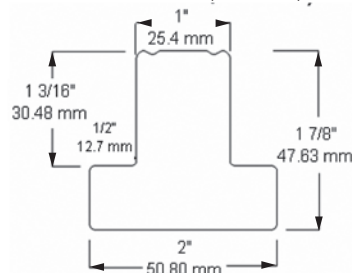
SOLID D-MOULD STILE SA20



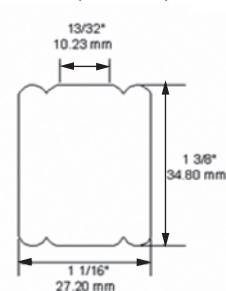
D-MOULD STILE WITH ALUMINIUM
AA20 50.8 mm



T-POST
ST 10 2" WIDE (50.80 mm)

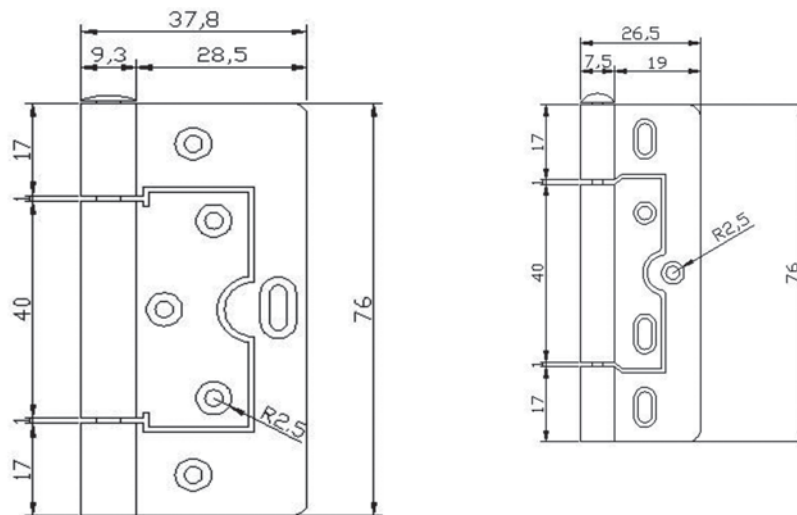


HANGING STRIP
HS 107 1 1/16" WIDE (27.20 mm)

