HunterDouglas

Installation • Operation • Care

Palm Beach™ Polysatin™ Shutters

Palm Beach with PowerView® Automation

CONTENTS

Questions?
Call the Hunter Douglas Custom Shutters Installer Hotline at **1-888-727-5230.**

Hunter Douglas Palm Beach™ Polysatin™ Shutters are built using the highest quality materials. When properly installed, these shutters will provide a lifetime of beauty and performance.

IMPORTANT: These installation instructions are intended for professional installers who have been certified after attending Hunter Douglas shutter training.

Installation Overview

Panel shutters come in many configurations — individually hinged, bi-fold panels, with and without T-posts, track systems comprised of one or multiple panels, and with a variety of frames for inside or outside mounting.

Whatever the configuration, installation procedures are basically the same. The frame is assembled and fastened to the window at two points. Then the shutter panels are individually installed, racked, and the frame attachment is completed. Duracatch™ lock adjustment or magnet mounting, caulking and other finish work complete the installation.

Unpacking

Carefully unpack the shutters. The package will include:

- Shutter panels
- Disassembled frames (frames for specialty shapes are typically assembled)
- Miscellaneous hardware (hinge pins, button plugs, etc.)

Tools and Materials Needed

Tools

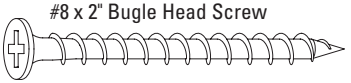
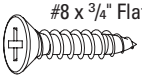
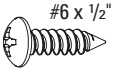
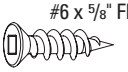
- Flat blade, Phillips, and Robertson #1 and #2 screwdrivers
- Power drill and drill bits, including a 2" drill bit extension
- Rubber mallet
- Measuring tape
- Level
- Awl
- Miscellaneous tools for non-typical installations (jig saw, hack saw, Dremel® tools, etc.)

Materials

- Canvas drop cloth large enough for unpacking and frame assembly
- Clean fabric cloth and a mild cleaning spray solution
- Shim materials
- Finishing supplies (caulk, sealant, etc.)
- Instant adhesive for frame miters
- Silicone adhesive or doubled-sided tape for Decorative Sill Cover installation

Fasteners

Screws of varying lengths and types are required to install shutters. The chart below shows the standard fasteners, what each is used for, and the tool or driver needed to secure them. Other types of fasteners may be needed if mounting into concrete, metal, or similar surfaces.

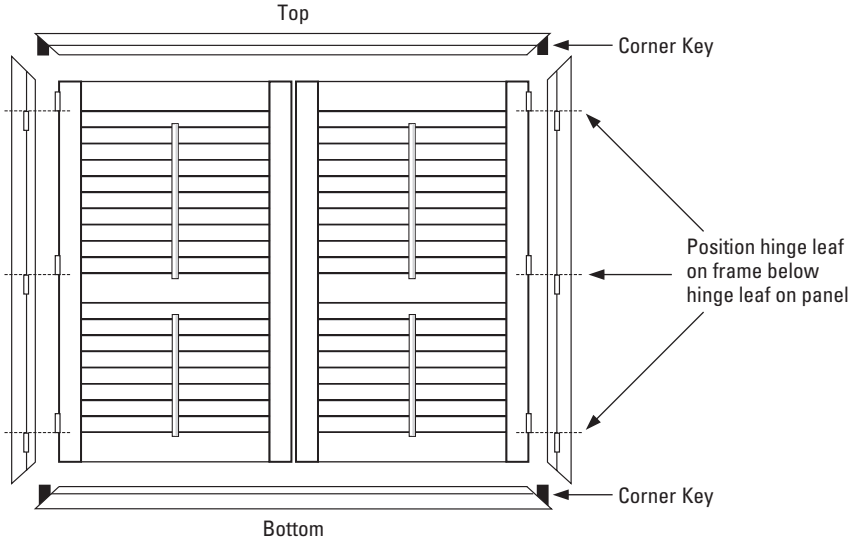
#8 x 3" Washer Head Screw 	Installation screw #2 Robertson drive
#8 x 2" Pan Head Screw 	Attaches Bi-Fold or Bypass bracket to wall #2 Phillips drive
#8 x 1½" Pan Head Screw 	Installation screw; also used to attach valance clips to frame #2 Robertson drive
#8 x 1" Pan Head Screw 	Attaches Bi-Fold/Bypass track to frame or opening, as well as track system brackets to frame #2 Robertson drive
#8 x 2" Bugle Head Screw 	Attaches T-Post to frame #2 Phillips drive
#8 x ¾" Flat Head Screw 	Attaches Bi-Fold pivot bracket to frame #2 Phillips drive
#6 x 1¾" Round Head Screw 	Attaches T-Post block to frame #1 Robertson drive
#6 x ¾" Round Head Screw 	Attaches magnets, as well as T-Post brackets to T-Post and sill or frame, and Bi-Fold/Bypass carrier hardware to panels #1 Robertson drive
#6 x ½" Pan Head Screw 	Attaches Bi-Fold bottom track pivot bracket to bottom track #2 Phillips drive
#6 x ⅝" Flat Head Screw 	Attaches hinges to frames and T-Posts, as well as magnet strike plates to panels #1 Robertson drive
#6 x ½" Flat Head Screw 	Attaches metal brackets to frame Combination #2 Phillips/#1 Robertson drive

Assemble the Frame – Panel Systems

Prepare the work area. Lay the shutter panels on a drop cloth face up just as they will appear in the window. Then follow the procedure below.

1. Lay the side frames beside the panels, so that the panel hinges are above the frame hinges. If one or more T-posts are used, lay them in the proper position.

NOTE: If hinges were ordered unattached, attach them to the frame and panels as shown below before proceeding.



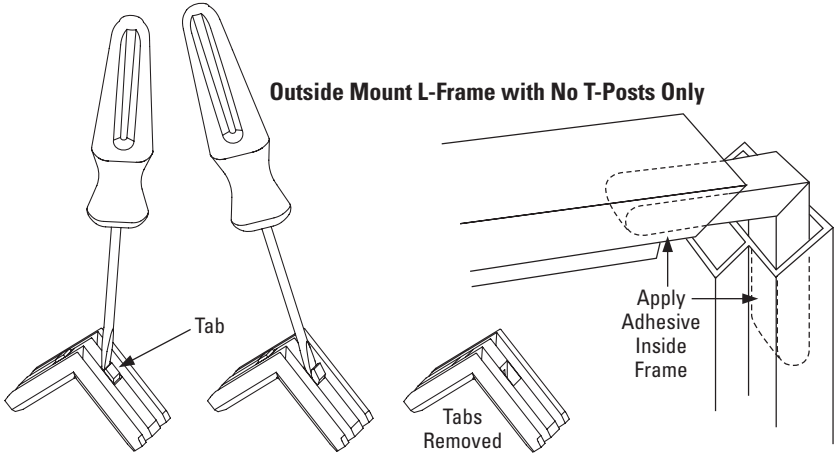
2. Insert the plastic corner keys into the ends of the top and bottom frames.

- The Deluxe Casing Frame, Colonial Z-Frame, Classic Z-Frame, Modern Z-Frame, and Standard Z-Frame receive both the corner keys **and** metal brackets.
- Insert the side frame pieces onto the corner keys of the **top frame.**
- Tap the mitered frame corners with a rubber mallet to ensure that the corner keys are fully seated, and to pull the miters tightly together.

IMPORTANT: With outside mount L-frames that have no T-posts, glue the corner keys in position as described in Step 3 on the following page.

IMPORTANT: Be sure the frames match before gluing. The corners cannot be detached after the adhesive has set.

3. **Outside mount L-frames with no T-posts:** Glue the corner keys in position as illustrated. This prevents the frame from bowing.
   - ➤ First remove the tabs off the corner key with a flat blade screwdriver. The L-frames have no corner key punch. The tabs must be removed from the corner keys to prevent distorting the frame.
   - ➤ Then apply a small amount of instant adhesive or contact cement to the inside of the frame.
   - ➤ Insert the corner key into the end of the frame and hold firmly until set.

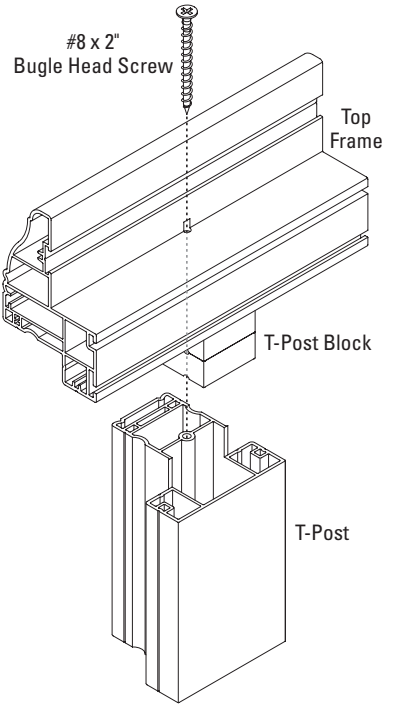


4. With the Deluxe Casing Frame, Colonial Z-Frame, Classic Z-Frame, Modern Z-Frame, and Standard Z-Frame, secure the top frame metal brackets to the side frames using the provided screws.

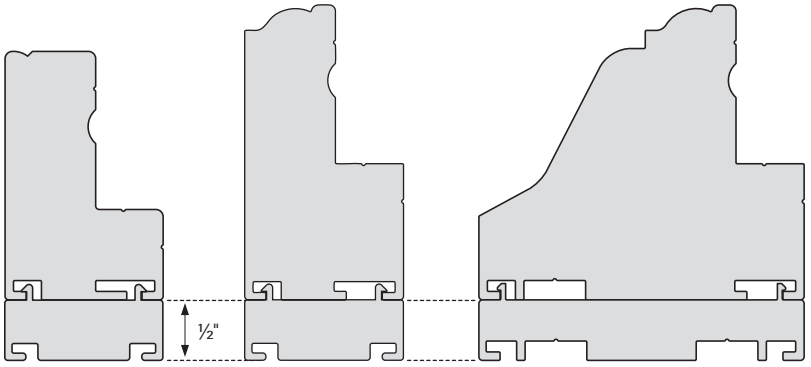
5. **Frames with T-posts:** Attach the T-post to the **top frame**.
   - ➤ T-post blocks will be pre-attached to the top and bottom frame pieces.
   - ➤ Slide the T-post onto the T-post block on the top frame piece and secure the T-post to the block using a #2 Phillips bit to drive the provided bugle head screw.

   IMPORTANT: A long driver bit is required to get enough access to drive the screw.

   NOTE: See Step 8 on page 6 if T-post blocks were not provided, or for three-sided frames or inside mounts with no frames.
6. Attach the **bottom frame** to the side frames and T-post, repeating the methods described in Steps 2 through 5.



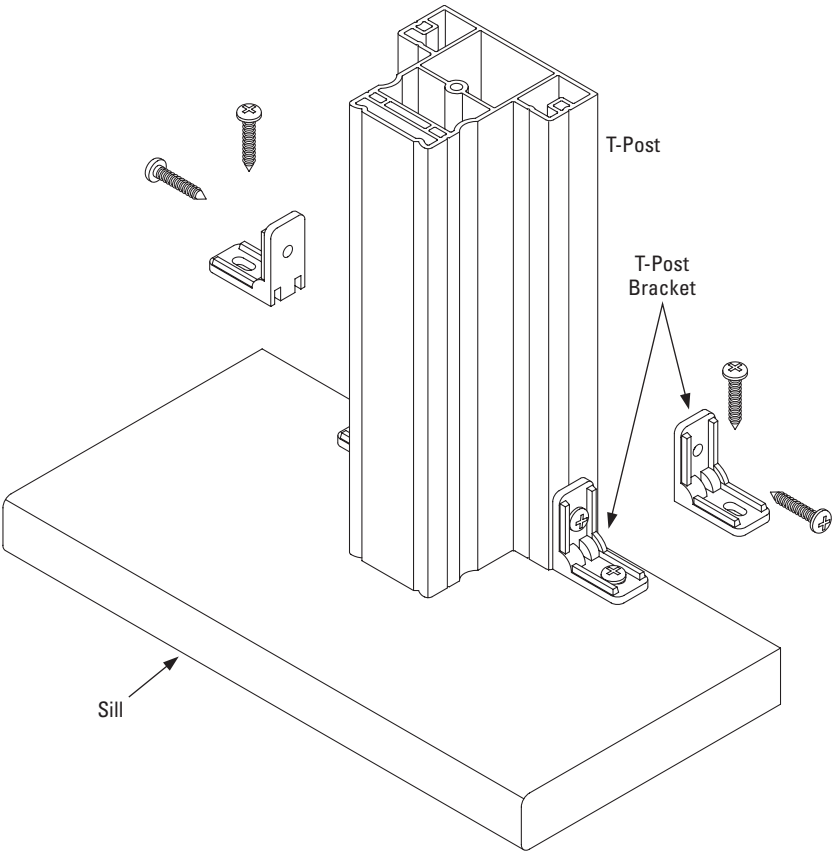
7. **Deluxe Casing Frame, outside mount Standard L-Frame, and outside mount Deluxe Casing Sill/Extended L-Frame only:** If build-out is needed for additional clearance, install the build-out onto the back of the frame.
   - ➤ The build-out snaps onto the back of the frame.



8. With 3-sided frames or inside mounts with no frame, T-post brackets are used to attach the T-post to the sill or casement after the frame has been installed. Refer to the illustration below.

- ➤ Attach the brackets to the sill or casement using the slotted hole on the bracket to allow for side-to-side adjustment.
- ➤ Be sure to square the T-post before tightening the brackets.
- ➤ T-post brackets can also be used to attach T-posts to frames when T-post blocks are not provided.

IMPORTANT: When a Decorative Sill Cover is used, it must be placed between the window sill and T-post before attaching the T-post.



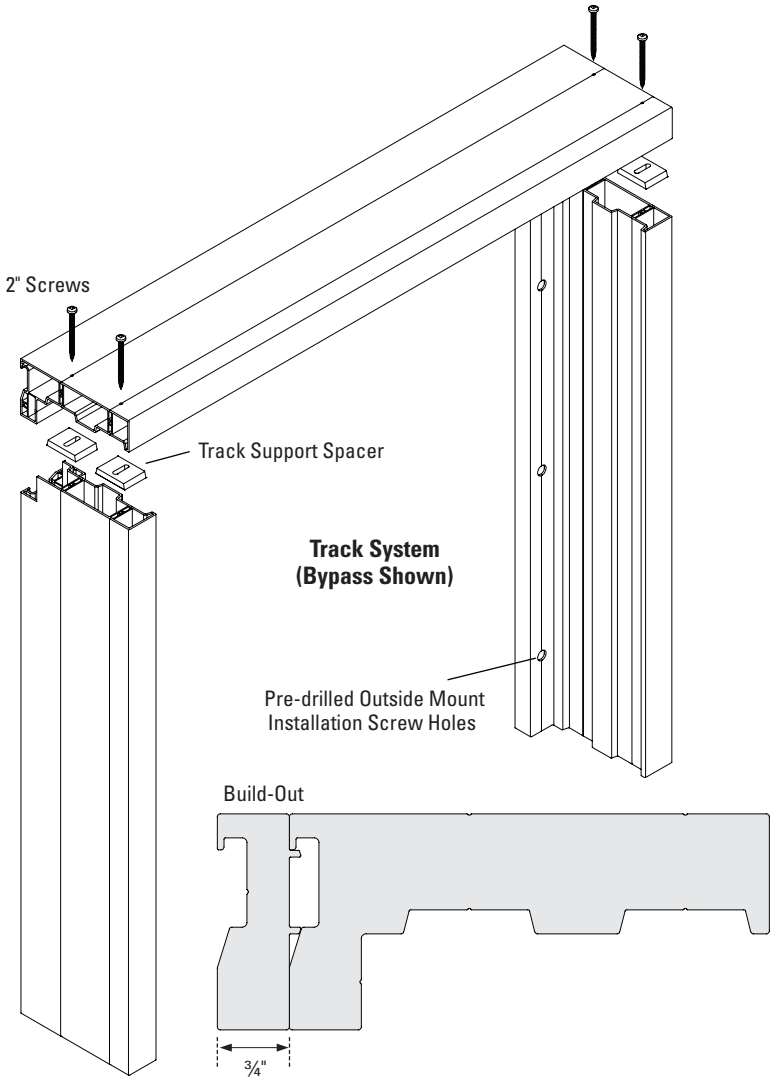
Assemble the Frame – Track Systems

Prepare the work area. Lay the frame pieces on a drop cloth in their proper orientation. Then follow the procedures below.

