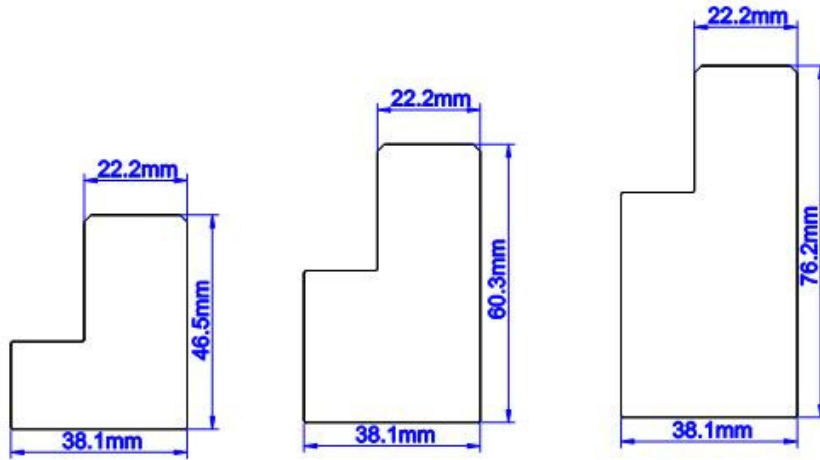


Custom Shutter Specification

Code	RDJS-004	Craftwood/Seattle/Classic/Maine (MDF)	Page	1/ 19
Edition	Q		Effective Date	2017/09/11

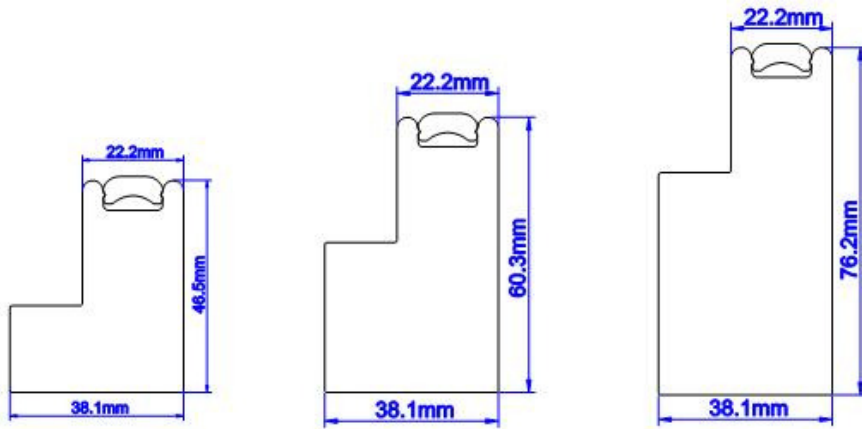
1. Frame:



Chamfer L Frame 46mm

Chamfer L Frame 60mm

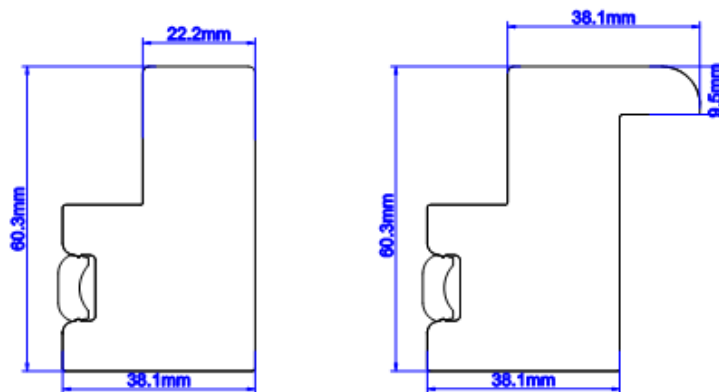
Chamfer L Frame 76mm



Vintage L Frame 46mm

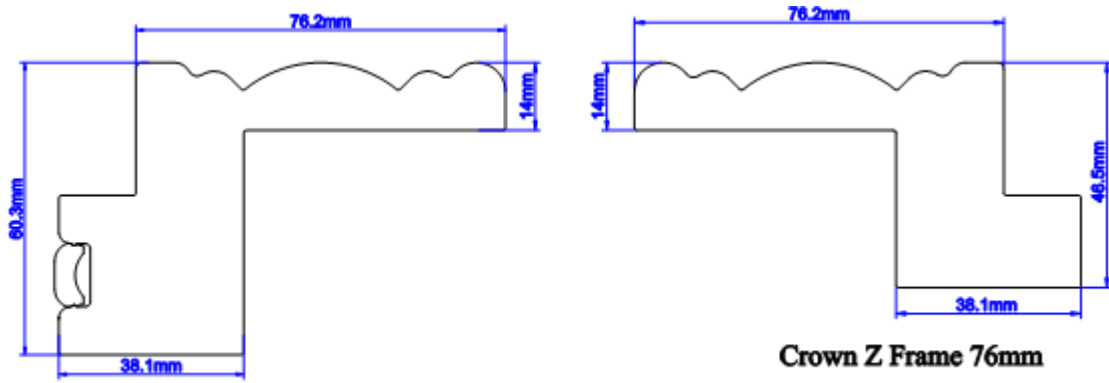
Vintage L Frame 60mm

Vintage L Frame 76mm



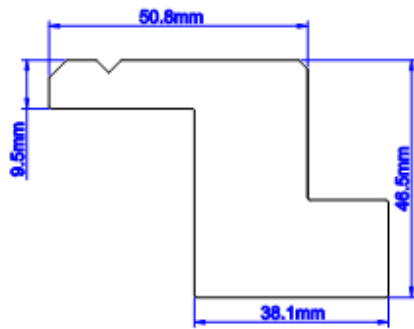
Deep Plain L Frame 60mm

Deep Bullnose Z Frame 38mm

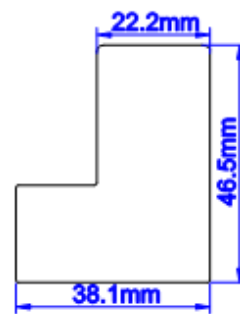


Crown Z Frame 76mm

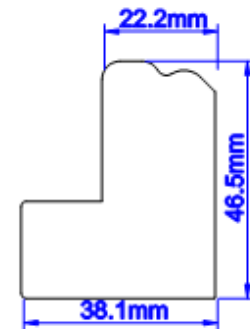
Deep Crown Z Frame 76mm



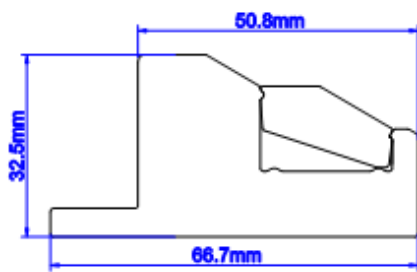
Serrate Z Frame 50mm



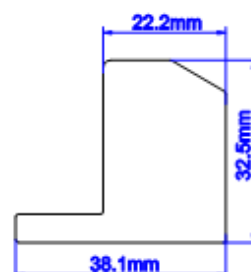
Serrate Z Sill Plate



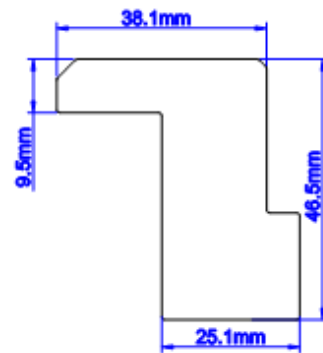
Crown Z Sill Plate