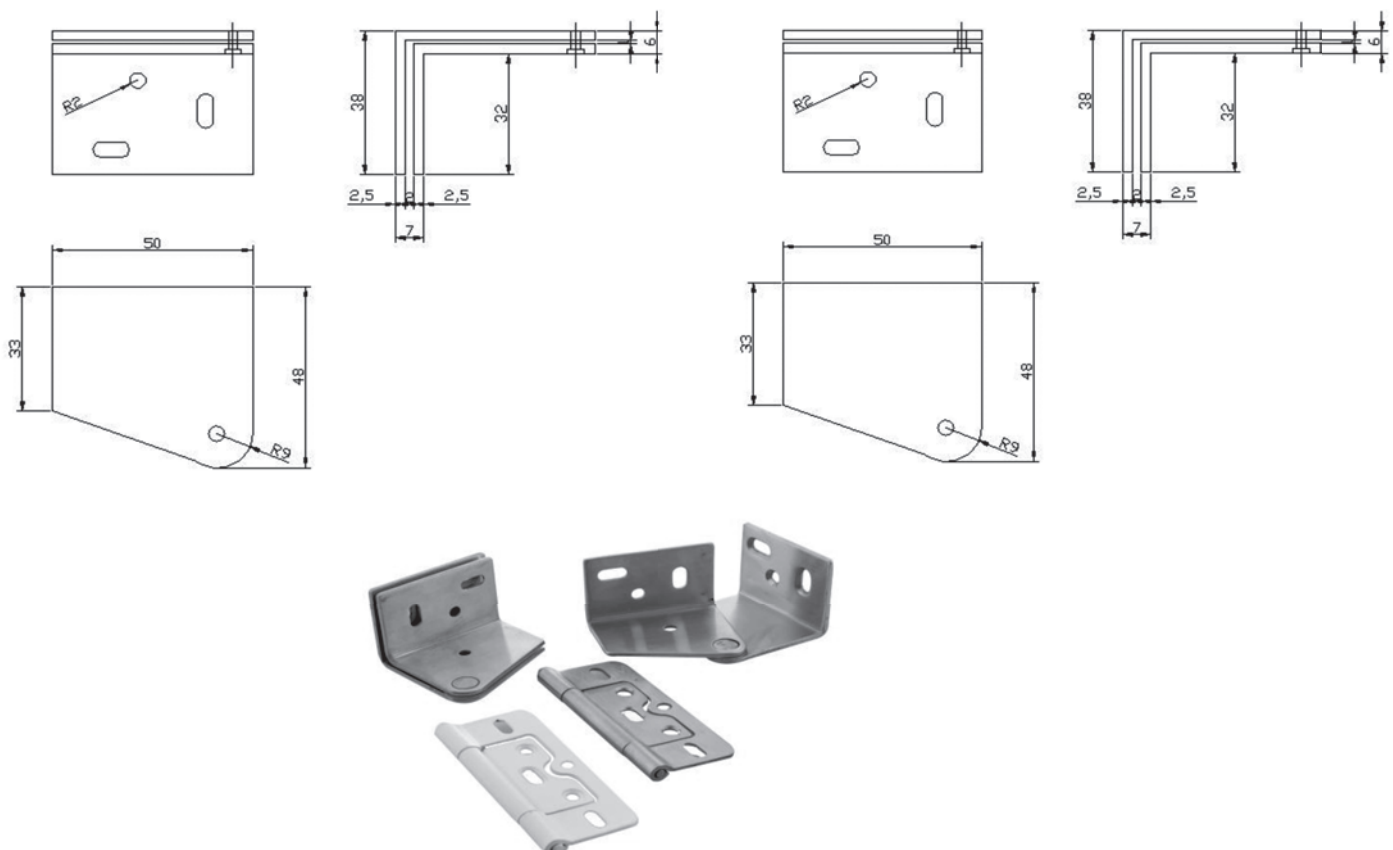


Hinge Options

Non Mortise Hinges

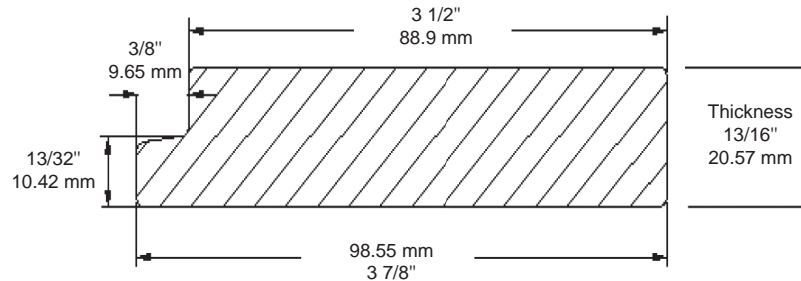


Outside Mount Pivot Hinges

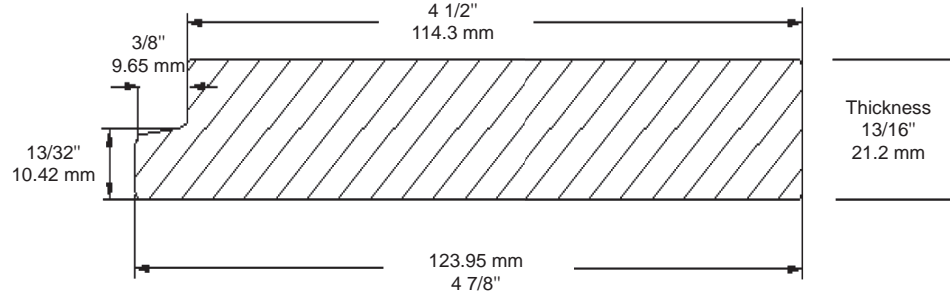


Rail and Divider Options

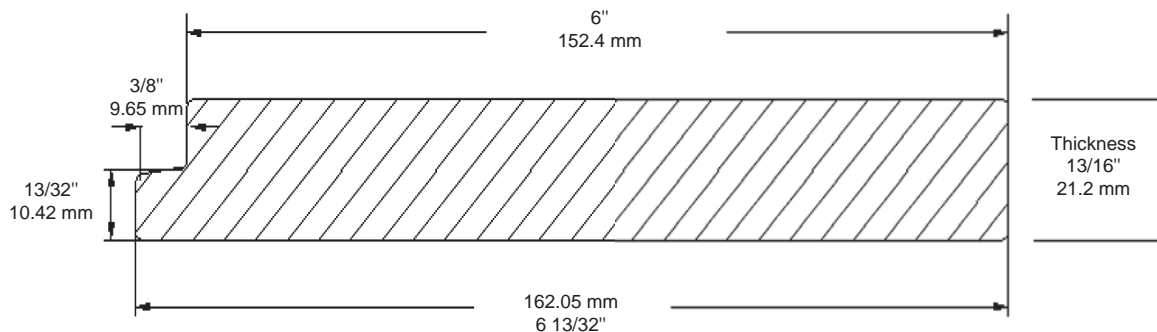
SR 35 3 1/2" WIDE (88.9 mm)



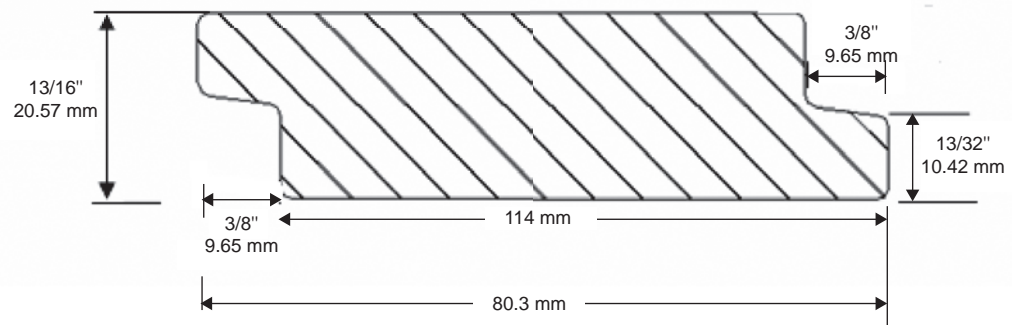
SR 45 4 1/2" WIDE (114.3 mm)