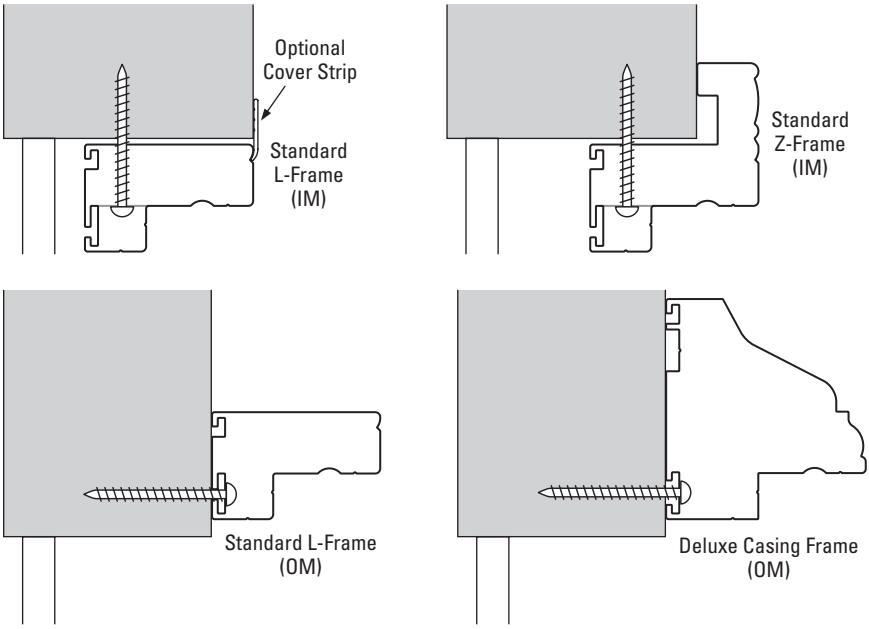
1. Align the track support spacers in the channels at either end of the top frame, flush with the ends of the frame. Use the four screws to attach the top frame and the track support spacers to the side frames.

   ➤ With four-sided systems, attach the bottom frame to the side frames in the same way.

2. If build-out is needed for additional clearance, secure the build-out onto the back of the frame with screws, as shown below.



Framed Standard Panel Systems



NOTE: If a Decorative Sill Cover was ordered, refer to page 40.

Step A. Install the Frame

1. Position the frame for mounting.

- **Outside (OM) Mount.** Center the frame over the opening. There should be a ¼" reveal on all four sides (or an equal reveal if a larger or smaller reveal was specified on the original order).
- **Inside (IM) Mount.** Center the frame in the opening. Insert temporary shims between the shutter frame and the window to hold the frame centered.

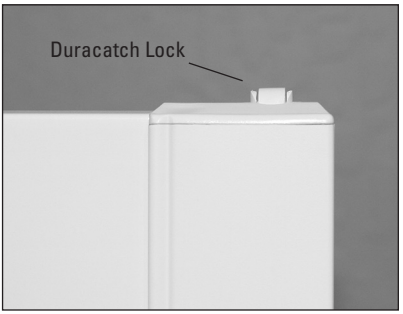
2. Attach the **side frames** at the top corners through the pre-drilled holes.

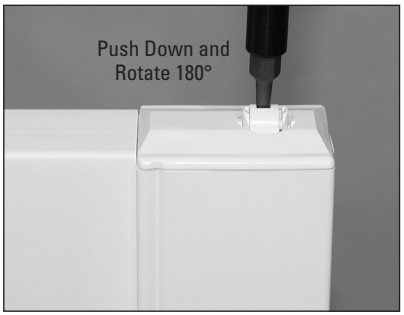
IMPORTANT: Tighten the screws snugly, but do not overtighten.

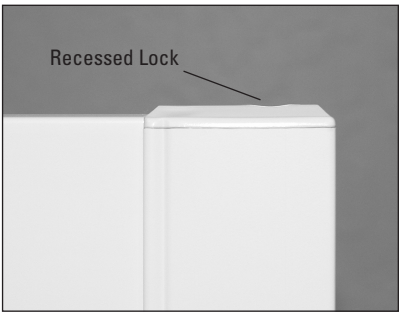
Step B. Mount the Panels

1. First, retract the Duracatch™ locks on the top and bottom of the panels.

- ➤ The Duracatch lock system is designed to help level the panels within the frame. Retracting the locks makes it possible to rack the shutter.
- ➤ Rotate the wheel of the Duracatch lock until the square hole is visible.
- ➤ Insert a #2 Robertson bit into the square hole, then push in and rotate the plunger assembly 180° clockwise to retract it.







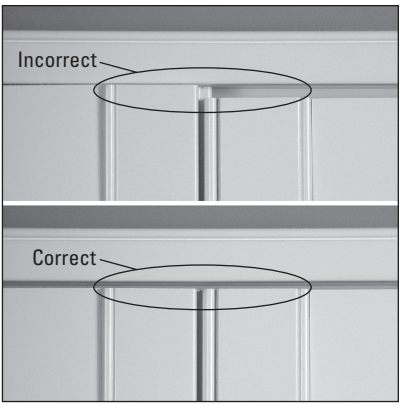
2. Align the panel and frame hinges, and insert the hinge pins.

3. Close the panels and check for proper alignment.

- ➤ If panels are misaligned, rack the shutter by grasping the frame at the bottom corners and moving it from side to side until proper alignment is achieved.

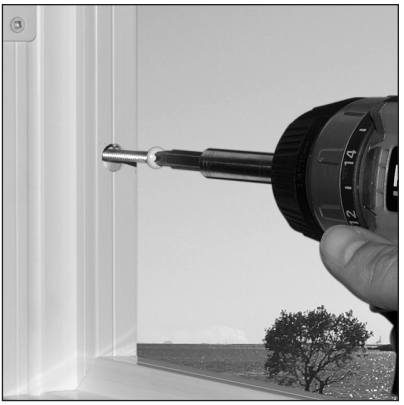
NOTE: In the following procedures, after each fastener is placed, close the panels and check the alignment. If the alignment is lost, remove the fastener, re-align the panels, and then re-install the fastener.

IMPORTANT: For installations with multiple T-posts, it is recommended that you begin your racking at the center-most section and work your way out to each end.



4. Hold the frame in the aligned position.

- ➤ **Outside (OM) Mount.** Use a fastener to secure the center of the bottom frame. Check alignment, and then secure the side frames at the bottom corners.
- ➤ **Inside (IM) Mount.** Use fasteners to secure the side frames at the bottom corners.



5. Insert screws into the remaining holes and check that the panels are still aligned after each screw has been tightened. Re-adjust if necessary.

6. To release the Duracatch™ panel lock assemblies, insert a #2 Robertson bit into the square hole on the wheel, then rotate 180° counterclockwise to extend it. Repeat until desired height has been achieved.

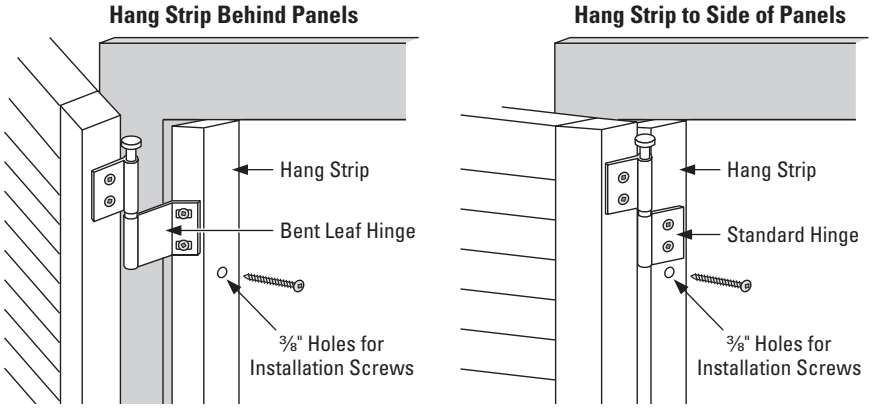
7. Close the panels and, if needed, adjust the Duracatch locks with a Robertson screwdriver as described on page 9 so that all doors close easily, yet stay firmly shut.

- ➤ If necessary, install panel lock ramps on the sill or casement (see page 41).
- ➤ If necessary, install magnets and strike plates (see page 42).

8. Perform any other necessary finish work to complete the installation (see page 43).

NOTE: If it is necessary to drill more installation holes in the frame, drill ⅜" holes **through the first layer of vinyl only.** Drill through the light block for both inside and outside mounts. (For sample drilling locations, see the illustrations at the top of page 8.)

Standard Panel Systems with Hang Strip



NOTE: If a Decorative Sill Cover was ordered, refer to page 40.

Step A. Install the Hang Strips

1. Attach the side hang strips inside or outside the opening.

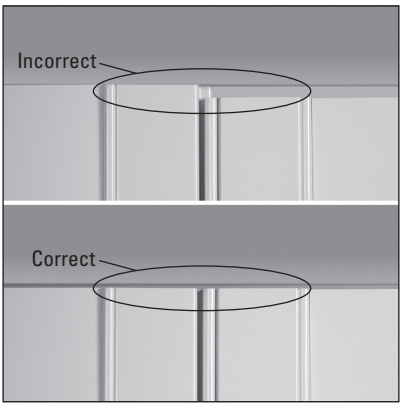
- ➤ With outside mounts, be sure the hang strips are positioned the correct width apart and at the correct height.
- ➤ Insert an installation screw into the top and bottom holes only, then set the screws into the mounting surface.
- ➤ Tighten the screws snugly, but do not overtighten.

Step B. Mount the Panels

1. Hang the panels by fitting the pin end of the hinges into the hinge barrels.

2. Square and align the panels to the opening.

- ➤ **Hang Strip Behind Panels.**
  If necessary, adjust the bent-leaf hinges by loosening the hinge screws and moving the hinge left or right.
- ➤ **Hang Strip to Side of Panels.**
  If necessary, place hinge shims between the hinge and hang strip.
- ➤ Re-tighten the hinge screws once the panels are square and aligned.



3. Insert screws into the remaining holes and check that the panels are still level after each screw has been tightened. Re-adjust if necessary.
4. With inside mounts, install Duracatch™ panel lock ramps (see page 41).
5. With outside mounts, install magnets and strike plates (see page 42).
6. Perform any other necessary finish work to complete the installation (see page 43).

Unframed Standard Panel Systems

Unframed inside-mounted shutters may be installed flush with the opening or projected out from the opening using extended leaf hinges, which are ⅝" wider.

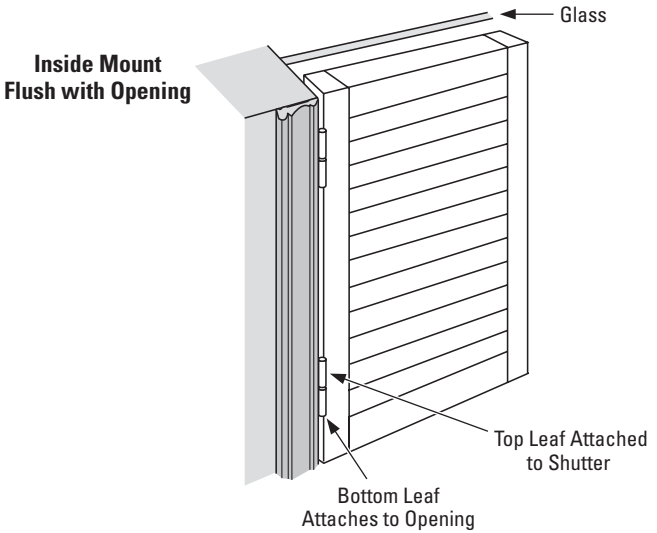
NOTE: If a Decorative Sill Cover was ordered, refer to page 40.

Step A. Install the Bottom Leaf of the Top Hinge

1. Position the left panel in the opening so that it has equal clearance at the top and bottom. Mark where the bottom of the top hinge is located.
2. Align the top of the bottom leaf with the mark and attach it using **one** screw.
3. To check for accurate placement, install the panel by its top hinge, inserting a hinge pin to hold the panel in place. Adjust placement of the hinge, if necessary.
   - ➤ If placement is accurate, remove the panel and install the second screw into the bottom leaf of the top hinge.

Step B. Install the Bottom Leaf of the Bottom Hinge

1. With the panel placed in the top hinge, mark where the bottom of the bottom panel hinge is located.
2. Align the top of the bottom leaf of the hinge with the mark and attach it using **one** screw.
3. To check for accurate placement, install the panel into the two hinges. Adjust placement of the bottom hinge, if necessary.
   - ➤ If placement is accurate, install the second screw into the bottom hinge.
4. Repeat steps A and B for the right panel, if applicable. Be sure to align the right panel to the left panel.



Step C. Install the Remaining Bottom Leafs of the Hinges

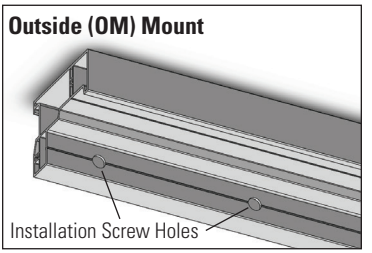
1. Once the panels are level and square in the opening, install the remaining bottom leafs while the panels are hanging.
   - ➤ Open the panels and install the bottom leafs onto the top leafs using the hinge pins.
   - ➤ Screw the bottom leafs in place.
   - ➤ If necessary, shim using the provided hinge shims.
2. Install Duracatch™ panel lock ramps (see page 41) or magnets and strike plates (see page 42).
   - ➤ When the Duracatch panel lock system is used, the plunger may be adjusted using a Robertson screwdriver as described on page 9, if minor support or leveling is required.
3. Perform any other necessary finish work to complete the installation (see page 43).

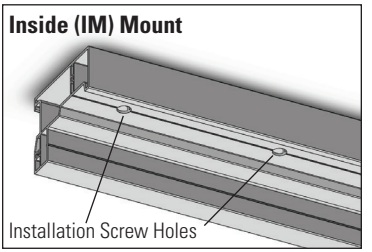
Bi-Fold Track Systems

Typically, Bi-Fold track systems have three-sided frames; however, they may also be two-sided or four-sided. The basic installation procedure is the same whatever the configuration. (If you haven't already assembled the Bi-Fold Track Frame, refer to page 7.)

Step A. Prepare the Frame

1. Installation screw holes are pre-drilled. If you need additional attachment points, drill ⅜" holes in the frame **through the first layer of vinyl only.**
   - ➤ **Outside (OM) Mount:** Drill through the score indicator groove on the light stop. The top frame should be mounted into studs wherever possible (unless mounting into the header).
   - ➤ **Inside (IM) Mount:** Drill through the track channels for the top frame and light stop for the side frames.
2. If an aluminum track is attached to the top frame, remove it before proceeding.





Step B. Install the Frame

IMPORTANT: Tighten the mounting screws snugly, but do not overtighten.