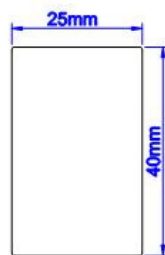
Valley Deco Frame 50mm



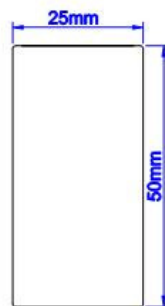
Valley Deco Sill Plate



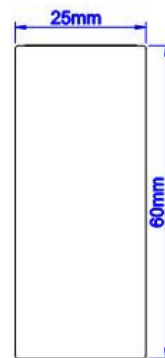
Chamfer Z Frame 38mm



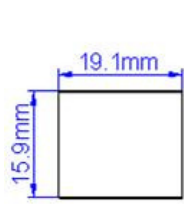
Hang Strip 40mm



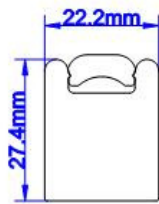
Hang Strip 50mm



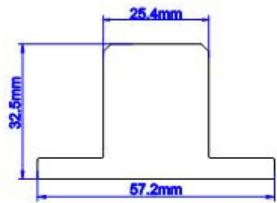
Hang Strip 60mm



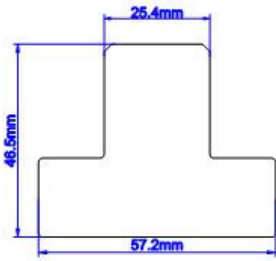
Light Block



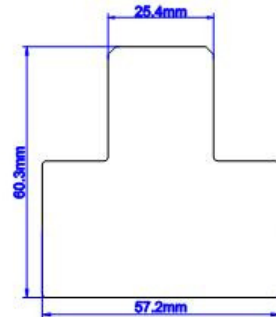
Vintage Hang Strip



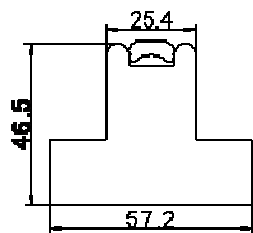
Chamfer T Post (Deco)



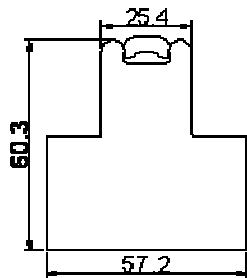
Chamfer T Post (L/Z/HS)