SR 60 6" WIDE (152.4 mm)

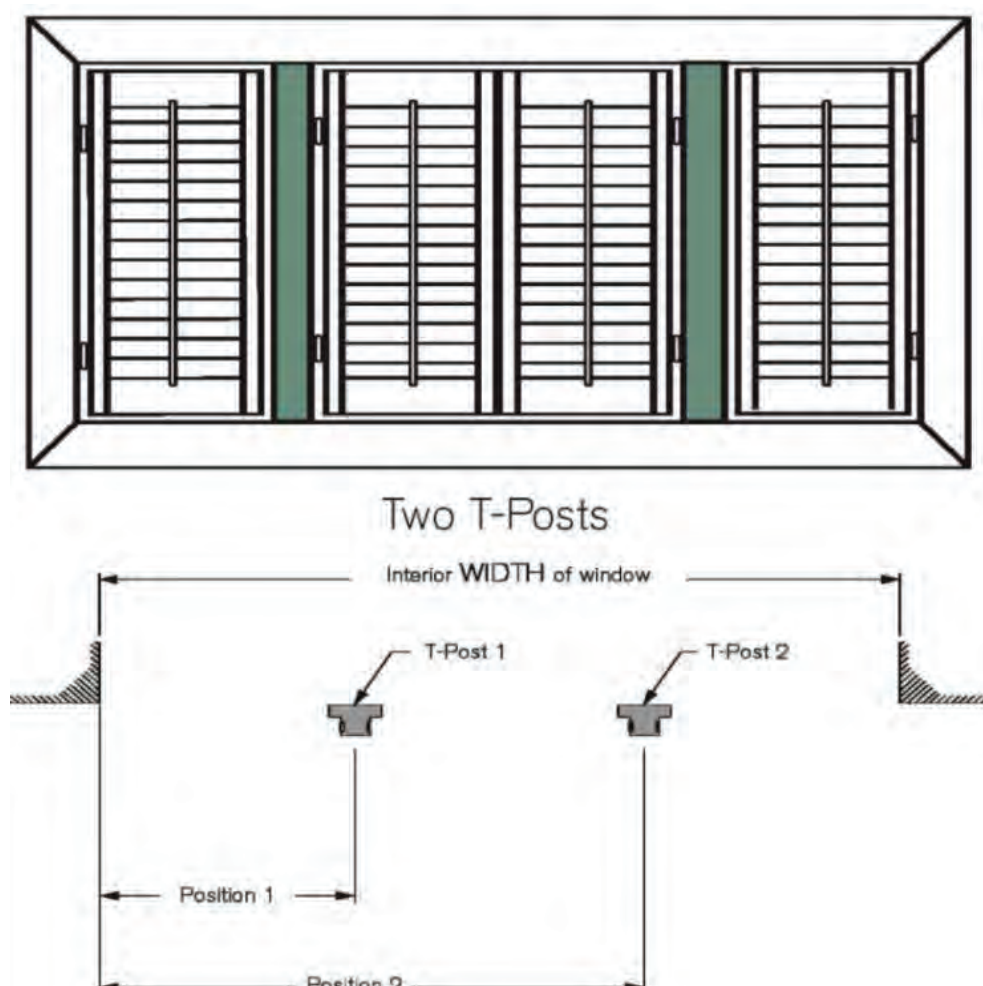


SD 24 2 2/5" WIDE (80.3 mm)



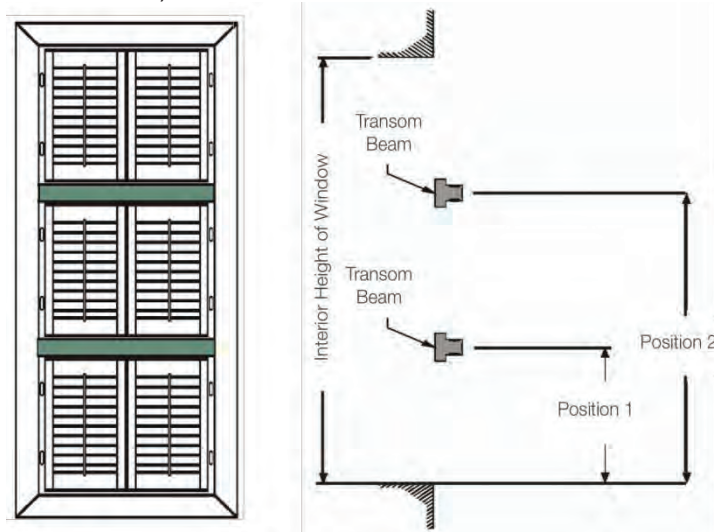
T-Post Locations

- T-Posts divide a window vertically into sections.
- T-Posts can be used to match the design of a window that has a natural break to accommodate panel configurations that require more than two panels, or just for aesthetic purposes. These can be used with any of our frame styles.
- Custom T-Post locations are available in any of our shutters.
- For window opening size shutters measure from the left side of the window to the centre of the 1st T-Post location for Position 1 (as shown below). For more than one T-Post, always measure from the far left of the window to the centre of the T-Post as shown below for Position 2.
- For Make Size with Frame, measure from the left edge of the frame to the centre of the T-Post.