Inside Mount

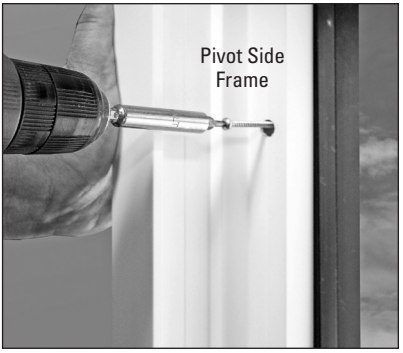
1. Center the frame in the opening.
2. Using the provided screws, attach the top of the frame to the opening and level. Use shims as needed to ensure a level installation.
3. Secure the pivot side frame, using a level to make sure the frame piece is plumb. Again, use shims as needed.
   - ➤ If there are two pivot sides (split stack), secure only **one** of the side frames.

Outside Mount

1. Center the frame over the opening at the desired height.
2. Attach the **top frame** first, starting with one fastener at the highest corner.

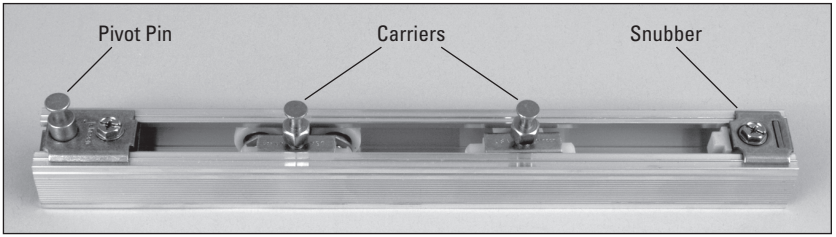
   IMPORTANT: Install all mounting screws into studs or the window header.

3. Place a four foot level on the top frame and secure the second fastener in the top frame at the other corner, ensuring the top frame is level.
4. Finish attaching the top frame by securing one screw at each stud, 16" to 24" apart, depending on the type of construction.
   - ➤ Space screws no more than 30" apart if mounting into the header.
5. Secure the pivot side frame, using a level to make sure the frame piece is plumb. Again, use shims as needed.
   - ➤ If there are two pivot sides (split stack), secure only **one** of the side frames.

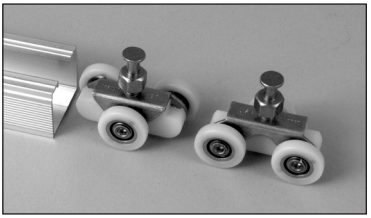


Step C. Attach the Aluminum Track to the Frame

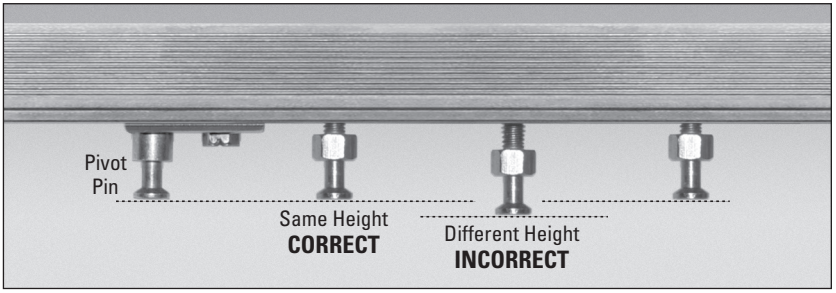
1. Before attaching the track, make sure that you have inserted the correct number of carriers and top pivot pins. For one-way operation, one pivot pin and one snubber are required. For split operation, two pivot pins are required, but no snubber.



IMPORTANT: Carriers have three wheels. It makes no difference whether they are loaded into the track with one wheel to the front or two wheels to the front.



2. After inserting the carriers, check that the carrier heights are the same as the pivot pin height, as shown below. Adjust as necessary.

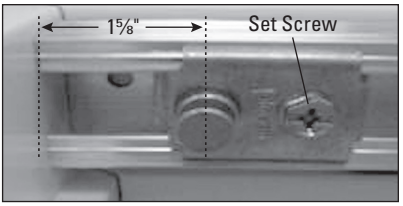


3. If the track arrived attached, use the same holes and re-attach the aluminum track to the top frame with the screws supplied. Be sure the holes line up correctly.

➤ If the track did not arrive attached, place the track within the light stop channel and align the track screws.

Step D. Attach the Shutter Panels

1. Set the pivot pin(s) in the track so that the center of the pivot pin is 1⅝" from the side frame.

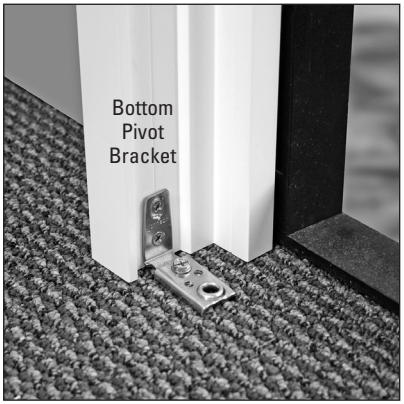


2. Mount the bottom pivot bracket(s) or floor guide with bottom pivot(s).

IMPORTANT: The pivot pin receiver(s) must be directly under the top pivot pin(s). The center of the pivot pin receiver(s) should be 1⅝" from the side frame(s).

➤ **Bottom Pivot Bracket.** Mount the bottom pivot bracket(s) centered on the screw indicator groove in the side frame(s).

➤ **Floor Guide with Bottom Pivot.** Insert the bottom pivot(s) into the floor guide and tighten the screws with the pivot pin receiver(s) in the correct position. Attach the floor guide to the floor, centered on the screw indicator groove in the side frame(s).

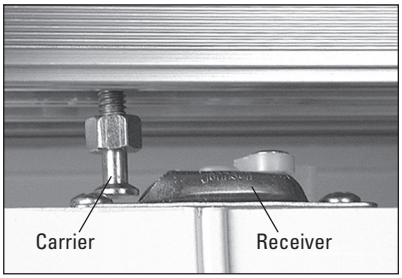


3. Mount the first panel per side into the bottom pivot pin receiver first and then onto the top pivot pin. Rotate the lever on the receiver to lock the top pivot pin in place.

➤ When both sides have pivot pin receivers, install the first panel on the other side as well.

➤ If adjustment is necessary, mark the correct position of the top and/or bottom receiver(s) to correctly re-position the component(s).

4. Insert the remaining shutter panels into the hinges and receivers.
   - ➤ Using labels and hinges for correct panel positioning, lock all panels into place by rotating the lever on the receiver.
   - ➤ If panels are uneven, make any minor adjustments with the carrier bolts.



Step E. Finalize the Adjustment

1. **For one-way operation:** Close the panels and locate the unsecured frame so that the snubber contacts the panel and the panel fits into the light stop channel. Secure the frame in this position.
2. **For two-way operation:** Hold the loose side frame so the center split panels come together. Then adjust the carriers, if necessary. Finally, mark the position of the side frame and secure it.

Step F. Attach the Optional Valance

IMPORTANT: Two valances are available, the Bi-Fold Standard Valance (2½") and the Decorative Valance (5"). Both are mounted in a similar manner.

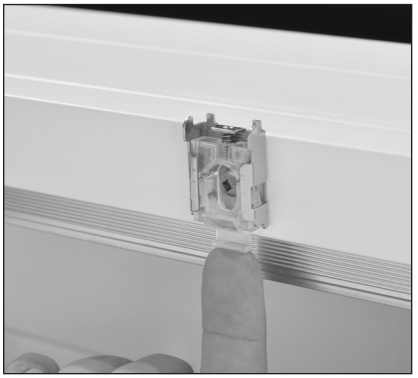
1. Attach the valance returns.
   - ➤ Remove tabs from corner keys as described on page 4.
   - ➤ Apply a small amount of instant adhesive or contact cement to inside of mitered corners of valance.
   - ➤ Insert the corner key into the end of the valance and hold firmly until set.
   - ➤ Glue and attach the valance returns.
2. The supplied valance clips will correctly position either valance to allow proper clearance for operation of the panels.
3. Align the valance clips with the pre-drilled installation holes on the face of the Bi-Fold Frame, and secure with the supplied #8 x 1" Truss Head screws.

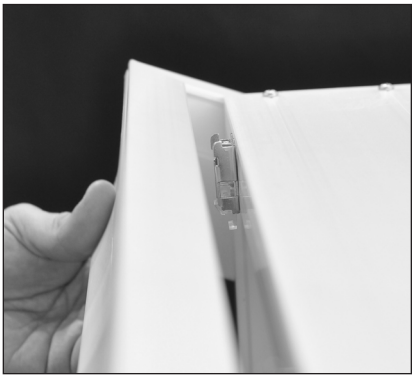
   NOTE: Valance clips should be mounted with the clear plastic insert facing outward, and the release button pointing downward, as shown in the photo on page 19. The valance clip mount allows for a 3⁄16" height adjustment if needed. To adjust, loosen the screw slightly, slide the valance clip up or down to desired position, then re-tighten the screw.

4. Position the valance so that the groove on the back is "hooked" over the catch on the tops of the valance clips, then "rock" the valance downward until the valance clicks into place.

   NOTE: The Decorative Valance has two grooves on the back. The bottom groove should be used for Bi-Fold Track Frame installations in order to allow proper clearance for panel operation.

5. If you need to remove the valance after installation, for each of the installed valance clips, reach up under the bottom of the valance and locate the clip, then press upward on the spring-loaded valance clip release button (shown below left), and "rock" the bottom of the valance outward to release.





Step G. Complete the Installation

- Perform any necessary finish work to complete the installation (see page 43).

Bypass Track Systems

Typically, Bypass track systems have three-sided frames; however, they may also be two-sided or four-sided. The basic installation procedure is the same whatever the configuration. (If you haven't already assembled the Bypass Track Frame, refer to page 7.)

If installing the Bypass track system as an **Inside Mount Without Frame**, skip to Step C. After installing the carriers, set the tracks with 2¼" between centers to allow ⅝" between tracks.

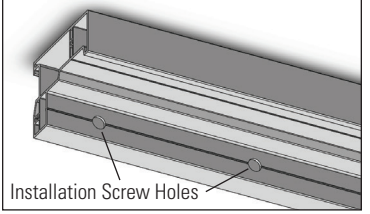
Step A. Prepare the Frame

1. Installation screw holes are pre-drilled. If you need additional attachment points, drill ⅜" holes in the frame **through the first layer of vinyl only.**

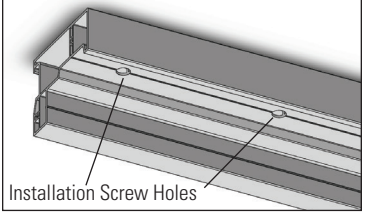
- ➤ **Outside (OM) Mount:** Drill through the score indicator groove on the light stop. The top frame should be mounted into studs wherever possible (unless mounting into the header).
- ➤ **Inside (IM) Mount:** Drill through the track channels for the top frame and light stop for the side frames.

2. If aluminum tracks are attached to the top frame, remove them before proceeding.

Outside (OM) Mount

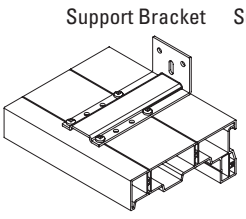


Inside (IM) Mount

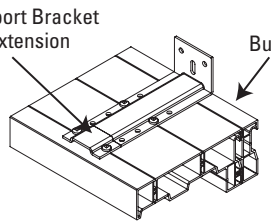


3. Outside mounts (OM) only: Attach support brackets to the top of the frame.

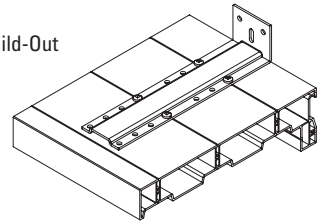
- ➤ Position the brackets where they will be mounted into studs. If stud spacing is 24", attach support brackets to each stud. If stud spacing is 16", attach the brackets to every other stud, so that they will be spaced 32" apart.
- ➤ Screw the brackets into the frame at the screw indicator grooves, with the back of the bracket **flush with the back of the frame.**
- ➤ Use the support bracket extension if Track Frame Build-Out is attached to the frame when greater projection or louver clearance is needed.



Bypass Track Frame



Bypass Track Frame
with Track Frame Build-Out



Bypass Open Louver/
Triple Track Frame

IMPORTANT: Be careful not to place support bracket screws where they will interfere with the track screws.

Step B. Install the Frame

IMPORTANT: Tighten the mounting screws snugly, but do not overtighten.

Inside Mount

1. Center the frame in the opening.
2. Using the provided screws, attach the top of the frame to the opening and level. Use shims as needed to ensure a level installation.

Outside Mount

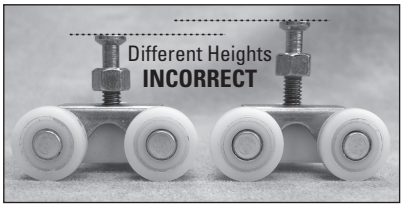
1. Center the frame over the opening at the desired height.
2. Attach the **top frame** first, starting with one fastener at the highest corner.

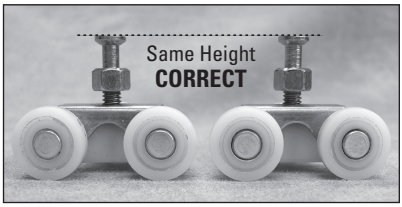
   IMPORTANT: Install all mounting screws into studs or the window header.
3. Place a four foot level on the top frame and secure the second fastener in the top frame at the other corner, ensuring the top frame is level.
4. Finish attaching the top frame by securing one screw at each stud, 16" to 24" apart, depending on the type of construction.

   ➤ Space screws no more than 30" apart if mounting into the header.

Step C. Attach the Tracks to the Frame

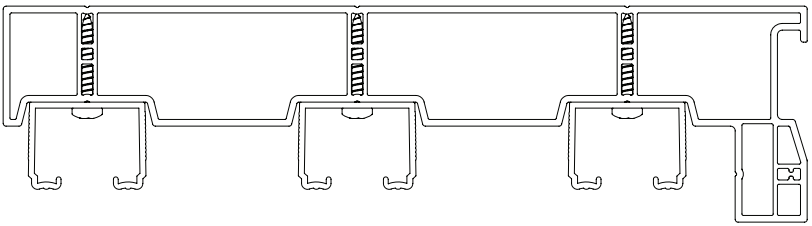
1. Before attaching the tracks, make sure that you have inserted the correct number of carriers (two carriers for each panel) into the appropriate track.
2. Prior to inserting the carriers, check that the carrier heights are consistent from carrier to carrier (see photos below). Adjust as necessary.





3. If the tracks arrived attached, use the same holes and re-attach the aluminum tracks to the top frame with the screws supplied. Be sure the holes line up correctly. If the tracks did **not** arrive attached:

- ➤ **Standard Bypass:** Center the tracks within the light stop channels and secure with screws through the pre-drilled holes in the tracks.
- ➤ **Open Louver Bypass:** Center the tracks within the two outer light stop channels, and secure with screws through the pre-drilled holes in the tracks.
- ➤ **Bypass Triple Track:** Center the tracks within the three light stop channels, and secure with screws through the pre-drilled holes in the tracks.



Step D. Prepare the Shutter Panels

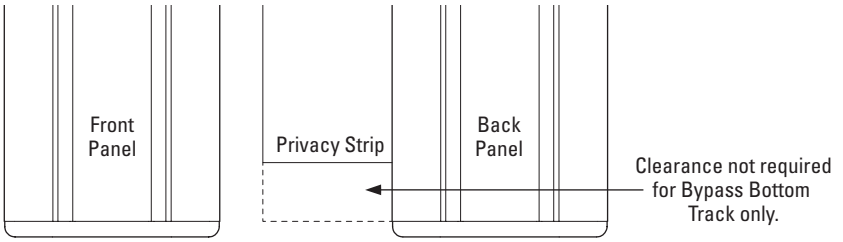
IMPORTANT: If an optional bottom track or floor guide will be used, refer to Step G on page 25 before proceeding. The Bypass Bottom Track and Hidden Panel Bypass Guide both require mounting components to the bottom of the shutter panels before they are hung from the carriers. In addition, any included privacy strips should be installed on the panels as indicated on page 23 before hanging them.

