



*Shutter*

*Retail*

*Guide*



## *Introduction*

Signature Window Coverings (SWC) takes great pride in the ability to have the means to expand our product line that incorporates our customer's demands. With our unique manufacturing approach and innovative concepts, we have developed a shutter production line that allows us to not only out produce others in the industry but do it while maintaining all important time-frames and quality that is unmatched.

While Basswood is in the family of hardwoods, it is still porous allowing for unmatched strength in preventing knocks and bumps, while remaining light enough for easy operation of large panels. Basswood is also resistant to bowing and warping.

Our shutters paint or stain is always water based, maintaining an environmental standard unmatched in many other shutter factories.

Our automated lines allow us to produce consistent finishes in paint and wood cuts, allowing the true wood grain to enhance the finished product. All 100% Basswood is run through our automated paint machine. Our louvers and frames are precision cut in fully automated machines. This enables us to hold tighter tolerances and be sure of the best light control possible.

Signature Window Coverings prides itself on using environmentally sustaining products. Our finishes are all 100% water based products. Our formulation and application processes enable a lustrous finish designed to last.



## Shutter Warranty

Signature Window Coverings llc (SWC) shutters are backed by a limited lifetime warranty against original defects in materials or workmanship to the original purchaser. SWC does not cover installation error (unless SWC was the original installer).

When we install the product, we will perform on-site warranty repairs free of charge for the life of the warranty. If the product was installed by Signature Window Coverings llc, we will provide the same service free of charge if the service needed is deemed to be related to a product defect. If the original installation was not performed by Signature Window Coverings llc, service can be provided with a trip charge plus time and materials. We will notify you in writing if the service call is deemed to be installation error. This can be expedited with digital images when warranty work is requested. In home service beyond the warranty period is available for \$75 (not including parts) or the product may be returned to us for repair. Any service provided that is not covered by warranty (such as normal wear and tear or misuse) will be billed to the dealer/homeowner; please be aware of this when using our services. We do not offer warranty claims to user(s) that were not the original purchaser.

If this cannot be provided, Signature Window Coverings llc reserves the right to require product be returned for inspection before any monetary credit will be given. Signature Window Coverings llc is not responsible for shipping fees. Remakes at our cost will not be made in different colors or product features.



## Measure Guidelines

### Recommended tools

Measuring tape or digital measure device

ladder if applicable

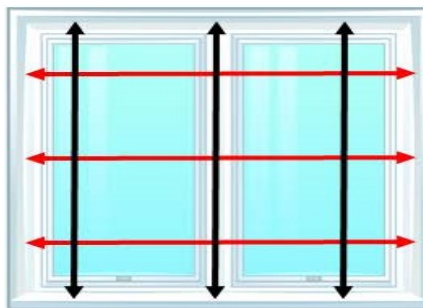
### Procedure

It is recommended to check each window to make sure it is square. To do this, simply measure diagonally on the window. If the 2 measures have a difference of more than ¼" it is recommended to mount the shutter outside the window frame.

Take 3 measures vertically and horizontally, SEE IMAGE. The top, middle, and bottom for the width and the left, middle, and right for the height. Use the smallest measurements if mounting the shutter inside and the largest measures if mounting the shutters outside.

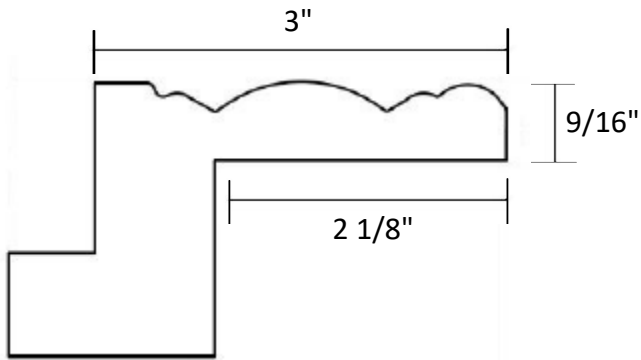
\*Be sure to check sill depth is larger louvers are being ordered, i.e. 4 ½". Large enough to accommodate louver operation

\*Check for any situations requiring build-out or obstruction to the frame from fitting in wall.