Horizontal/Transom Beams

- Horizontal T-Posts are required when multiple shutters are needed to cover large window heights.
- Horizontal T-Post locations are measured from the bottom window edge to the centre of the T-Post for Position 1 (as shown below).
- For more than one T-Post measure from the bottom of the window to the centre of the T-Post for Position 2 (as shown below).

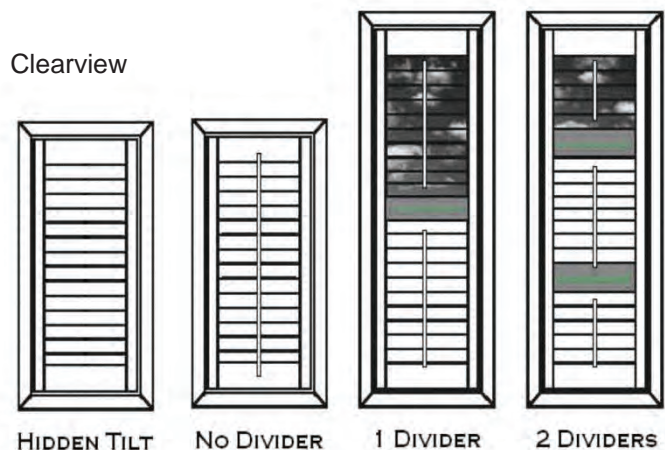


Divider Rails/Mid Rails

- Shutter measurements that exceed the maximum dimensions 1800 mm require a Divider Rail.
- A Divider Rail can be placed in any specified location on panels.
- A Divider Rail for an Outside Mount with the frame shutter is measured up from the bottom of the shutter to the middle of the Divider Rail.
- A Divider Rail for a window reveal fit size shutter is measured up from the bottom of the window to the middle of the Divider Rail.
- If the Divider Rail is specified at the centre, the Divider Rail may vary half a blade in height or drop.

Critical Mid Rail

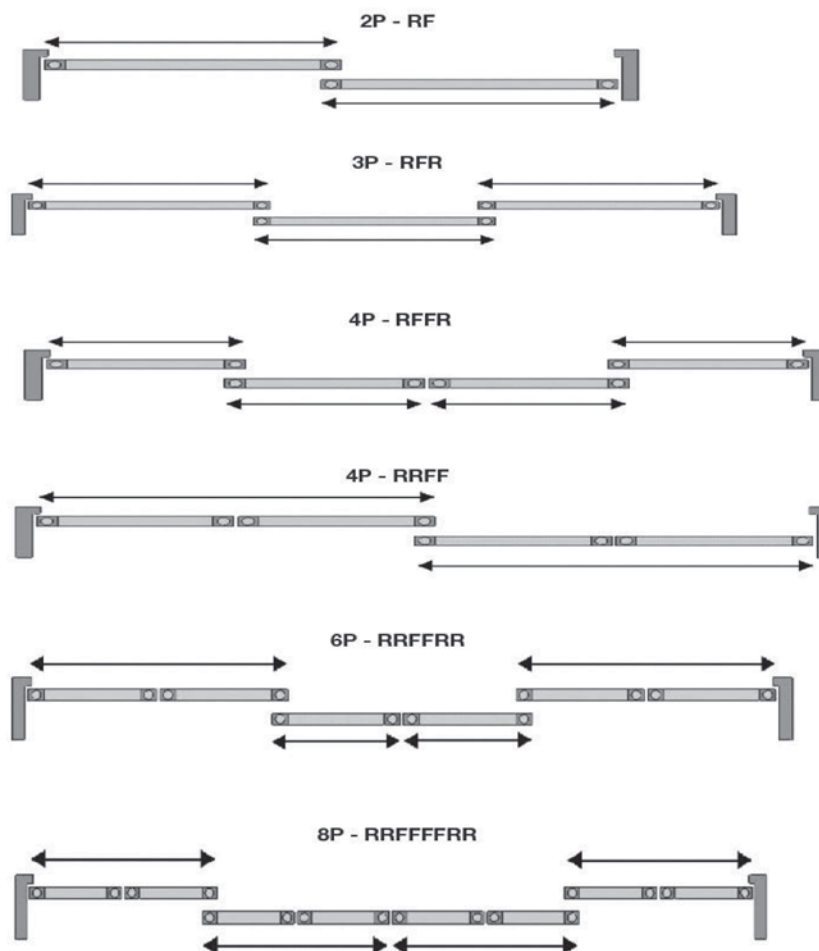
- If you require your Mid Rail to be exact please note top and bottom rails will vary.



Specialty Shutters – Bypass Track

- Bypass tracking is an excellent way to cover large windows such as sliding glass door window openings.
- Utilizes an overhead track system attached to the panels so that the panels can slide horizontally across the window opening.
- Can be ordered with the track only, with a frame attached to the track, or 3 sided to close in the panels, or with a plain or decorative valance/box out to help conceal the track system from the front.

Panel Configurations



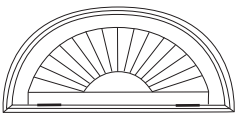
Specialty Shutters – Rake – Contoured

Raked top shutters, are shutters that have a straight angled top. The shutters are manufactured with an angled top rail to conform to the opening. We provide a full frame on all rake shutters.