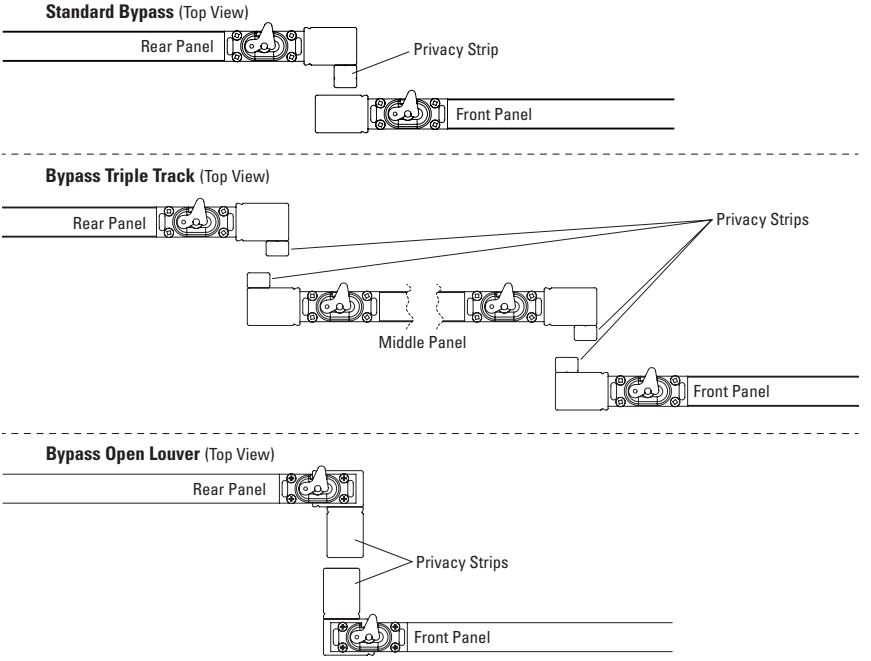
NOTE: If the panels are PowerView®, connect all power sources before continuing (see page 51).

1. If optional Bypass Bottom Track or Hidden Panel Bypass Guide will be used: Mount any required components to the bottom of the shutter panels before proceeding.

2. Attach privacy strips.

- ➤ Remove the liner from the adhesive on the privacy strips.
- ➤ Position the privacy strips on the panels as needed for the opening (see illustrations below).
- ➤ Press each privacy strip firmly against the stile. Be sure to apply pressure at several places along the full length of the privacy strips.

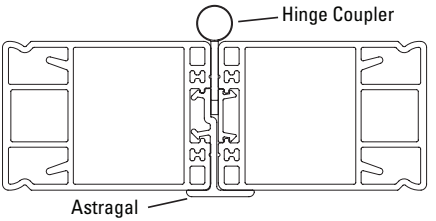




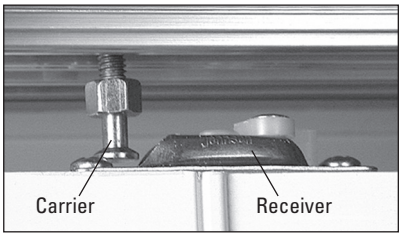
Step E. Mount the Shutter Panels

1. Mount the panels onto the carriers and lock them in place by rotating the lever on the receiver. Continue until all panels are secure.

Double panels only: If panels are designed to be operated in pairs, be sure to hang them next to each other, with the hinges to the back, and the astragal to the front.



2. Check that the floor clearance is acceptable. If not, lower or raise the panels by adjusting both the carrier bolts the same amount.

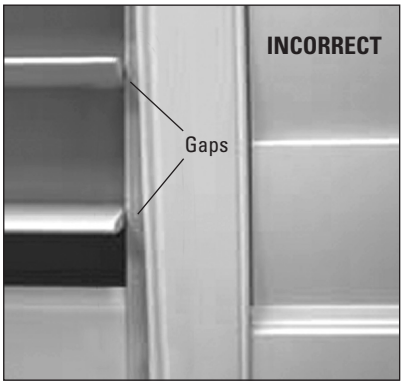


3. For married panels, push the panels together and insert the hinge pins into the hinges located on the back side of the panels. This may require reaching between the louvers, or opening the door and approaching from the back of the shutter to reach the hinges.

Step F. Check for Alignment

1. If necessary, adjust the carrier bolts so that all panels are at the same height.

2. Open the louvers of the back panel where panels overlap and slide the front panel until the stile is adjacent to or touching the open louvers. If gaps appear between the front panel stile and the open louvers at the top or bottom, adjust the carrier bolts until no gaps appear.

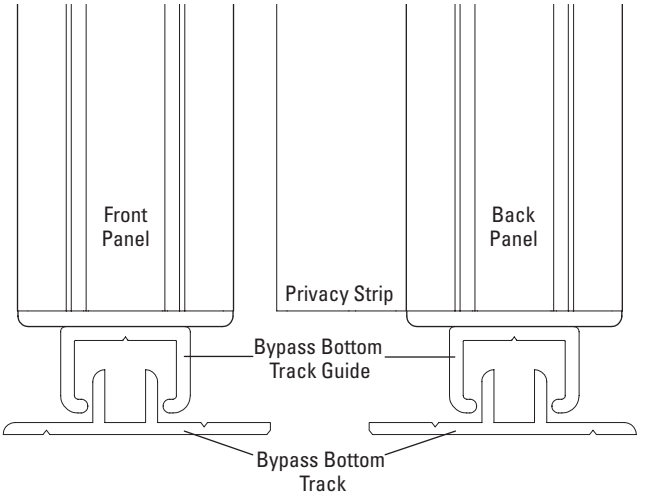


3. Finalize alignment by locating the side frames to their adjacent panel and secure to the wall with fasteners.

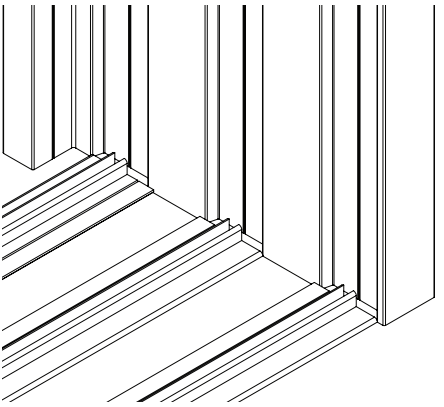
Step G. Install Optional Bottom Track or Floor Guide

Bottom tracks and floor guides prevent the shutter panels from swinging forward into the room or backward into the opening. There are one bottom track and two floor guide options for Bypass track systems.

Option 1: Bypass Bottom Track



1. **Before mounting the shutter panels:** Center the Bypass Bottom Track Guide on the bottom of each panel and attach it using screws or double-sided tape.
   - ➤ Lay the panels flat, then attach the bottom track guide following the written location positions.
   - ➤ Once the bottom track or UL guide is attached, hang the panels.
   - ➤ After attaching the Bottom Tracks, align the Bottom Track Guides into the Bottom Tracks, as shown in the illustration above.

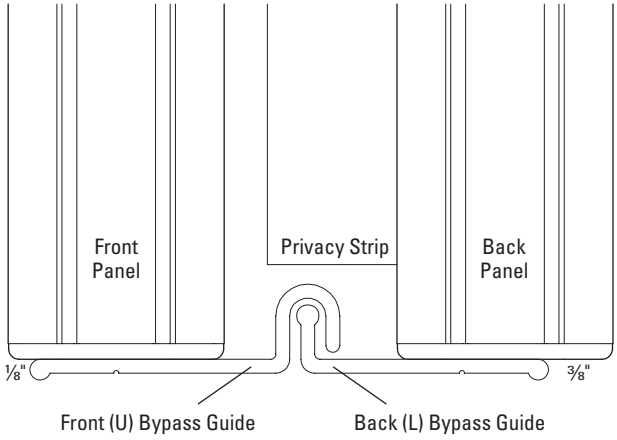


Bypass Triple Track shown

2. **After mounting the shutter panels:** Adjust both panels, making sure they are level with one another.
   - ➤ Align the bottom tracks with the light stop channels on the frame as shown at the right.

NOTE: An 1 1/16" panel height deduction is taken at the factory to ensure proper clearance.

Option 2: Hidden Panel Bypass Guide (UL-Guide)



1. **Before mounting the shutter panels:** Lay the panels flat, and attach the Front and Back Bypass Guides to the bottom of the shutter panels using screws or double-sided tape.

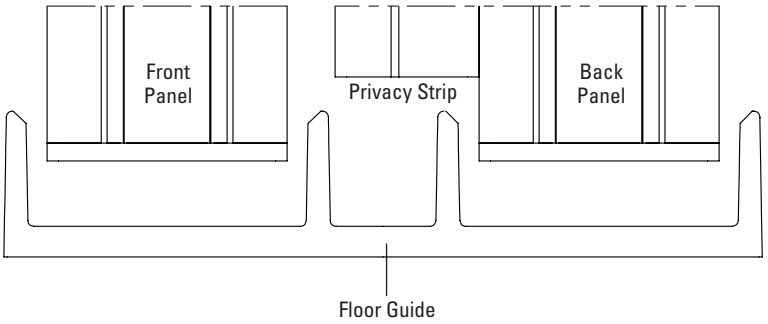
   NOTE: UL guides may need to be trimmed slightly before attaching to the panels.

   - ➤ These hidden guides eliminate the need to attach anything to the floor.
   - ➤ Attach the Front (U) Bypass Guide to the bottom of the **front panel(s)** as illustrated above. Position the front of the guide ⅛" from the front of the stile or flush with the front edge of the bottom rail.
   - ➤ Attach the Back (L) Bypass Guide to the bottom of the **back panel(s)**. Position the rear of the guide ⅜" from the back of the of the stile or ¼" from the back edge of the bottom rail.

2. **When mounting the shutter panels:** Mount the back panel(s) first, then fit the Front (U) Bypass Guide over the Back (L) Bypass Guide when mounting the front panels.

   NOTE: A ½" panel height deduction is taken at the factory to ensure proper clearance.

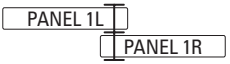
Option 3: Floor Guide and Floor Guide Open/Triple



1. **After mounting the shutter panels:** Attach one or more Floor Guides to the floor. The Floor Guide will be sent with Standard Bypass systems; the Floor Guide Open/Triple will be sent with Bypass Open Louver and Bypass Triple Track systems. Refer to the diagram below for placement.

Floor Guide Attachment – Top View

One Guide



Two Guides

Three Guides

- ➤ Align the Floor Guide directly under the shutter panel overlap.
- ➤ Position so that each panel will always be over at least one Floor Guide.
- ➤ Secure to the floor using the supplied screws.

NOTE: A ½" panel height deduction is taken at the factory to ensure proper clearance.

Step H. Attach the Optional Valance

IMPORTANT: Two valances are available, the Bypass Standard Valance (3½") and the Decorative Valance (5"). Both are mounted in a similar manner.

1. Attach the valance returns.

- ➤ Remove tabs from corner keys as described on page 4.
- ➤ Apply a small amount of instant adhesive or contact cement to inside of mitered corners of valance.
- ➤ Insert the corner key into the end of the valance and hold firmly until set.
- ➤ Glue and attach the valance returns.

2. The supplied valance clips will correctly position either valance to conceal the tracks and carriers.

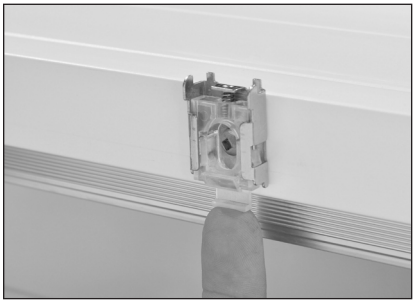
3. Align the valance clips with the pre-drilled installation holes on the face of the Bypass Frame, and secure with the supplied #8 x 1" Truss Head screws.

NOTE: Valance clips should be mounted with the clear plastic insert facing outward, and the release button pointing downward, as shown in the photo below. The valance clip mount allows for a 3⁄16" height adjustment if needed. To adjust, loosen the screw slightly, slide the valance clip up or down to desired position, then re-tighten the screw.

4. Position the valance so that the groove on the back is "hooked" over the catch on the tops of the valance clips, then "rock" the valance downward until the valance clicks into place.

NOTE: The Decorative Valance has two grooves on the back. The top groove should be used for Bypass Track Frame installations in order to conceal the tracks and carriers.

5. If you need to remove the valance after installation, for each of the installed valance clips, reach up under the bottom of the valance and locate the clip, then press upward on the spring-loaded valance clip release button (shown below left), and "rock" the bottom of the valance outward to release.

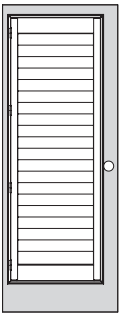


Step I. Complete the Installation

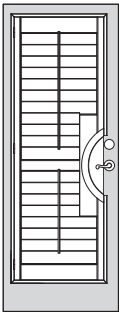
■ Perform any necessary finish work to complete the installation (see page 43).

French Door Shutters

French door shutters are mounted using the Standard L-Frame or the Deluxe Casing Sill/ Extended L-Frame; French door cut-outs use the Standard L-Frame only. Installation procedures for French door cut-outs vary slightly from those for full panel French door shutters. (If you haven't already assembled the French door frame, refer to page 3.)



French Door Shutter (SH)



French Door Cut-Out (FDC)

Step A. Install the Frame

1. Center the frame over the opening. Be sure the corner keys have been glued into position as described on page 4.

➤ Check that the overlap (if any) is the same in the middle, top, and bottom. This will ensure that the vertical line of the door will match the vertical line of the shutter.

IMPORTANT: With French door cut-outs, make sure the cut-out is placed in the appropriate location to fit around the door hardware.

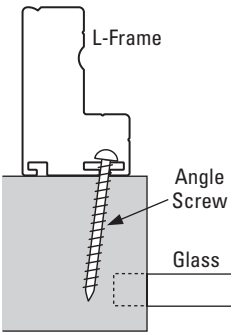
➤ **French Door Shutters:** Secure the side frame next to the door knob. Place the first screw by the door knob, second screw near the top, and third screw near the bottom.

➤ **French Door Cut-Outs:** Secure the cut-out side frame. Place the first screw in the top installation hole, second screw near the bottom, and third and fourth screws above and below the cut-out.

➤ Tighten the screws snugly, but do not overtighten.

IMPORTANT: Angle the screws to avoid breaking the glass. In addition, screw placement must not interfere with the door handle hardware and lock mechanisms.

IMPORTANT: With French door cut-outs, if there is projecting trim around the door glass, a Full or Partial Trim Extension may have been added to the back of the frame. If a Partial Trim Extension is included, over-tightening the installation screws may cause the frame to twist inward. If this occurs, loosen the installation screws slightly until the frame is no longer twisted.



2. Most frames have pre-drilled holes for ease of installation. If additional installation holes are needed, drill ⅜" holes in the frame **through the first layer of vinyl only.**

Step B. Mount the Panels

1. If the shutter uses the Duracatch™ lock system, first retract the Duracatch locks on the top and bottom of the panels. Refer to the procedures in Step 1 on page 9.
2. Place the panel into the frame by fitting the pin end of the hinges into the hinge barrels.

   IMPORTANT: Carefully support the frame while inserting the panel into the hinges. Use support under the hinged side of the frame to support the weight of the panel.

Step C. Racking and Securing

1. Close the panel and check for proper alignment.
   - ➤ If panels are misaligned, grasp the hinged side of the frame and rack up and down until proper alignment is achieved.
   - ➤ Open the panel and insert a screw above the top hinge in the pre-drilled hole.
   - ➤ Close the panel and check alignment. If misaligned, remove the screw and re-align.
2. Secure the bottom of the side frame through the pre-drilled holes.
3. Close the panel and adjust the center of the hinged side frame so that the gap between the other side frame and the panel is consistent. Mark the proper position of the frame, open the panel, and attach the frame through the pre-drilled hole.
4. Attach all remaining fasteners.