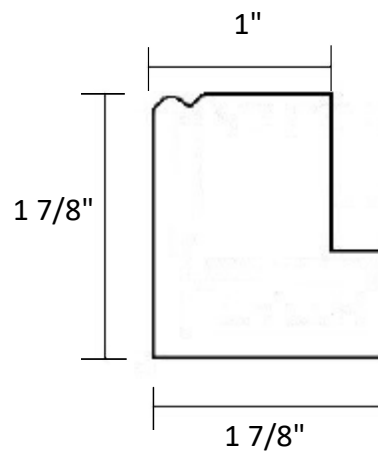


Laguna 3" x 1 7/8"

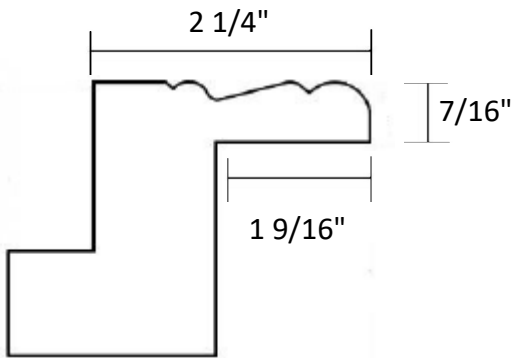


Frames

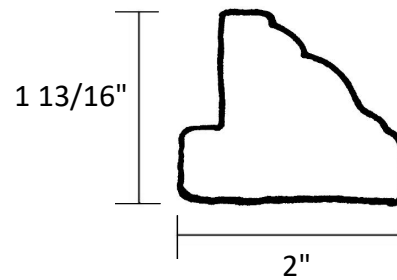
L-Frame 1"



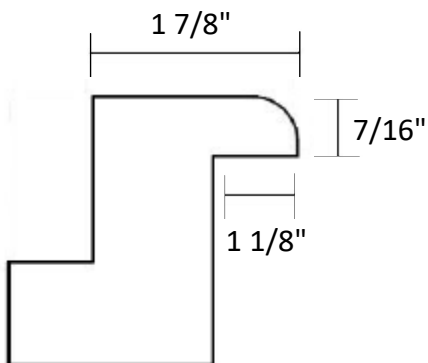
Spanish 2 1/4" x 1 9/16"



Deco Frame 2"



Smooth 1 7/8"








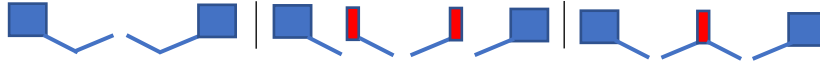

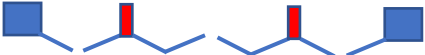
# Options

## Louver:

- 3 1/2" (Minimum clearance of 2")
- 4 1/2" (Minimum clearance of 3")

Please note: If these clearances are not met, the shutter will need a build out and/or require a face mount frame.

## Panel Configurations:

- Single Panel – L R  

- Two Panels – LR RR LL  

- Three Panels – LLR LRR  

- Four Panels – LLRR LTLRTR LRTLRL  

- Six Panels – LRTLRLTLR LTLLRRTR  

- Eight Panels – LRTLRLRRTLRL  


## Size Limitations

- Max Panel width < 30" (Includes Sliders)

Please note:

- Signature will not warranty any shutter built over 84" in width that does not include a T-post.
- Signature will not warranty any shutter build over 72" in height that does not include a Divider rail



# Shutter Care

## Touch Up

- Each order comes with a bottle of paint for touch ups. The cap contains a brush that needs to be gently applied to the area. It is recommended to coat evenly, with multiple coats.
- Wood filler can be used to fill nail holes, if needed. Wax crayon is also recommended  
(Available for purchase)

## Louver Tension Adjustment

- On the outside of the panel, there are tension screws. Use a Phillips screw driver, hand screw counterclockwise to loosen (weaker tension) and clockwise to tighten (stronger tension). Do not use a power tool to tighten. SWC recommends trained professionals, as SWC owns no liability and will not warranty any damage to panel if done by non-professionals.

## Cleaning

- Use a soft, dry cloth to dust parts of the shutter. Use a damp cloth if required (Not recommended), please make sure the surface is completely dry after completion.
- It is not recommended to use any cleaning products, unless used by a professional.
- Furniture polish is acceptable





## Full Service Shutter Program

*Make the sale, We'll do the rest!*

- As soon as you make the sale, we will contact the homeowner and schedule the Tech Measure (If applicable). Don't have to worry about miss-measuring and losing your margins.
- We will then enter the measures in our system and all you need to do is review and click submit.
- Manufacturing will then proceed, 3 to 4 weeks for production\*
- Once your shutters are complete, we will schedule the installation (informing you of the date/time) \*
- We will do a complete installation and collect the balance, if requested. (We only collect checks or a pre-approved credit card release form in a sealed envelope)
- We will make service calls of warranted claims. (see shutter warranty for further details)

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### FUTHER DETAILS

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\*Production time varies. SWC does not guarantee completion on all orders in the time-frame stated.

\*Specialized frames are note included, i.e. Full louvered door arches, etc are not subjected to the time-frame SWC gives in this guide.

\*SWC will make 3 attempts to contact homeowner. If no contact is made, it is SWC's customer responsibility to schedule with homeowner. SWC will provide open time's guaranteed for 24 hours.

\*Prices are subject to change at any time by Signature Window Coverings Llc.