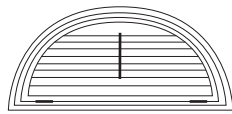
Rake shutters require the same dimensions as an arched shutter.

Please provide the width, height, and height of both the left and right sides.

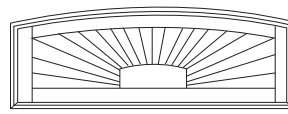
Contoured shutters are another way to cover an arched opening. The shutter panels are manufactured with a curved top rail to conform to the desired opening. They are available as a full circle or an eyebrow. We provide a full frame on all contoured shutters.



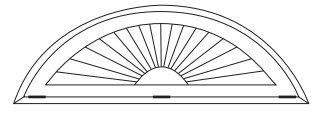
Half Circle Sunburst



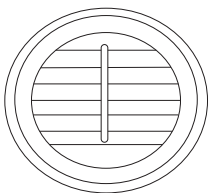
Half Circle



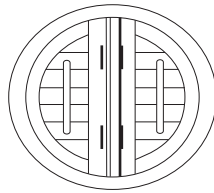
Elongated Eyebrow



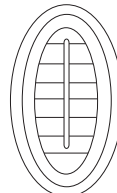
Eyebrow



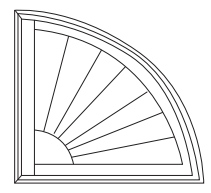
Circle



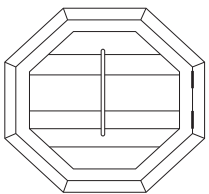
Circle 2 panel



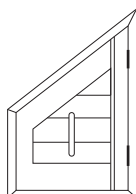
Oval



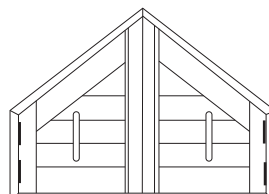
Quarterburst



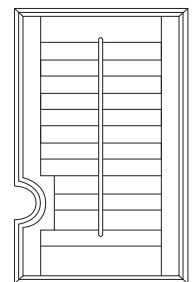
Octagon



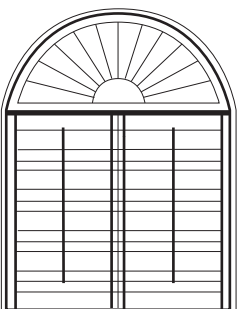
Half Rake



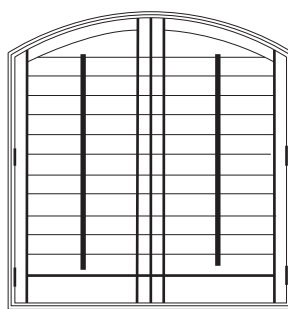
Full Rake



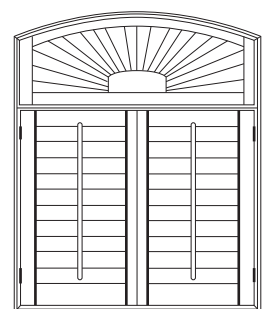
French Door



Sunburst Shutters



Arch Shutters

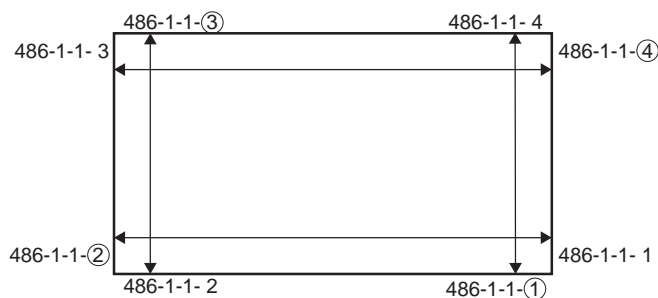


Elongated Eyebrow Shutters

Shutter Marking – Frames

- Frames to be marked on the mitres or on ends of each end of the frame piece.
- PIC# – Line# – Window # – Corner# is to be marked in ink.
- Starting with Corner 1 in the bottom right-hand corner of the frames increasing the number going clockwise around the shutter.
- Window and Line number increase just like the panels do.

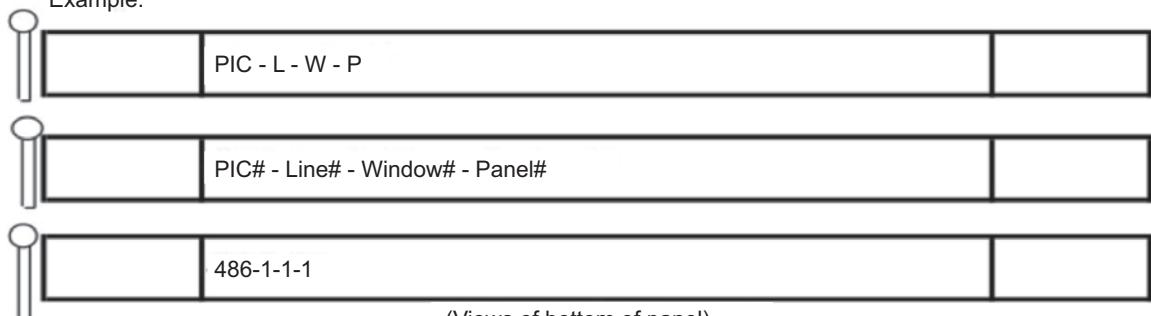
Example:



Shutter Marking – Panels

- Panels to be stamped in blue ink on the bottom of the bottom rail towards the hinge side.
- PIC & LWP markings to be stamped onto the panel as shown below.