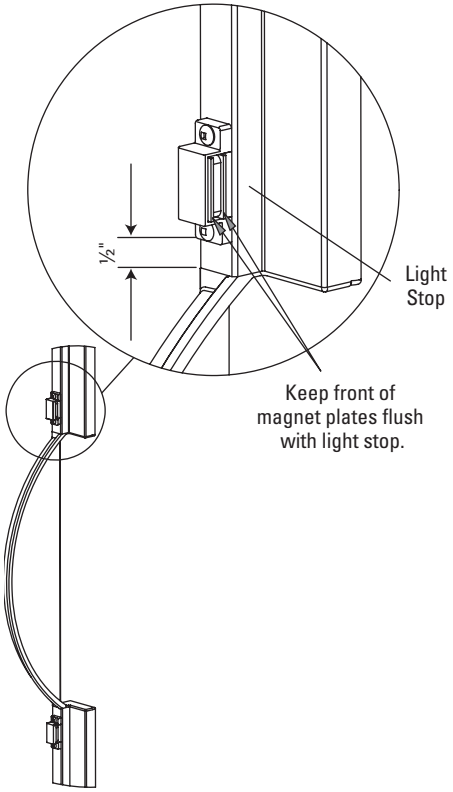
   IMPORTANT: With each fastener that is placed, close the panel and check the alignment. If the alignment is lost, remove the fastener, re-align the panel, and re-install the fastener.

Step D. Complete the Installation

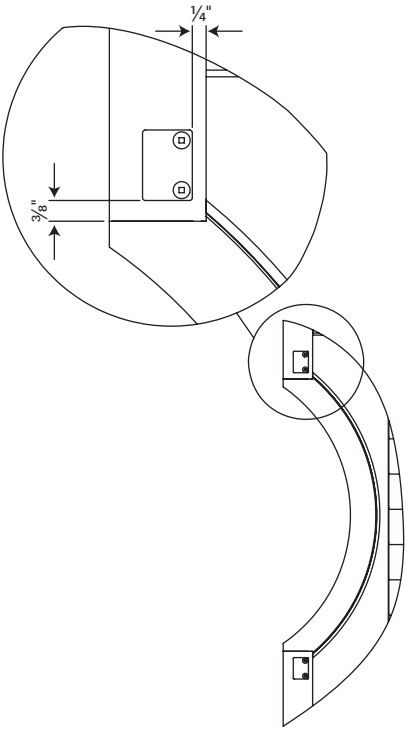
1. To release all Duracatch panel lock assemblies, insert a #2 Robertson bit into the square hole, then push in and rotate the plunger assembly 180° counterclockwise.
2. Close the panels and, if needed, adjust the Duracatch locks with a Robertson screwdriver as described on page 9 so that all doors close easily yet stay firmly shut.
3. If necessary, install magnets and strike plates (see page 42).

4. Optional magnets may be installed above and below the cut-out if additional holding force is required for secure panel closure.

Magnet Installation for Cut-Out:



Strike Plate Installation for Cut-Out:



➤ Close the shutter panels to check function and closure.

➤ Adjust magnet or strike plate position, if necessary.

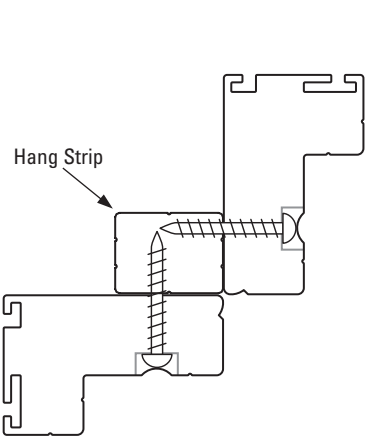
5. Open the panel and insert a screw above the top hinge in the pre-drilled hole. Perform any other necessary finish work to complete the installation (see page 43).

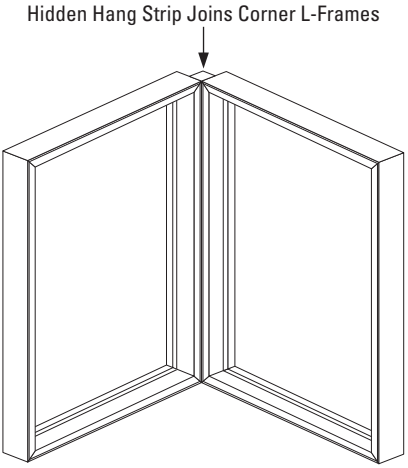
Corner Windows

Corner window shutters are two framed shutters connected together at a 90-degree angle. Before performing a corner window installation, you should be familiar with the framed shutter installation procedures described on pages 8–10. (If you haven't already assembled the shutter frames, refer to page 3.)

Step A. Connect the Two Assembled Frames

1. Position the provided hang strip flush with the front of the right side of the left frame. Attach it with screws through the frame, on the screw indicator line.
2. Attach the left side of the right frame to the hang strip in a similar fashion.





Step B. Install Frames (Inside or Outside Mount)

1. Center the attached frames (L-frame and Z/L-frame combinations) over or into the openings and even out your reveal.
2. Secure the top and bottom inside corners of the left and right frame.

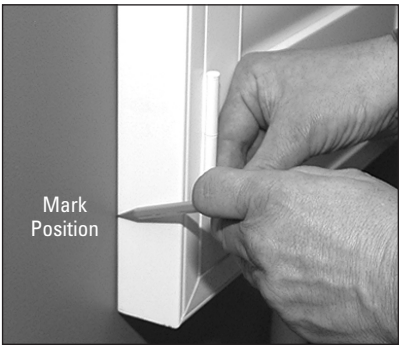
Step C. Mount the Left Corner Panel(s)

1. First, retract the Duracatch™ locks on the top and bottom of the panels. Refer to the procedures in Step 1 on page 9.
2. Support the left side of the frame with support blocks (OM) or shims (IM) before inserting the panel(s).
3. Place the panel(s) into the left frame by fitting the pin end of the hinges into the hinge barrels.

Step D. Rack and Secure the Left Corner Panel(s)

1. After mounting the panel(s), close the panel(s) and check for proper alignment.

- ➤ If misaligned, grasp the left side of the left frame at the top and bottom and move the frame up and down until proper alignment is achieved.
- ➤ Mark the position of the frame on the wall and open the panel.



2. Attach the bottom of the frame through the pre-drilled holes. Be sure the frame lines up with your mark.

3. Close the panel(s) and check alignment.

4. Secure the balance of the frame. There should be one screw within 3" of each corner and no more than 30" between fasteners.

IMPORTANT: With each fastener that is placed, close the panels and check the alignment. If the alignment is lost, go back to the fastener, remove, re-align, and re-install.

Step E. Mount the Right Corner Panel(s)

■ Repeat Step C for the right panel(s).

Step F. Rack and Secure the Right Corner Panel(s)

■ Repeat Step D for the right panel(s).

Step G. Complete the Installation

1. To release all Duracatch™ panel lock assemblies, insert a #2 Robertson bit into the square hole, then push in and rotate the plunger assembly 180° counterclockwise.

2. Close the panels and, if needed, adjust the Duracatch locks with a Robertson screwdriver as described on page 9 so that all doors close easily yet stay firmly shut.

3. If necessary, install magnets and strike plates (see page 42).

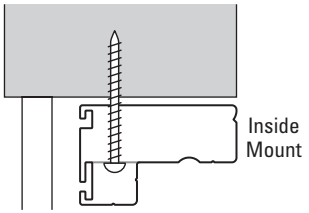
4. Perform any other necessary finish work to complete the installation (see page 43).

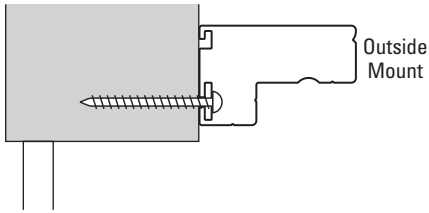
Bay Windows

If you haven't already assembled the bay window shutter frames, refer to page 3.

Step A. Install the Middle Bay Frame (Inside or Outside Mount)

1. Center the frame of the middle bay over (OM) or into (IM) the opening.
2. Attach the top frame at the top corners with installation screws through the pre-drilled holes. Tighten snugly, but do not overtighten.



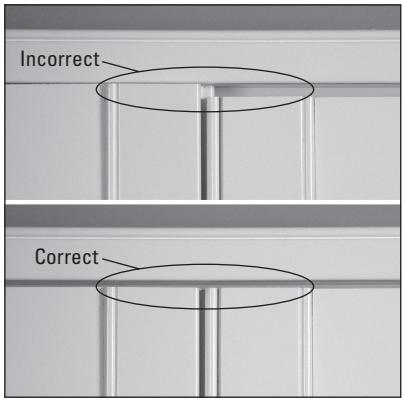


Step B. Mount the Middle Bay Panel(s)

1. First, retract the Duracatch™ locks on the top and bottom of all panels. Refer to the procedures in Step 1 on page 9.
2. Place the panel(s) into the middle bay frame by fitting the pin end of the hinges into the hinge barrels.

Step C. Rack and Secure the Middle Bay Panel(s)

1. After mounting the panel(s), close the panel(s) and check for proper alignment.
   - ➤ If misaligned, grasp the bottom frame and move it side-to-side until proper alignment is achieved.
   - ➤ Mark the position of the frame on the wall and open the panel(s).



2. Attach the frame at the bottom corners, making sure the frame lines up with your mark.
3. Close the panel(s) and check alignment.
4. Secure the balance of the frame. There should be one screw within 3" of each corner and no more than 30" between fasteners.

IMPORTANT: With each fastener that is placed, close the panels and check the alignment. If the alignment is lost, go back to the fastener, remove, re-align, and re-install.

Step D. Install the Left Bay Frame

1. Align the right side of the left bay with the left side of the middle bay frame.

   IMPORTANT: Make sure that the tops are flush, and the bead edge of the butting L-frames are aligned properly and **do not** overlap.
2. Attach the top and bottom of the frame within 3" of the right corners.

Step E. Mount the Left Bay Panel(s)

1. Support the left side of the frame with support blocks (OM) or shims (IM) before inserting the panel(s).
2. Place the panel(s) into the left frame by fitting the pin end of the hinges into the hinge barrels.

Step F. Rack and Secure the Left Bay Panel(s)

1. After mounting the panel(s), close the panel(s) and check for proper alignment.
   - ➤ If misaligned, grasp the left side of the left frame at the top and bottom and rack the frame up and down until proper alignment is achieved.
   - ➤ If necessary, mark the position of the frame on the wall and open the panel.
2. Attach the frame at the left-side top and bottom corners, making sure the frame lines up with your mark.
3. Close the panel(s) and check alignment.
4. Secure the balance of the frame. There should be one screw within 3" of each corner and no more than 30" between fasteners.

IMPORTANT: With each fastener that is placed, close the panels and check the alignment. If the alignment is lost, go back to the fastener, remove, re-align, and re-install.

Step G. Install the Right Bay Frame

- ■ Repeat Step D for the right frame.

Step H. Mount the Right Bay Panel(s)

- Repeat Step E for the right panel(s).

Step I. Rack and Secure the Right Bay Panel(s)

- Repeat Step F for the right panel(s).

Step J. Complete the Installation

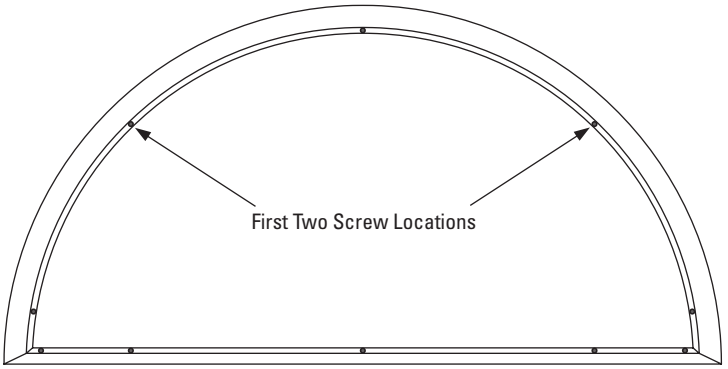
1. To release all Duracatch™ panel lock assemblies, insert a #2 Robertson bit into the square hole, then push in and rotate the plunger assembly 180° counterclockwise.
2. Close the panels and, if needed, adjust the Duracatch locks with a Robertson screwdriver as described on page 9 so that all doors close easily yet stay firmly shut.
3. If necessary, install magnets and strike plates (see page 42).
4. Perform any other necessary finish work to complete the installation (see page 43).

Framed Stand-Alone Specialty Shapes

NOTE: If a Decorative Sill Cover was ordered, refer to page 40.

Stand-alone specialty shape shutters are installed independently of standard shutters.

1. Place the frame in or over the opening and center. Make sure the bottom frame is level.
2. Attach the frame with two screws through the curved portion of the frame.
   - ➤ Screws should be placed in the top left and top right of the curve as illustrated below.
   - ➤ Do not overtighten the screws — doing so could distort the shape.

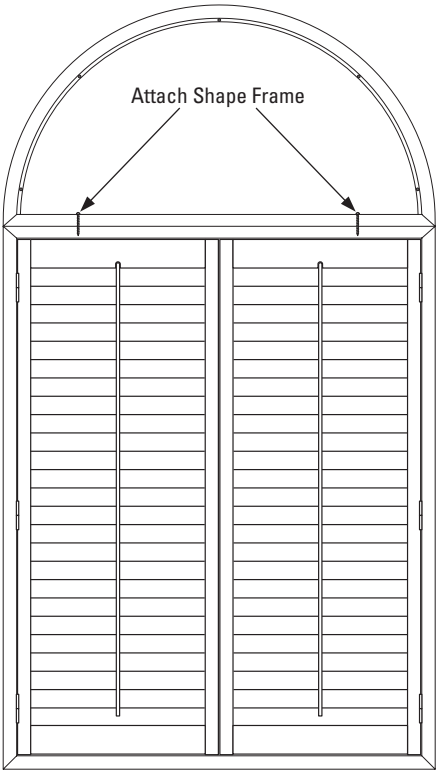


3. Place the panel into the frame by lining up the hinge barrels and inserting the hinge pins. Close the top and sides by depressing the specialty shape's Duracatch™ spring-loaded plungers into the grooves in the frame.
4. Move the bottom of the frame left or right to create the proper gaps around the panel.
   - ➤ Mark the bottom frame location where the proper gaps are created.
   - ➤ Remove the panel from the frame.
5. Move the bottom frame to align it with the mark, and drive a screw through the middle of the bottom frame to hold it in the correct position.
6. Place the panel back into the frame and double-check that it fits properly.
7. Remove the panel from the frame and set all remaining screws, being careful not to overtighten.
8. Place the panel into the frame. Adjust plunger depth if necessary to provide a good fit in the frame.
   - ➤ If fit is too tight, push in on the plunger and rotate clockwise to retract the plunger.
   - ➤ If fit is too loose, push in and rotate the plunger counterclockwise to extend it.
9. Perform any necessary finish work to complete the installation (see page 43).

Framed Specialty Shapes Over Standard Shutter

When a specialty shape is over a standard shutter, the bottom of the shape's frame is attached to the top of the standard shutter's frame. The standard shutter is always installed before the specialty shape.

NOTE: If a Decorative Sill Cover was ordered, refer to page 40.