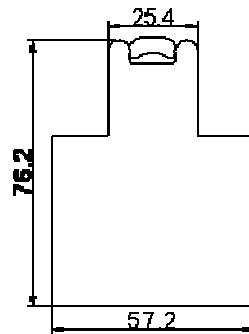
Chamfer T Post 60mm



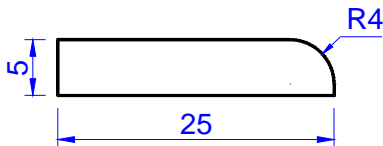
T Post With Insert 48mm



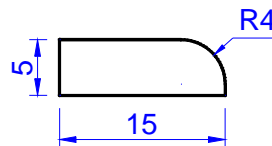
T Post With Insert 60mm



T Post With Insert 76mm

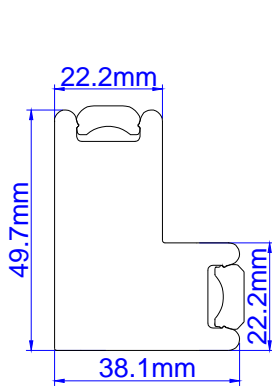


Cover Strip 25mm

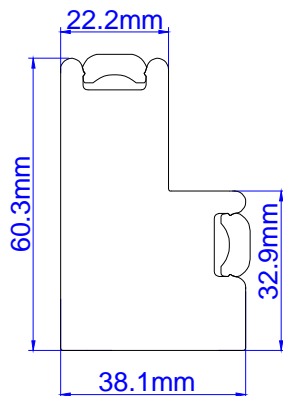


Cover Strip 15mm

*Cover Strip will be made in Wood

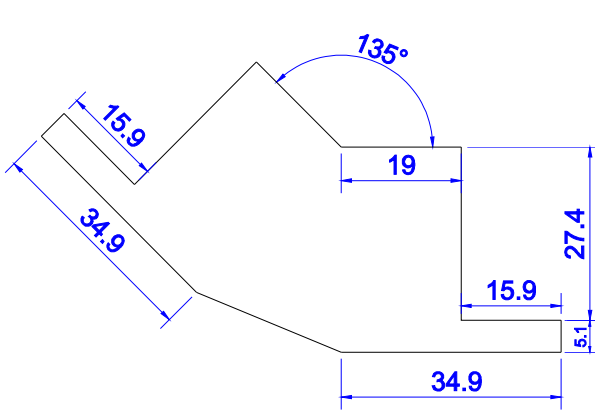


Double Insert L Frame 50mm

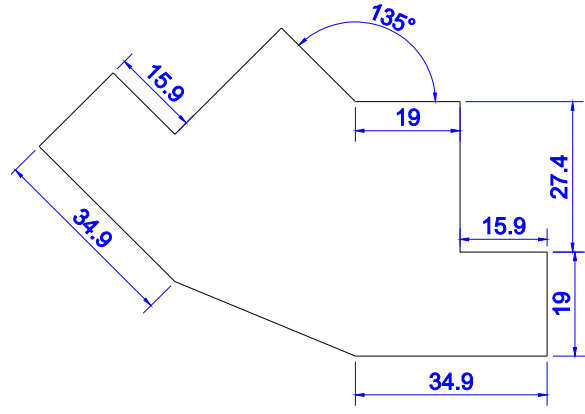


Double Insert L Frame 60mm

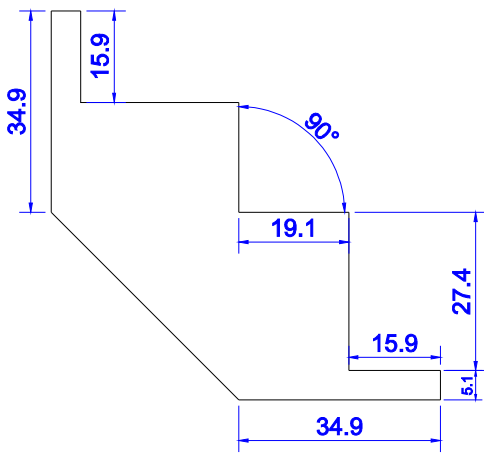
Note: No screw holes will be pre-drilled for Double Insert L Frame, but 76.2mm screws will be supplied loose in the hardware box.