Example:



(Views of bottom of panel)

- A LWP# of 1 1 1 means Line 1, Window 1, Panel 1.
- If you had two 1 panel shutters on 2 lines, then the LWP numbers would be 1 1 1 for the first one and 2 1 1 for the second one.
- If you had a 1 panel shutter with a quantity of 2 on one line, then the LWP would be 1 1 1 for the first one and 1 2 1 for the second.
- If you had a 2 panel shutter on 1 line their panels would be 1 1 1 and 1 1 2.

Measuring Advice

General

Measuring is the starting point in the production of a custom made shutter and one of the most critical phases of any installation. Too often not enough time is taken to get accurate measurements. Proper measurements can help to avoid mistakes, excessive work, call backs, and dissatisfied customers. To prepare for all of these possibilities you must get as much information as possible. Your approach to measuring a customer's windows is important. If the customer sees that you are very thorough in your measuring techniques, they will be confident in your ability to install the product.

Common Considerations

There are some common considerations you should look for and note when you are measuring a window or room of windows:

- Floor and ceiling are not the same distance apart or parallel.
- Walls are not level, or have waves in them.
- Windows are not square with the floor or ceiling.
- Proper clearance between window and rear of shutter blades.
- Obstructions such as:
 - a. Window sills
 - b. Window frames
 - c. Window cranks and locks
 - d. Windows which open into the room
 - e. Electrical switches
 - f. Air conditioners
 - g. Heating outlets and Cold air returns
 - h. Baseboard heating units
 - i. Door knobs
 - j. Doors that open into the room
 - k. Sensors for alarm systems
 - l. Light fixtures and pictures

Mounting Surfaces

You must also record the type of surface you will be mounting your frame into and the type of fasteners you will need such as:

- Timber/Gyprock – Drill bits to pre-drill hole to prevent splitting.
- Aluminium – Self drilling/Tek screws.
- Steel – High speed steel drill bits, self-drilling or heavy duty screws.
- Brick – Masonry drill bits, plastic wall plugs & screws.
- Concrete – Masonry drill bits, plastic wall plugs and heavy duty screws/Dynabolts.

Inside Measure

IS – Inside Measure

'L' and 'Z' Frames, Colonial Frame, Pivot Hinge Inside Mount and Non Mortise Hinges without framing options.

- Measure opening width from left to right in three places (top, centre and bottom) and record the smallest.
- Measure opening height from left to right in three places (left, centre and right) and record the smallest.
- Using a level, place on window sill (bottom and side) and determine if window is level and square.
- Measure the opening depth to ensure blades have adequate clearance to rotate freely.

Outside Measure

OS – Outside Measure

- Measure total length and width of the area to be covered in three places (same as inside measure).
- Depth measurements are especially important to ensure that the blades do not make contact with the window trim or frame.
- Note: Build outs or hanging strips may be required for outside mounted shutters to provide adequate blade clearance.

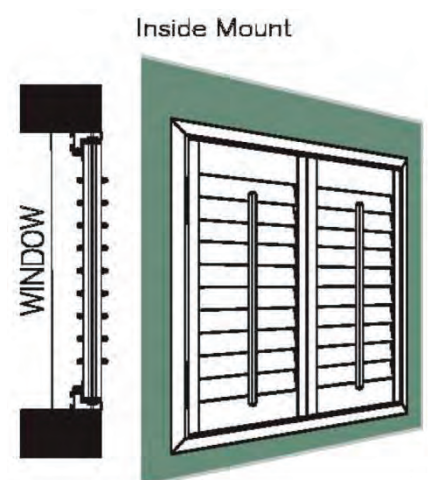
Measuring Information – General

Tips

- Always use a steel measuring tape for your measurements.
- Measure each opening separately, even if they appear to be the same size.
- Inside Mount: If no frame is required, a Hanging Strip Frame is recommended to reduce all light gaps. We strongly recommend using a Z or L Frame.
- Outside Mount: Recommended for window casings that are not perfectly square. Please use a BZ17 Frame or Elegant Z Frame.
- Shutter frames must be mounted securely into timber reveals and should be drilled and plugged into brick openings.