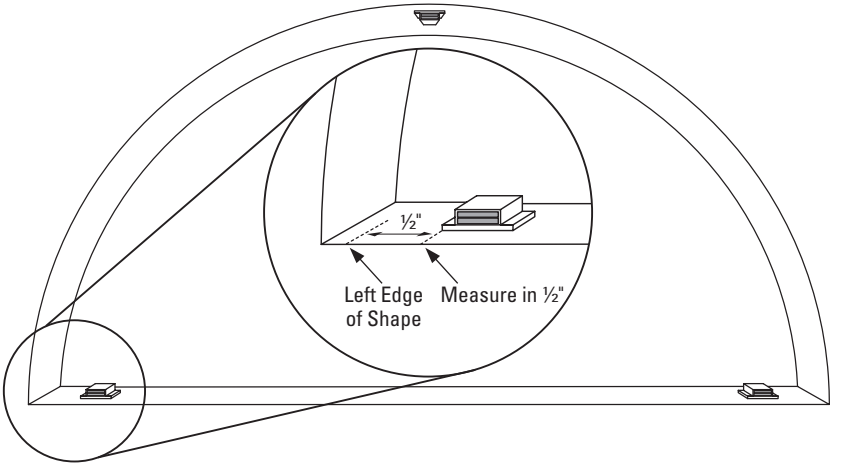
1. Place the frame in or over the opening. Align the bottom frame of the shape with the top frame of the standard shutter.
2. Set two installation screws through the bottom frame of the shape into the top frame of the standard shutter. Do not overtighten the screws.
3. Place the shaped panel into the frame by lining up the hinge barrels and inserting the hinge pins. Spring-loaded plungers on the shape snap into grooves on the frame.
4. Move the top of the shaped panel's frame left or right to create the proper gaps around the shape.
   - ➤ Mark the top frame location where the proper gaps are created.
   - ➤ Remove the shaped panel from the frame.
5. Move the top of the frame to align it with the mark, and screw through the top center to hold the frame in the correct position.
6. Place the shaped panel back into the frame and double-check that it fits properly.
7. Remove the shaped panel from the frame and set all remaining screws; do not overtighten.
8. Place the shaped panel into the frame. Adjust plunger depth if necessary to provide a good fit in the frame.
   - ➤ If fit is too tight, push in on the plunger and rotate clockwise to retract the plunger.
   - ➤ If fit is too loose, push in and rotate the plunger counterclockwise to extend it.
9. Perform any necessary finish work to complete the installation (see page 43).

Unframed Specialty Shapes

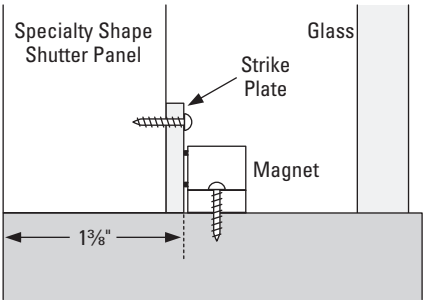
Unframed specialty shape shutters are always inside mounted and attached with magnets.

NOTE: If a Decorative Sill Cover was ordered, refer to page 40.

1. Place the shaped panel in the opening and center it.
2. Mark the position of the left and right edges of the shape on the bottom of the opening.
3. Measure in from each mark ½", and make another mark. The second marks indicate where the outside edges of the magnets will be installed.



4. At the second set of marks, measure and mark 1⅜" back from the front edge of the opening. The front of the magnet will be located here.
   - ➤ Measure for magnet position at the top center of the shape in the same way.
   - ➤ If more than three magnets are provided, space them evenly in the opening.

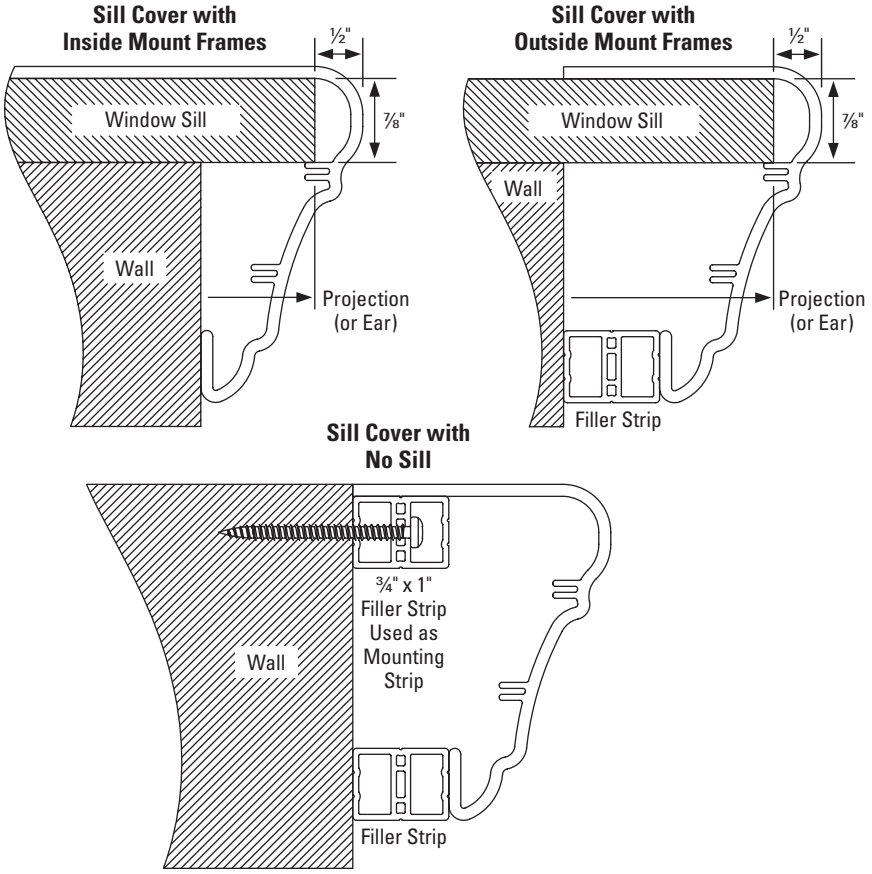


5. Attach all magnets to the opening using the supplied magnet screws.
6. Attach strike plates to the shape so that they will align with the magnets when the shaped panel is installed.
7. Install the unframed specialty shape panel and center from side to side.
   - ➤ Check that each magnet makes good contact with the strike plates.
   - ➤ Make any necessary adjustments to magnets that do not hold securely.
8. Perform any necessary finish work to complete the installation (see page 43).

Decorative Sill Cover

For details about the Decorative Sill Cover, see the Palm Beach™ section of the Hunter Douglas Reference Guide.

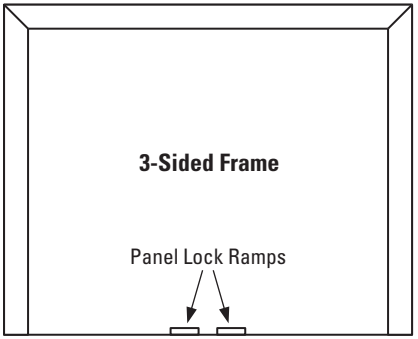
1. Dry fit the Decorative Sill Cover before installing. Minor adjustments may be required.
2. For standard applications, the rear of the Decorative Sill Cover is flush with the back of the shutter frame.
3. Attach the Decorative Sill Cover. The following products may be used to secure it: silicone adhesive, caulk, double-sided tape, or screws that are concealed by the shutter frame. Select the method that is best for your installation.
4. If provided, attach light stop to the Decorative Sill Cover.
5. Outside mount applications may require a filler strip that should be attached to the inside bottom lip of the Decorative Sill Cover to fill the space between the sill cover and the wall.
6. For outside mount applications without an existing sill, attach a section of filler strip to the wall to provide a support or mounting surface for the Decorative Sill Cover.

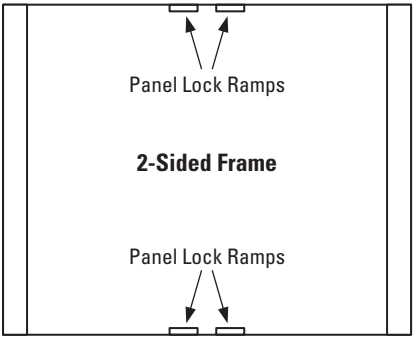


Finish Work

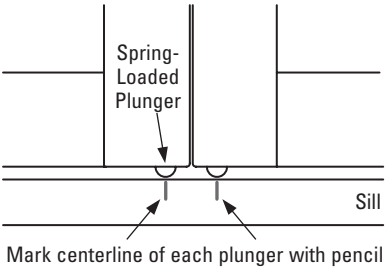
Install Duracatch™ Panel Lock Ramp(s), If Applicable

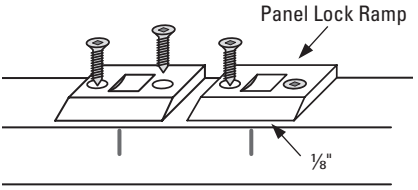
The Duracatch™ Panel Lock System with spring-loaded plunger is installed on panels and frames during fabrication. If your panel configuration is a 3-sided frame application, install panel lock ramps on the bottom sill. If a 2-sided frame, install the panel lock ramps on both the top and bottom sills.





1. With the shutter panel(s) closed, make a pencil mark on the sill to show where the center of each spring-loaded plunger is located.
2. Mark where to drill pilot holes for the screws.
   - ➤ Open the shutter panel(s). Place the panel lock ramp on the sill with the sloped edge facing front. The front edge of the ramp should be ⅛" behind the front edge of the panel.
   - ➤ Center the panel lock ramp on the line marking the plunger location.
   - ➤ Mark the center of the ramp's screw holes. Repeat for all panel lock ramps.
3. Drill pilot holes for each panel lock ramp using a 3⁄32" drill bit.



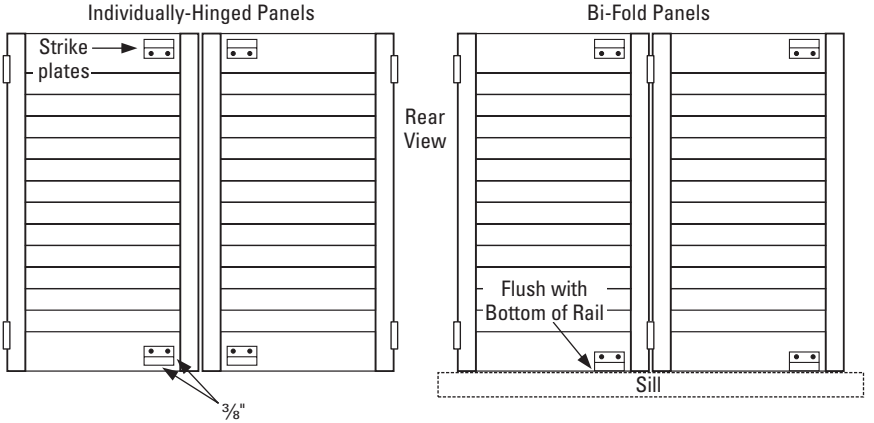


4. Attach the panel lock ramps to the sill using the screws provided.
5. Close the shutter panels to check function and closure.
6. The spring-loaded plungers can be adjusted using a Robertson screwdriver as described on page 9.
   - ➤ If closure is too tight, push in on the plunger and rotate clockwise to retract it.
   - ➤ If closure is too loose, push in and rotate the plunger counterclockwise to extend it.

Install Magnets and Strike Plates, If Applicable

If the shutter panels do not have panel locks, you may need to install magnets and strike plates if they are not already installed.

1. Review the diagrams below. Strike plates are installed at the top and bottom of all shutter panels. Magnets are installed behind the strike plates to the frame or sill.



2. Using a pencil, mark the frame (top and bottom) where the stile meets the top and bottom rails, on the side where the shutter closes against the frame.

➤ With three-sided frames, mark the sill at the bottom.

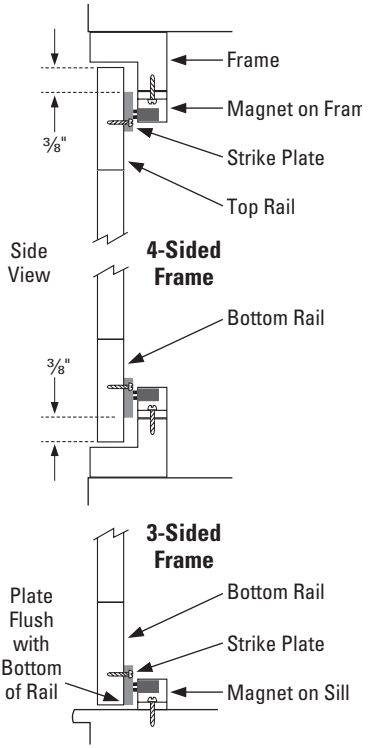
3. Install the magnets to the frame's light block so that the magnets are 3/8" in from the mark, toward the center of the shutter panel.

➤ With three-sided frames, install the magnet to the sill 3/8" in from the mark. Align the magnet with the frame's light block.

4. Install the strike plates on the rear of the panels so that they align with the magnets. The corner of the plate should be 3/8" in from the stile and the edge of the top or bottom rail.

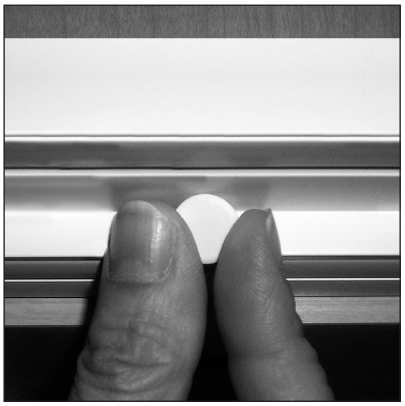
➤ With three-sided frames, install the bottom plates flush with the edge of the bottom rail.

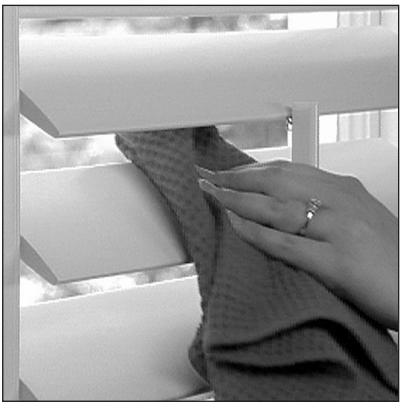
5. Close the shutter panels to check function and closure. Adjust magnet or strike plate position, if necessary.



Touch-Up and Inspection

1. If you have not done so already, cap all screw holes with the provided button plugs.
2. If you have not done so already, on inside-mounted L-Frame applications, glue L-Frame Cover Strips to the front of the L-Frame to fill gaps between the frame and window jamb.
3. Apply sealant as needed to fill gaps between frames and window jambs or between mitered corners.





4. Wash any dirt or grease from the shutter using a clean cloth and mild detergent solution. Never use ammonia-based products.
5. Invite the home owner to inspect the installation. Give the home owner the Hunter Douglas warranty card and explain the added protection provided by the Palm Beach™ Promise, which covers shutter panel and frame members against warping, cracking, fading, chipping, peeling, or discoloration. Demonstrate proper operation of the shutters and show the customer the location of their individual authenticity plate serial number.

PALM BEACH™
PROMISE

CUSTOM CRAFTED
SHUTTERS

Serial No. PB30005

HunterDouglas
Palm Beach™

Patent *hunterdouglasgroup.com/patents*

Operation

- Tilt the louvers by grasping one louver and moving it.
- Open the shutter panel by grasping the stile through open louvers and pulling out. **Do not** use the tilt bar to open the shutter panel.

IMPORTANT: To open the panels on a Bi-Fold track system, first close the louvers on all panels, then pull the panel closest to the stationary or pivot side outwards, followed by each successive panel, until the panel is fully stacked.

IMPORTANT: When using floor guides with a Bypass track system, use caution when operating panels to avoid panel damage where the guides contact the stiles.