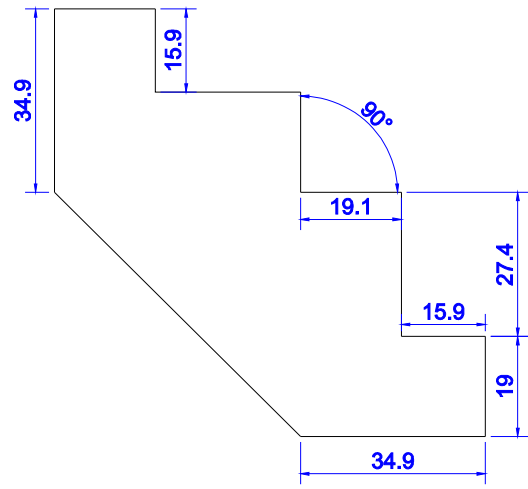
Bay Post for Deco Frame



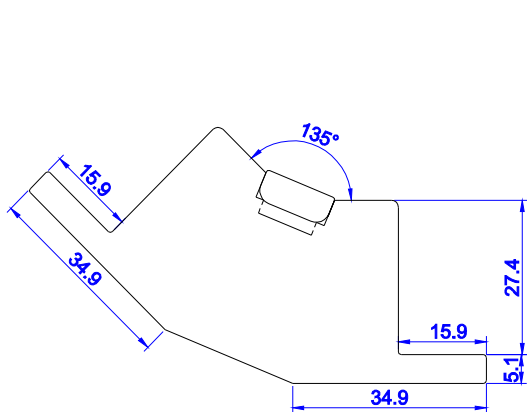
Bay Post for L/Z/HS Frame



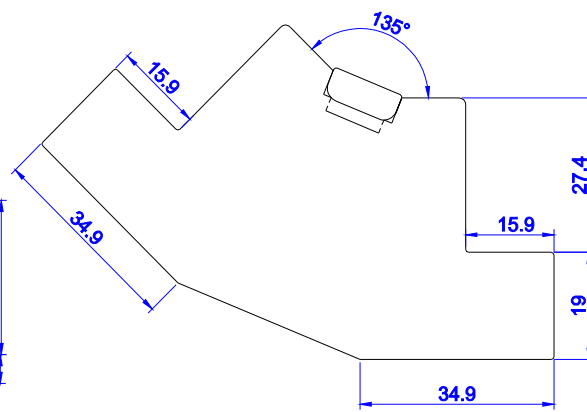
Corner Post for Deco Frame



Corner Post for L/Z/HS Frame

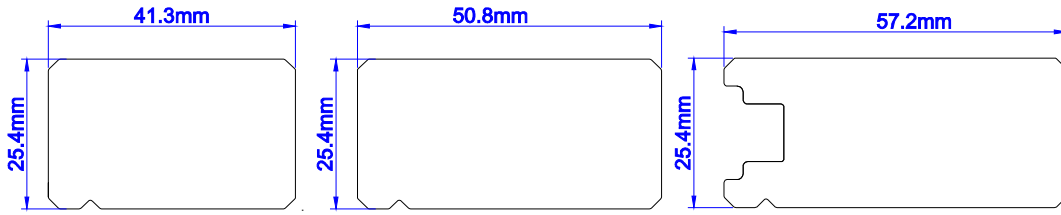


Bay Post with Insert for Deco Frame



Bay Post with Insert for L/Z/HS Frame

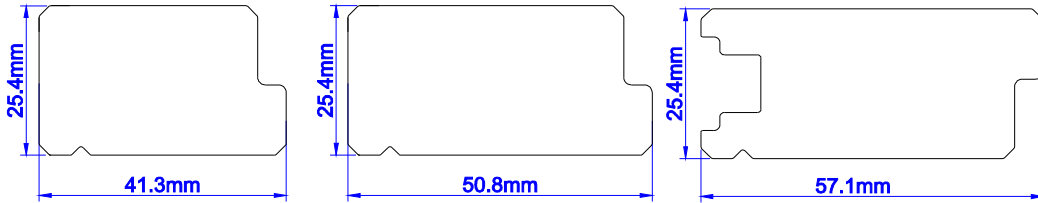
2. Stile:



41.3mm Butt Stile

50.8mm Butt Stile

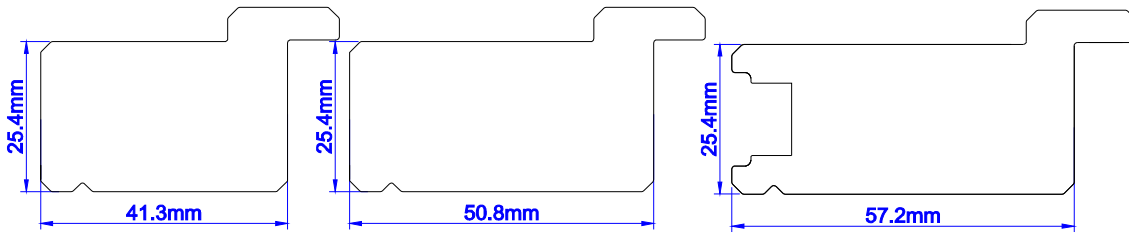
57.2mm Butt Stile



41.3mm Rabbet Stile

50.8mm Rabbet Stile

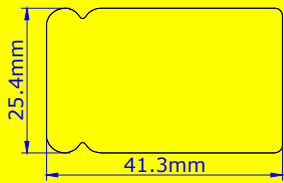
57.2mm Rabbet Stile



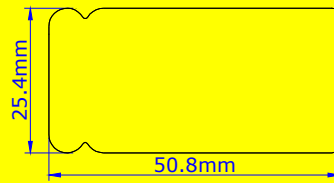
41.3mm Astragal Stile

50.8mm Astragal Stile

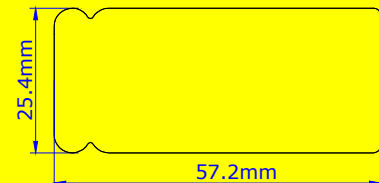
57.2mm Astragal Stile



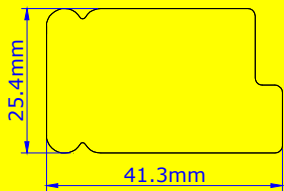
41.3mm Beaded Butt Stile



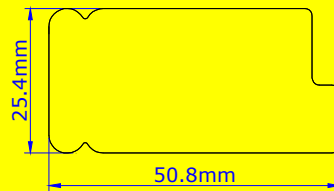
50.8mm Beaded Butt Stile



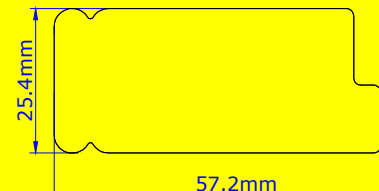
57.2mm Beaded Butt Stile



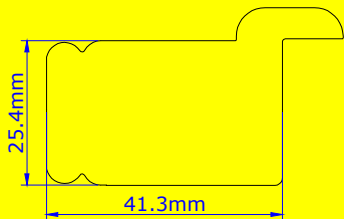
41.3mm Beaded Rabbet Stile



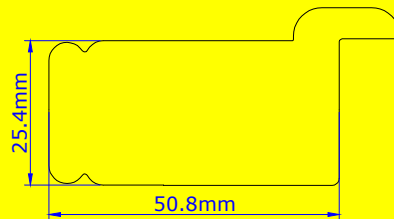
50.8mm Beaded Rabbet Stile



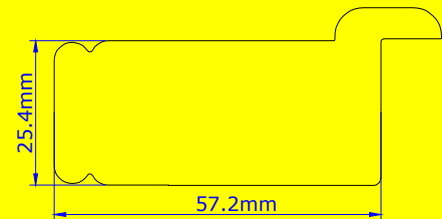
57.2mm Beaded Rabbet Stile



41.3mm Beaded Astragal Stile



50.8mm Beaded Astragal Stile



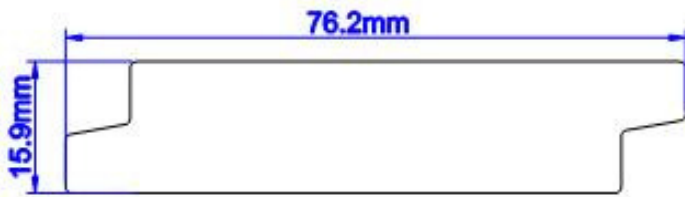
57.2mm Beaded Astragal Stile

3. Rails:

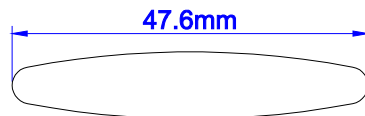
Top & bottom rail: Factory will decide the size, unless otherwise specified in the special instruction section of order form. The top and bottom rail will be the similar size if there is no divider rail. If need different rail size, please specify on special note. It is suggested ordering shutters for the same customer at one time, so that the rail size will match. Even if order lines are same height, they will not be processed the same unless asked for.