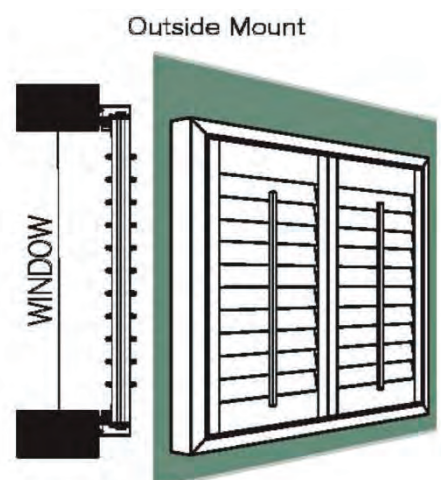
Inside Mount

Shutter is mounted inside the window opening

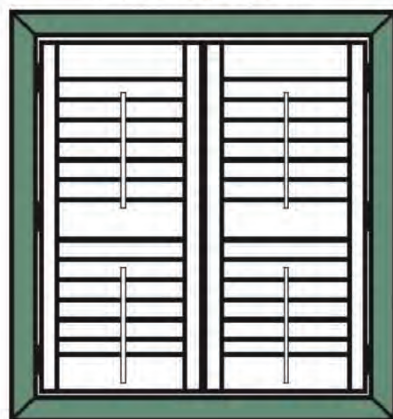


Outside Mount

Shutter is mounted outside of the window opening



Four-Sided Frame



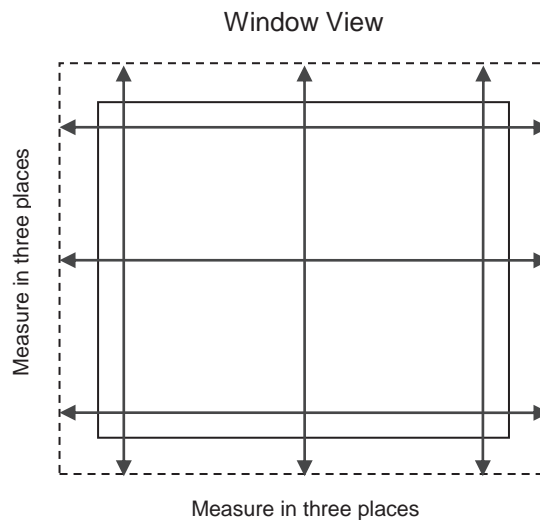
Three-Sided Frame



Measuring Information – Finished & Opening Window Size

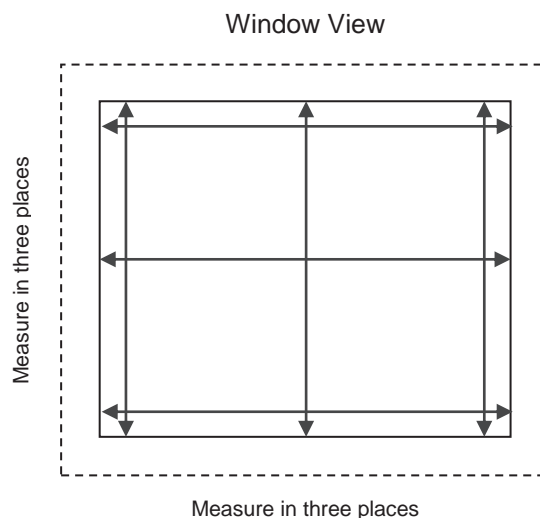
Measuring by FINISHED SIZE (Outside Mount)

When ordering a shutter with OM dimensions the factory will build the shutter unit (panels and frames) to your exact width and height specifications to the outside edge of the frame. No deductions taken off for your sizes.



Measuring by Window Opening Size reveal fit or Inside Mount

- Measure the window width and the window height in three different places.
- Inside Mount: Take the smallest of the three measurements to determine the width and the height.
- Outside Mount: Select the largest of the three measurements to determine the final dimensions of the shutter.



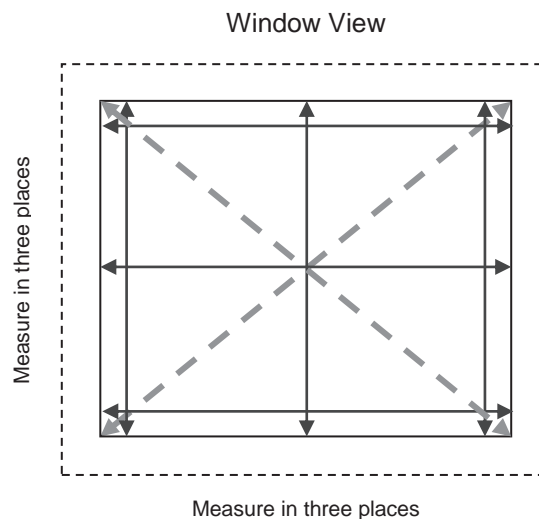
Squareness

Measuring for Window Squareness

To determine the squareness of the window, measure diagonally. If measurements are not equal, consider specifying greater deduction than the one usually taken or recommended. If the two diagonal measurements vary more than 12 mm (1/2") you should consider an inside mount with one of our Z Frames or an outside mount application.

Direct Mount Squareness

For direct mount, measure diagonally between corners to determine the squareness of the window. If the difference between the two measurements is larger than 6 mm (1/4") then an outside mount is needed unless you are willing to fill the gaps with elastomeric sealant such as Selleys "No More Gaps".



Warranty and Repair

Warranty and Repair Policy covers the repair or replacement of its Ultra20 shutters for 20 years from the date of purchase, if found to be defective in materials or workmanship. This warranty is in addition to any other statutory obligations required in the State or Territory of the premises, and supersedes all other warranties, both expressed and implied.