Care

- Clean using a dry, soft feather duster, clean cloth, dust cloth or dusting mitt. A vacuum with the soft brush attachment can also be used.
- Palm Beach™ Polysatin™ Shutters may be washed using a mild detergent solution. Never use ammonia-based products.
- Ultrasonic cleaning or use of chemical solvents and scrubbing cleansers are not recommended. This will damage the product.
- Palm Beach Polysatin Shutters may accumulate static buildup during the shipping and installation process. Static can attract dust or smoke residue from candles or fireplaces. To reduce static cling and help repel dust, wipe the product with a soft, clean towel moistened with mild soap and water or a fabric dryer sheet. Never use ammonia-based products or abrasive cleaners as they may scratch or damage the surface.

Problem: Panels Won't Stay Closed

- **Check the Duracatch™ panel lock.** Check to ensure that the panel lock plunger is seated properly in the panel lock ramp. Possible problems include:
  - ➤ The panel lock plunger is too far inside the panel. Adjust the plunger as described in step 6 on page 41.
  - ➤ The plunger does not sit in the "dip" in the panel lock ramp. Reposition the ramp, if necessary. Refer to steps 1 through 5 on page 41.
  - ➤ Check plunger and stile cap alignment. The plunger is designed to lock into grooves on the stile cap to prevent unwanted rotation. If they are not aligned, the plunger will remain inside the cap. To adjust, use a Robertson screwdriver to rotate the plunger as described on page 9 until it is properly aligned and able to extend beyond the stile cap.
- **Check the number of magnets.** If magnets are used for closure, check that there are two per panel, one at the top and one at the bottom. Refer to the magnet installation section on page 42. (**Note:** Café style shutters use only one magnet per panel.)
- **Check magnet contact.** If magnets are used for closure, check that the magnets and strike plates have full contact with each other. Possible problems include:
  - ➤ The magnet and strike plate are not aligned. The magnet or strike plate may need to be moved to achieve proper alignment. Refer to the magnet installation section on page 42.
  - ➤ The magnet is at a slight angle, with only one side of the magnet touching the strike plate. Loosen one of the screws on the magnet to allow it to be straightened so that it makes full contact with the strike plate.
  - ➤ The strike plate is not flush with the panel, so that only one side touches the magnet. Adjust the screws so that the strike plate becomes flush with the panel.
- **Check panel load.** Load is created when the installation is not square. This places load on the stile, which can force the panel to open with a spring-back effect. If the load is excessive, the louvers may be difficult to close, as well. Possible solutions include:
  - ➤ If load is detected with framed applications, tighten or loosen the installation screws on the frame. (Do not use shims.) Start by removing all the installation screws except for the top. Re-install the bottom installation screw until there is no load. Continue with all other installation screws, one at a time, checking for load after each one.
  - ➤ If there is load on a bi-fold panel, remove the second bi-fold panel and resolve the problem with the first hinged panel as described above. Then re-attach the second panel and check that the problem has been resolved.
  - ➤ If load is detected with unframed applications, shim the hinges to square the panels. Remove all hinge pins except for the top and bottom. Shim those hinges as needed until the problem is resolved. Continue with the other hinges, one at a time, checking for load after each one.

Problem: Panels Won't Stay Closed (continued)

- **Check for obstructions that prevent panels from closing.** Possible problems include:
  - ➤ Window cranks can prevent panels from closing. Take the crank off the rotator and see if the panel is still obstructed. If the panel closes, replacing the window crank with a T-crank can often solve the problem. Otherwise, build-out may be required to add clearance. For panels without a frame, an extension hinge may be used to bring the panel into the room an extra ⅝".
  - ➤ Window locks are other possible obstructions. Add clearance as described above.
  - ➤ Patio door handles can prevent louvers from opening. If a handle stops a panel from closing, the shutter must be built out.
  - ➤ Bowed sills or casements can prevent inside-mounted shutter panels from closing if the narrowest height and width measurements were not ordered. Double-check the inside measurements and compare them with the measurements ordered and received.
- **Check for a twisted panel.** Panel stiles can sometimes be twisted by weight leaned against it or by extreme heat. Fortunately, the polysatin material can be "tweaked" back to its original shape with gentle force. To do this, use your hand to support the middle of the panel's outside stile and bend the top or bottom back into position until the panel remains closed.

Problem: Panels Are Too Tight

- **Check that the frame is installed properly.** If the frame is not installed correctly, it may cause the inside opening of the frame to be too narrow at a specific point, causing the panels to be too tight. To check if the installation screws have been tightened the correct amount, measure the top or bottom frame width and compare it to the width where the panel appears to be too tight. Adjust the installation screws to square the frame.
- **Check that the panel is in the correct opening.** When multiple windows are of similar size, panels can sometimes be placed into the wrong opening or with the incorrect panel grouping. Check the labels and order form instructions to ensure that the panels are in the correct opening and with the correct panel group.
- **Classic Z-Frame or Modern Z-Frame with rubber flex: remove the rubber flex from one side of the frame.** If the opening is smaller than expected and installation screws do not pull the frame straight, it may be necessary to remove the rubber flex from the back of one or more sides of the frame. This can be done easily and safely by making a small cut into the rubber flex material at one end of the frame, then peeling the rubber flex off the frame.

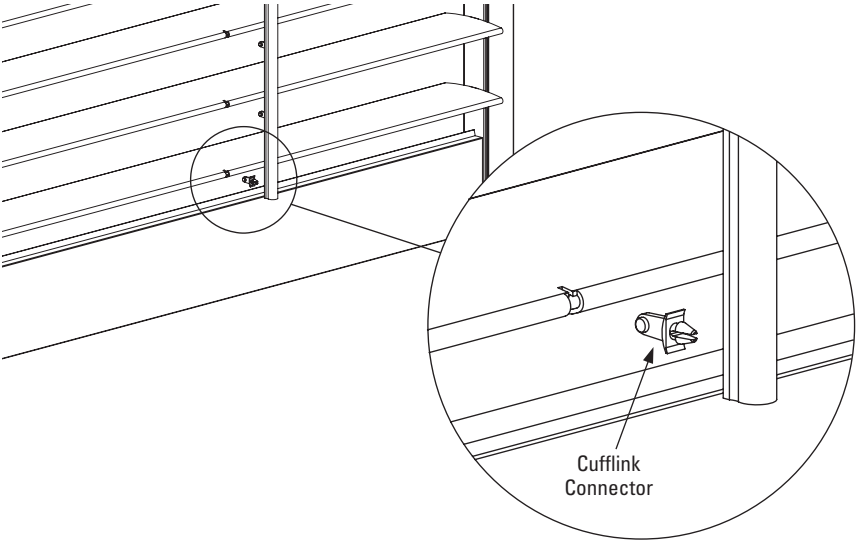
Problem: Louvers Are Not Working Properly

- **Check panel load.** Review the procedures at the bottom of page 45.
- **Check connectors.** With Palmetto™ front tilt shutters, connectors attach the louvers to the tilt bar.

  ➤ Duralink™ cufflink connectors attach the louvers to the tilt bar at the front of the panel. Check that the connectors are securely attached. Snap them back into place if they are detached.

  IMPORTANT: To ensure the long life of shutters, the front tilt bar should not be used to open the panel.

  ➤ With rear tilt bars, rear connectors attach the louvers to the tilt bar at the back of the panel. Check that the connectors are securely attached.
- **Replace Duralink cufflink connectors (front tilt).** To make this process easier, it is recommended that you use the Palm Beach™ Cufflink Replacement Tool (PCN 9930011047, contact Hunter Douglas to order). The following instructions explain how to replace the cufflinks using this tool.



1. Pull the tilt bar with the broken cufflinks from the louvers, then label top of tilt bar for easy identification when reattaching to shutter.
2. To stabilize the tilt bar, insert front-side down into channel of vinyl track (*fig.1, next page*).

3. To remove broken cufflink, insert beveled end of tool under cufflink *(fig.2)*, then press downward on handle of tool to pry cufflink free.

CAUTION: SHARP TOOL – USE WITH CARE. Orient tool away from your body, and place stabilizing hand behind the hand holding the tool *(fig.3)* to avoid stabbing injury by accidental contact with sharp end of tool. Always wear ANSI approved safety goggles.

4. Insert new cufflink in hole at end of tool handle *(fig.4)*, then use tool to press cufflink into hole on tilt bar *(fig.5)*. To ensure the cufflink is properly attached, press until two clicks are heard.

5. Replace the tilt bar. Insert the connectors into the louvers by holding the louvers in place and firmly pressing the connector into the notch on each louver, ensuring that top of tilt bar is oriented to the top of the shutter.

NOTE: If replacing multiple cufflinks, first use pliers to turn cufflinks 90° (perpendicular to tilt bar) to enable faster removal *(fig.6)*.

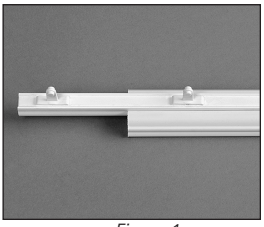


Figure 1

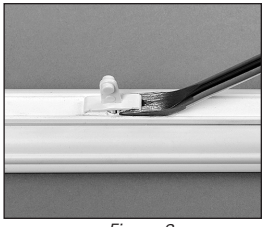


Figure 2

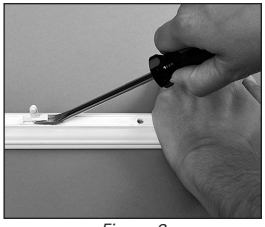


Figure 3

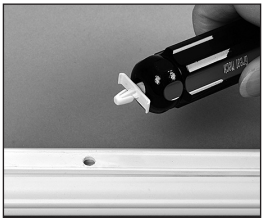


Figure 4

Figure 5

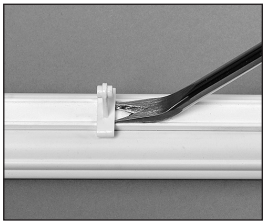
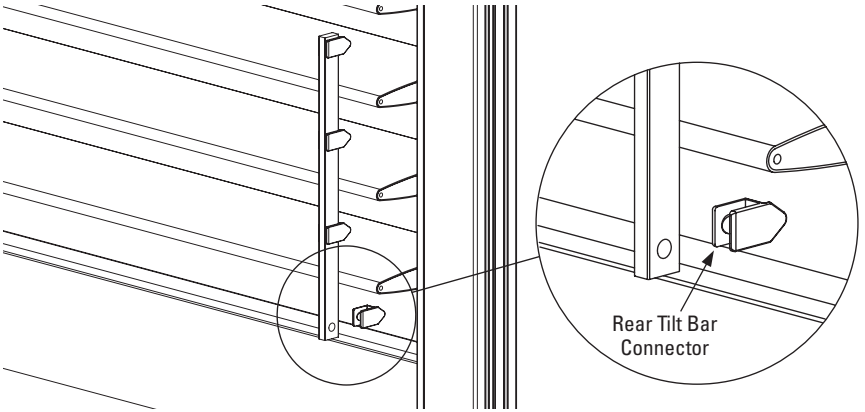


Figure 6

Replace rear tilt bar connectors. Follow this procedure:

1. Remove the broken connector(s).
2. Snap the new connector(s) into the rear tilt bar.
3. After all the broken connectors have been replaced, connect the tilt bar to the louvers by snapping the connectors back onto the ends of the louvers.



4. Replace the tilt bar. Insert the connectors into the louvers by holding the louvers in place and firmly pressing the connector into the notch on the louver.

Problem: Track System Panels Drift

- If Bi-Fold or Bypass panels do not stay in place due to out-of-square openings or other factors, a Friction Brake may be installed on one or more track system carriers to provide slight resistance and prevent panel drift.

1. Align the friction brake so it is parallel to the track, and press open end of notch partially onto the carrier stem with fingers.
2. Using needle nose pliers, pinch the back two tabs while pushing the friction brake forward onto the carrier stem.
3. Rotate the friction brake clockwise to increase to desired amount of resistance. Do not over-tighten.

Problem: Shutter Is Discoloring

- **Check for residue build-up.** The polysatin material has UV stabilizers to prevent discoloring. Any situation of discoloration is a direct result of residue from a cleaner or natural build-up (smoke, dust or oil furnace). Clean the shutter with soap and water. Never use ammonia-based products.

Problem: Shutter Is Scratched

- **Remove scratches.** Scotch-Brite™ 7448 light gray hand pads can be used to remove minor scratches. Gently rub the Scotch-Brite pad over the scratch in the direction of the extrusion. Apply minimal pressure when rubbing to avoid dulling the finish. Using very light pressure, carefully blend the repair area into the surrounding material. The entire piece may need to be treated.
- **Remove deeper scratches.** If a scratch cannot be removed using Scotch-Brite, a more aggressive approach may be required. Start with 1200 grit wet or dry sandpaper first, and then finish with the Scotch-Brite 7448 pad to blend.

Problem: Mitered Frame Corners Not Flush

- **Check installation screw.** One of the frames might have a slight bow causing the mitered joint to be raised. Retract the installation screw nearest to the miter. Slightly angle the screw away from the window and hold the frame flush as you secure the frame.

Now that you have completed your shutter installation, you are ready to program your PowerView® Automation Shutters.

Connect the Power Source

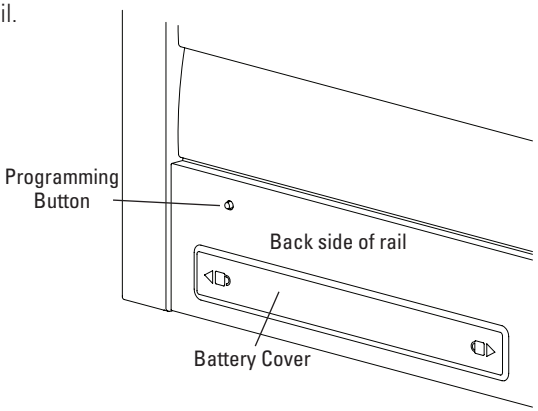
NOTE: When power is connected to the motor, a green LED inside the programming button housing will flash to indicate the louvers are ready for operation.

Remove the Battery Cover

NOTE: PowerView shutters with a divider rail or split tilt will have two battery wands, one in the top rail and one in the bottom rail.

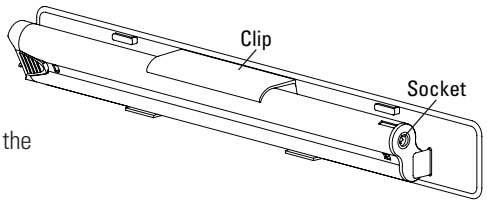
- Remove the battery cover from the top and/or bottom rail by sliding in direction of the unlock icon indicated on the battery cover.

CAUTION: When removing the battery cover, use two hands to prevent the battery cover and wand from falling.



Plug the Power Cable into the Battery Wand

- Locate the power cable inside the rail and plug it into the socket on the battery wand.
- Place the battery pack into the clip on the back of the battery cover.
- Insert the battery cover into the rail and secure it by sliding in the direction of the lock icon indicated on the battery cover.

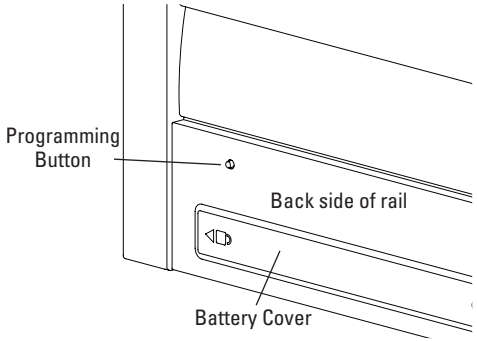


NOTE: On Bypass Track installations, refer back to the installation steps on page 24 to complete the panel installation.

Testing the Louver Section

Testing the louver section with the programming button will allow you to ensure that the motor and power source are working correctly.

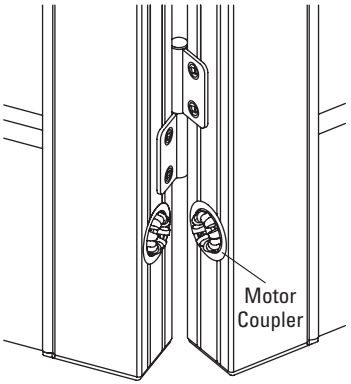
- Tilt louvers open by hand.
- Press the programming button on the back side of the rail to test operation. If the louvers do not operate, see "Troubleshooting" on page 56.