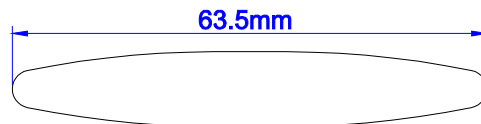
Divider rail: Standard divider rail is 76.2mm



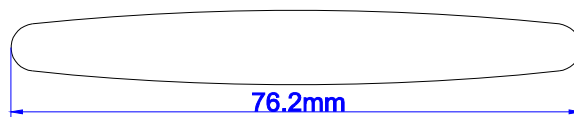
4. Louvres:



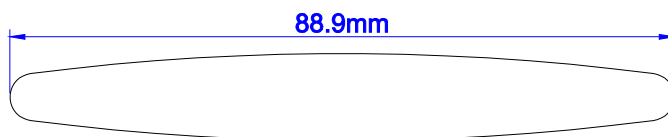
47mm Elliptical Louvre



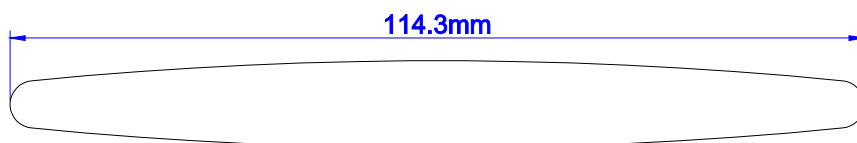
63mm Elliptical Louvre



76mm Elliptical Louvre



89mm Elliptical Louvre

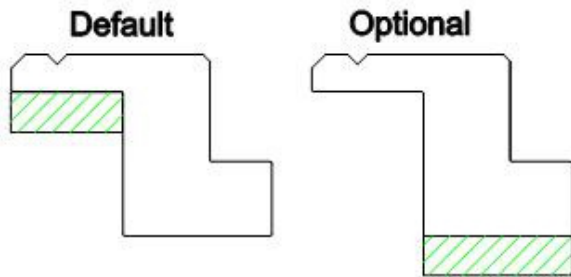


114mm Elliptical Louvre

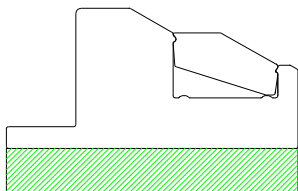
5. Extension

Default Extension for Z Frame:

If you want the timber to be added to bottom of Z frame like the drawing on the right, please ALWAYS specify in the special note of the order form, "Add extension to light block section". The DEFAULT EXTENSION will be the left drawing.



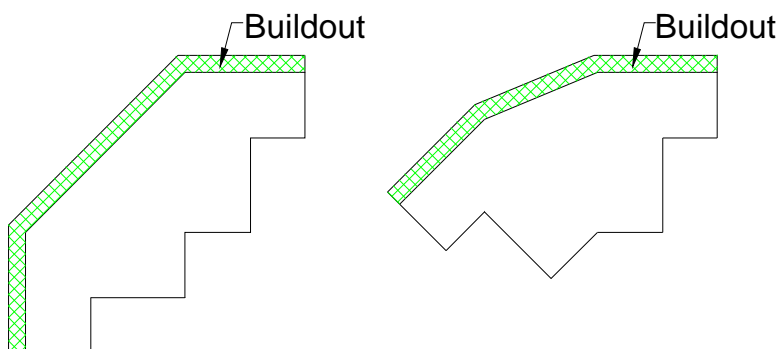
Default Extension for Deco Frame: The DEFAULT Position for the EXTENSION will be



Note:

1. For Deco frame with sill plate which requires the extension, no matter which side the sill plate is at, we will add the extension on all frames including the sill plate. The extension on both deco frame and sill plate will be in full width.
2. For Z frame with sill plate which requires the extension at default position, no matter which side the sill plate is at, we will only add the extension at the default position for Z frame, but no extension on the sill plate.
3. For Z frame with sill plate which requires the extension at optional position, no matter which side the sill plate is at, we will add the extension on back of all frames including the sill plate.

Default Extension for Corner/Bay Posts



6. Battens:

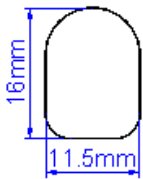
Standard size:

MDF with PP	MDF with PP	Made of Wood
25mm x 30mm	5mm x 38mm	5mm x 15mm
25mm x 40mm	10mm x 38mm	5mm x 25mm
25mm x 50mm	15mm x 38mm	21mm x 21mm
25mm x 60mm	20mm x 38mm	63.5mm x 5mm
25mm x 75mm	25mm x 38mm	25mm x 3mm
62mm x 11.5mm	30mm x 38mm	15 x 3mm
	35mm x 38mm	
	40mm x 38mm	

The other size battens are made of wood, paint to match colour with panel.
The batten colour is defaulted same as shutter unless specified otherwise.