We warrant this product is free from defects within the following Acceptable Standard Guidelines:

If a defect is visible with the naked eye in natural daylight at a distance of 1.5 metres, it is not acceptable. If a defect is not visible with the naked eye in natural daylight at a distance of 1.5 metres, it is acceptable.

What is CW Systems' Responsibility?

CW Systems guarantees that we will repair or replace at our sole discretion any parts or items deemed to be suffering from a defect. CW Systems, where possible, will repair or replace any product using identical components. If CW Systems designs and/or styles have been altered or upgraded, CW Systems will replace any components suffering from a defect with a part or product of comparable quality and value.

Product Use

The warranty is ex-factory and restricted to supply only. This warranty is only valid for the original purchaser or first end user, and is at the sole discretion of CW Systems Shutters' management. The warranty excludes any shipping, labour or other associated costs with the installation or removal of shutters and all liability for consequential or incidental damages from any cause whatsoever, and does not include:

- Normal wear and tear
- Installation or the manner of application or fixing
- Installation damage to the window(s) or premises
- Misuse or abuse
- Use of the product outside the CW Systems specification guidelines
- Use of components not supplied by CW Systems
- Any alterations made to the original shutter panels as supplied
- Incorrect or insufficient care, cleaning and maintenance
- Use of silicon-based sprays or abrasive cleaning agents on product
- Fire, flood or natural disasters; or Acts of God
- Defects due to any contamination or pollution due to surface dirt or staining
- Any unreasonable or unusual use or a failure to carry out normal maintenance and cleaning
- The warranties are not transferable and are only available to the customer to whom the invoice is addressed

NOTE: The warranty only applies when the shutters are installed internally in accordance with the distributor's instructions and are used for the intended purpose for which the shutters have been manufactured.

Claiming Under Warranty

When claiming under this Warranty to CW Systems, you must submit a completed Repair Request form through your original retailer, AND you must substantiate your claim with proof of the error or defect.

The customer must submit the form within a period of one calendar month of first detecting the defect.

A photograph is worth a thousand words and is the quickest and easiest way of providing proof of your claim. Please ensure you have a photograph of the entire window/shutter and also a close up/detailed photograph of the problem, sufficient to identify the problem. If the problem exists on more than one panel, you must supply a photograph for each shutter panel.

A Repair is considered to be any order that relates to a previous order, whether making a warranty claim, re-ordering or just requiring a shutter part or panel for the same job.

The Repair Request form will be assessed by CW Systems and if accepted as a defect of material or labour, will be processed and sent on to the factory of manufacture for re-supply.

Your repair cannot be accepted if:

- The Repair Request form is not filled out correctly or in its entirety, including measurements, details of the cause and effect and the original order information.
- You are making a claim and have not supplied the relevant photographs.
- The job had not been paid for in full in accordance with the purchase order.
- The repaired shutters will be supplied to the original retailer for the purchaser's use.
- The Warranty Certificate has not been previously submitted within the stated time.

Warranty Certificate

To: CW Systems P/L
PO Box 294
PENDLE HILL NSW 2145

This is to certify that the person named on this certificate has installed, at the property named on this certificate, the CW Systems P/L product known as Ultra20, on the date specified in this certificate. The product was coated/not coated as specified on this certificate by CW Systems P/L at the time of installation.

Name and address of customer:

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.....
.....

Place of installation/property:

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.....

Date of installation:

.....

Was the product coated by CW Systems P/L at the time of installation?

Yes No

Name of installer:

Signature of installer:

Dated:

Care and Maintenance of Ultra20

Shutters are like any window furnishing, the better maintained, the greater the longevity.

- > Rotate blades daily.
- > Bi-Fold and Sliders: remember to close the blades before opening or sliding to prevent damage.
- > Keep tracks free of dirt and grit weekly. Use a silicon spray lubricant.
- > If any of the blades come loose, use the tension screw to tighten again (located at the side of the shutter panel).
- > Do not force shutters to close, gentle operation only.
- > Do not slam shutters closed as this will cause damage to both the shutter and the framework.
- > Do not put your hands through the blades to gain access to window openings as this will put a strain on the blades and will not be covered under warranty.

Ultra20 have a glide on the shutter panels. Customers should note that there may be a slight movement in the hinges and joints. This is compensated by the glide and the magnetic catch that stops the panel from sagging and keeps in square within the frame. Therefore when opening and closing, the panels will flex when sliding on the glide and should be assisted by slightly lifting the panel against the magnetic stop.

Please note if you need to access the window you must open the panel and not put your hand through the blades as they will be damaged and this damage will not be covered under warranty.

Cleaning

Ultra20 Shutters are easily cleaned without harsh chemicals.

The shutter surfaces will collect a layer of dust over a period of time. Regular cleaning with a damp cloth will remove the dust.

If more thorough cleaning is required, then use mild dishwashing liquid diluted in water and wipe using a soft cloth.

If this is not sufficient, then use a mild base household cleaner for more difficult dirt and stains.

External shutters should be hosed down regularly and washed with a mild soap solution to remove salt and air pollutants.

Caution: NEVER USE silicon-based sprays, chlorine-based cleaners or abrasive cleaners on Ultra20 shutters as they may affect the surface appearance and durability.