Coupled Panels

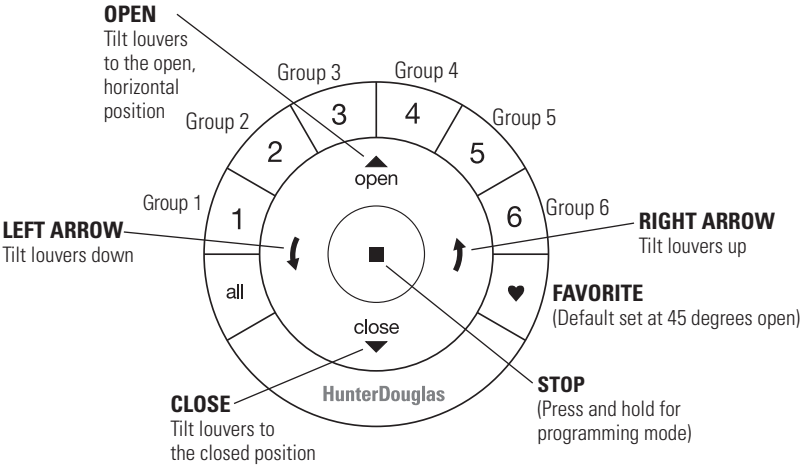
Coupled panels will have couplers in the stiles where the two panels meet to transfer the louver rotation from the panel with the motor to the adjoining panel. The couplers are spring-loaded, so they will recess into the stiles when the panels are closed. Make sure the couplers are aligned when closing the panels to ensure proper louver rotation.

NOTE: On Bypass Track installations, refer back to the installation steps on page 24 to complete the panel installation.



Using the PowerView® Remote

Refer to the illustration below to familiarize yourself with the controls on the remote. Activate the remote by pulling both plastic tabs from the back battery compartment.



IMPORTANT: If you have more than one remote, see "Adding Additional Remote(s) to the PowerView® Shade Network" in the PowerView Automation Remote Control Guide.

Joining a Louver Section to a Group

IMPORTANT: The louver section will not operate using the remote until it has been joined to a group.

NOTE: If multiple louver sections must be joined to a group, it is recommended that they be in different groups for individual operation, as well as in the same group for simultaneous operation. (Note that any louver section can belong to more than one group.) Louver sections will also operate simultaneously if their individual group buttons are selected, or the "all" button is selected.

1. Press and hold ■ STOP on the remote until the indicator lights blink (approximately 6 seconds). The remote is now in program mode.
2. Press the desired group number (1 – 6) on the remote. The backlit group number will flash to show it is selected.
3. While pressing the programming button on the rail with the corresponding louver section, press ▲ OPEN on the remote. The green light flashes once and the louvers will move slightly to indicate the louver section has joined the group. Release the programming button.
4. Press and hold ■ STOP on the remote until the indicator lights stop blinking (approximately 6 seconds).

Basic Operation

- To wake up the remote, simply pick it up or press ■ STOP. The last group(s) selected will be highlighted and active.
- Press "all" or groups 1 – 6 to select specific louver sections to move. Selected group button(s) will light up to show they are selected.
  1. Multiple group buttons may be selected at a time.
  2. To deselect a group, press the group button again. The backlight for that group button will go out.
- Press the ❮ left arrow to tilt the louvers down to the closed position.
- Press the ❯ right arrow to tilt the louvers up to the closed position.
- Press ■ STOP to stop the louver's movement anywhere along their travel.
- While the louvers are in motion, press the opposite of louver's motion (❮ left arrow or ❯ right arrow) to reverse direction.
- Press ▲ OPEN to center the louvers horizontally.
- Press ▼ CLOSE to tilt the louvers to the upward, fully closed position.
- Press ♥ FAVORITE to send selected louver sections to your preset "favorite" position. The default favorite position is tilted 45° upward. Refer to the *PowerView® Automation Remote Control Guide* on how to set a new favorite position.

NOTE: When pressing the OPEN or FAVORITE buttons, louver recalibration will occur. All louvers will first tilt upward to the fully closed position, then the motor will run for approximately 6 seconds before the louvers move to the desired position.

Further Operation and Programming Information

PowerView® Pebble® Remote and/or PowerView® Surface Remote Operation

For information regarding operation and programming of the PowerView® Remote, refer to your *PowerView Automation Remote Control Guide* or to the online PowerView Step-by-Step Guide at **hunterdouglas.com/operating-systems/motorized/powerview-motorization/manuals.**

PowerView® Scene Controller

For information regarding operation and programming of the PowerView® Scene Controller, refer to your *PowerView Automation Scene Controller Guide* or to the online PowerView Step-by-Step Guide at **hunterdouglas.com/operating-systems/motorized/powerview-motorization/manuals**.

PowerView® App Operation

The PowerView® Hub is required for PowerView® App operation. For information regarding setup and operation using the PowerView App, refer to the online PowerView Step-by-Step Guide at **hunterdouglas.com/operating-systems/motorized/powerview-motorization/manuals**.

Resetting the Louver Section (If Necessary)

Basic Reset

The Basic Reset is used to test that the louvers have a full range of motion.

1. Press and hold the programming button for approximately 6 seconds. The louvers will move slightly after 6 seconds. Release the programming button (the light flashes red).
2. The louvers will rotate all the way down, then all the way up to the closed position.

Resetting the Louver Section Programming

The programming reset erases all louver section programming from memory, including group assignments, preventing input devices from operating the louver section. The primary use is to correct group and network assignments during installation. The reset does not affect the favorite position.

1. Press and hold the programming button for approximately 12 seconds. The louvers will move slightly after 6 seconds, then again after 12 seconds. Release the programming button (the light flashes red). The light then flashes a series of green and red to indicate that louver section programming is erased from memory.
2. Refer to "Joining a Louver Section to a Group" on page 53 to program the louver section to a group.

Troubleshooting

If your louvers do not operate correctly:

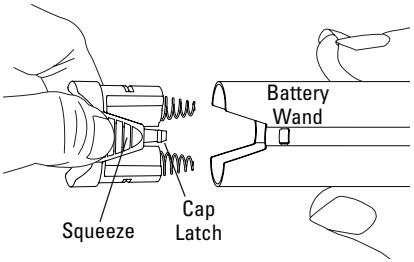
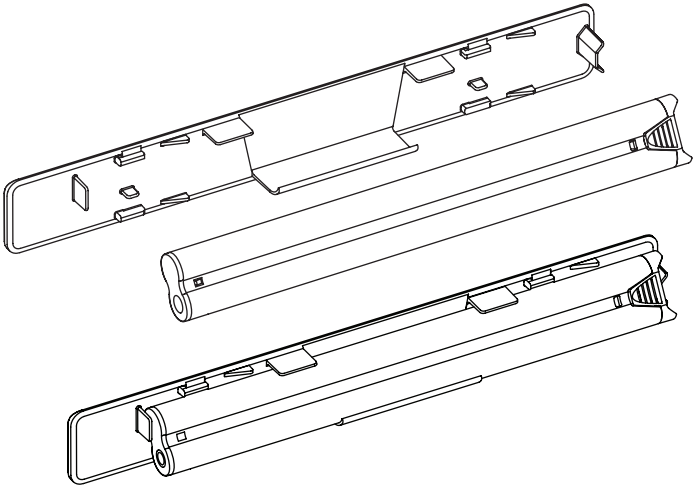
- With PowerView® shutters, first review the guide that came with your control device.
- Perform the louver function reset to ensure that louvers have full range of motion.
- Refer to the following troubleshooting procedures for specific solutions for your shutters.

If questions remain, please contact the Hunter Douglas Custom Shutters Installer Hotline at **1-888-727-5230**.

Problem	The louvers do not operate using the programming button.
Solution	Unplug the power cable from the motor, then plug it back in. A green LED light inside the programming button housing should flash to indicate the motor has power. Check that the batteries in the battery wand are correctly inserted and are fresh. Check that the springs inside the cap of the battery wand have not been compressed too far so they do not engage with the batteries. Gently pull the ends of the springs outward to extend them, if necessary. Check that the battery wand is securely connected to the power cable and the cables are not pinched or caught in the rail. Use a tool, such as a screw driver or pen to push the programming button located slightly below the surface of the rail to see if there is power. In order to minimize the occurrences of the end cap fuse blowing during the installation process, do not use a metal object to remove the sticker from the barrel connector port. In the event that the fuse in the end cap has been blown, the battery wand will no longer provide power to the automated window treatment. ■ Steps to check if the fuse has been blown include: ➤ Swap the battery wand with an alternate battery wand and try to operate the shade. ➤ Swap the end cap of the battery wand with an alternative end cap and try to operate the shade. **CAUTION:** Do not attempt to check the voltage of the battery wand with a voltage meter. This will blow the fuse.

Problem	The louver section is not responding to the PowerView® remote.
Solution	**IMPORTANT:** A louver section will not operate until it is joined to a group. Check that the correct group number is selected on the remote. Check that the batteries in the remote are correctly inserted and are fresh. The LED lights that backlight the remote should come on full bright when ■ STOP is pressed.
Problem	The louvers are tilting slowly or do not tilt completely.
Solution	The batteries may be low in the battery wand. Replace the batteries. Check that the battery wand is securely connected to the power cable, and the cables are not pinched or caught in the rail. The louver section may need to be reset. Refer to "Resetting the Louver Section (If Necessary)" on page 55.
Problem	The louvers in one panel (or louver section) tilt in the opposite direction of another panel (or louver section) when using the remote.
Solution	If some of the louvers are moving in the opposite direction from other louvers in a panel or opening, the motor in that section may need to be replaced. Contact Customer Service to issue a repair.
Problem	Louvers do not have full range of motion when performing the louver function reset.
Solution	Check for external obstructions such as window handles or trim. Ensure that all louver end caps are fully seated in the louvers. Try manually operating the louvers. If the louvers can be manually operated through the full range of motion, the motor will need to be replaced. If the louvers can not be manually operated through the full range of motion, and there are no external obstructions, there is an internal issue that will require repair.

Problem	Couplers are not engaging on coupled panels.
Solution	Vertical alignment is critical to achieve coupler alignment. Check the panel alignment to ensure that the couplers are at equal heights, and that the gap between panels is not too wide for the couplers to engage. Refer to panel alignment instructions on page 9. Check if the coupler cover is pushed inside the stile. Gently pull the coupler cover out and realign so that it sits flush with the stile. Check if the coupler is caught in the retracted position. If it's caught retracted, the coupler should be pushed in and released to adjust back to the extended position. It should be in the extended position on both the motor and coupled panels.
Problem	Panels are coupled, but the louvers on the automated panel are lagging behind the louvers on the non-automated panel.
Solution	Check if the louvers on the non-automated panel tilt before the louvers on the automated panel. If they are moving before the automated panel, there may be a failure inside the motor assembly. Contact Customer Service to issue a repair.
Problem	The panels are coupled, and the louvers on the non-automated panels have little to no tension.
Solution	All Palm Beach™ PowerView® panels are built without a tension rod, allowing the louvers in the non-automated panel to move very freely. There will be little to no tension, unless the panels are closed and the couplers are engaged.
Problem	The LED light in the programming button housing signals 8 red blinks.
Solution	This is the low battery indicator. Replace the batteries in the battery wand.

Problem	Batteries in the battery wand need to be replaced.
Solution	Replace the batteries in the battery wand. Squeeze the cap latch to release the cap and remove the cap from the battery wand. Install the batteries according to the instructions on the battery wand label. Press the cap on until it latches.  **NOTE:** Hunter Douglas recommends AA alkaline batteries for use with our battery-powered shutters. These will provide more than one year of operation, depending on usage. Lithium and rechargeable batteries are not recommended.
Problem	The battery wand will not fit inside the battery cover.
Solution	Palm Beach™ PowerView® shutters use the 12V battery wand, which holds 8 AA batteries. Please ensure that you are not using the 18V battery wand, which holds 12 AA batteries. Only the 12V battery wand will fit into the battery cover. The illustrations below show the correct orientation for clipping the battery wand into the battery cover. When the battery wand is oriented correctly, the clear panel on the side of the battery wand should not be visible.  Please note that the battery wand sits at an angle when clipped in correctly.

U.S. Radio Frequency FCC Compliance

FCC ID information is located on the inside of the battery cover.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:
(1) This device may not cause harmful interference, and
(2) This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment and meets the FCC radio frequency (RF) Exposure Guidelines. This equipment should be installed and operated keeping the radiator at least 20 cm or more away from person's body. RF Exposure requirements are met when installed in mobile equipment. This module cannot be installed in portable equipment without further testing and a change to FCC's grant of authorization.

Innovation, Science and Economic Development Canada

Under Innovation, Science and Economic Development Canada's regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Innovation, Science and Economic Development Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:
(1) This device may not cause interference.
(2) This device must accept any interference, including interference that may cause undesired operation of the device.

Class B Digital Device Notice

This Class B digital apparatus complies with Canadian ICES-003, RSS-Gen and RSS-210.

CAN ICES-3 (B)/NMB-3(B)

This equipment complies with ISED radiation exposure limits set forth for an uncontrolled environment and meets RSS-102 of the IC radio frequency (RF) Exposure rules. This equipment should be installed and operated keeping the radiator at least 20 cm or more away from person's body.

European Conformity

We, the undersigned,

Hunter Douglas Window Fashions
One Duette Way, Broomfield, CO 80020, USA

Hunter Douglas Europe B.V.
Piekstraat 2, 3071 EL Rotterdam, The Netherlands

certify and declare under our sole responsibility that the PV12 conforms with the essential requirements of the EMC directive 2004/108/EC and R&TTE directive 1999/5/EC.

A copy of the original declaration of conformity may be found at www.hunterdouglas.com/RFcertifications.

LIFETIME GUARANTEE

The Hunter Douglas® Lifetime Guarantee is an expression of our desire to provide a thoroughly satisfying experience when selecting, purchasing and living with your window fashion products. If you are not thoroughly satisfied, simply contact Hunter Douglas at (888) 501-8364 or visit **hunterdouglas.com**. In support of this policy of consumer satisfaction, we offer our Lifetime Limited Warranty as described below.

COVERED

BY A LIFETIME LIMITED WARRANTY

- Hunter Douglas window fashion products are covered for defects in materials, workmanship or failure to operate for as long as the original retail purchaser owns the product (unless shorter periods are provided below).
- All internal mechanisms.
- Components and brackets.
- Fabric delamination.
- Operational cords for a full 7 years from the date of purchase.
- Repairs and/or replacements will be made with like or similar parts or products.
- Hunter Douglas motorization components are covered for 5 years from the date of purchase.

NOT COVERED

BY A LIFETIME LIMITED WARRANTY

- Any conditions caused by normal wear and tear.
- Abuse, accidents, misuse or alterations to the product.
- Exposure to the elements (sun damage, wind, water/moisture) and discoloration or fading over time.
- Failure to follow our instructions with respect to measurement, proper installation, cleaning or maintenance.
- Shipping charges, cost of removal and reinstallation.

Hunter Douglas (or its licensed fabricator/distributor) will repair or replace the window fashion product or components found to be defective.

TO OBTAIN WARRANTY SERVICE

1. Contact your original dealer (place of purchase) for warranty assistance.
2. Visit hunterdouglas.com for additional warranty information, frequently asked questions and access to service locations.
3. Contact Hunter Douglas at (888) 501-8364 for technical support, certain parts free of charge, for assistance in obtaining warranty service or for further explanation of our warranty.

NOTE: In no event shall Hunter Douglas or its licensed fabricators/distributors be liable or responsible for incidental or consequential damages or for any other indirect damage, loss, cost or expense. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion or limitation may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Different warranty periods and terms apply for commercial products and applications.

HunterDouglas

hunterdouglas.com

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