7. Tilt rod:

1) Standard Tilt Rod:



2) Offset Tilt Rod: Tilt rod can be ordered offset from centre. Please specify the position from the centre of the tilt rod to the end of the louvre. The standard distance for the offset tilt rod is 25mm to the end of the louvre on hinge side.

3) Easy Tilt: Only available for 63mm, 76mm, 89mm and 114mm louvres.

Number of louvers exceeds the following will have separate gear tilt control:

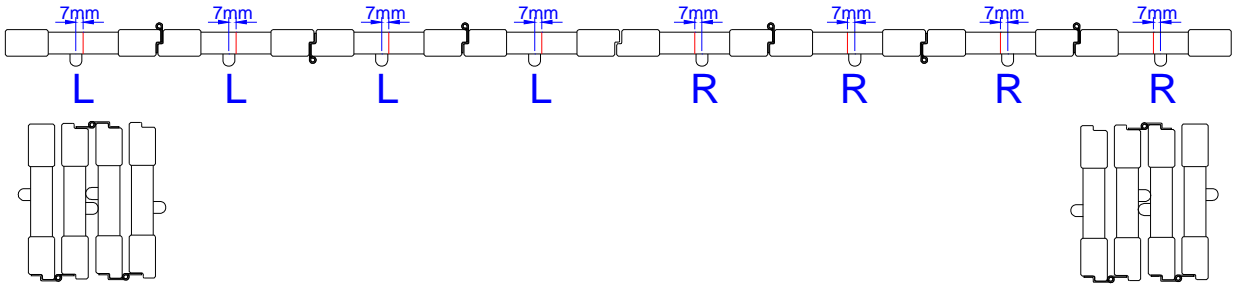
Louvre Size	Louvre Qty
63mm	24
76mm	19
89mm	16
114mm	12

If the louver qty exceeds the above limit, the gear tilt control will be equally split into halves. If the louver qty is odd, will make the bottom section one more louver than the top section. If the panel has a divider rail, and the louver qty above divider rail or below divider rail exceeds above limited, split tilt rods are also required.

*** Tilt rod position for multi-fold Top Track shutters:

For the multi-fold panels, we will make the tilt rod offset from the centre. By doing so, panels can be folded flat without tilt rods being obstructed with each other. The standard offset for

the tilt rod is 7mm from the centre, i.e. tilt rod will be 7mm to the left from the centre for the left panels, and 7mm to the right from the centre for the right panels. The rabbet is made with right panels over left ones for the both the panels folded to left and to right.

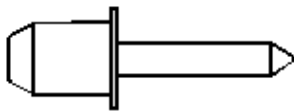


For the 2 panels and 4 panels configuration (LLRR), tilt rod in centre of panel, no need to offset.

*** Multi-fold panel config is not suggested and not under warranty. Only Multi-fold panels with top and bottom track for Bifold track system is under warranty.

*****Louvre Pin:**

Louvre pins are used to ensure louvre tension. Additionally a tension rod is inserted through a louvre in the panel. This will require the panel to have holes in the stiles for the screw caps of the tension rod. The tension can be adjusted by tightening or loosening the screw caps.



8. Color Options:

Shutter Color	Hinge Colour		Top track color for track systems
	Default Color	Optional Color	
001 Pure White	Pure White	1. Bright Brass 2. Anti-Brass 3. Stainless Steel 4. Nickel-Plated 5. Brushed Nickel-Plated	Default: White Optional: Anodized
003 Silk White	White		
004 Bright White			
006 Pearl	Pearl		
009 Creamy	Bisque		
012 Crisp Linen	Bisque		
019 String	Bisque		
032 Sea Mist	Nickel plated		Default: Anodized
080 Taupe Gray	Nickel plated		

- Color 012/019/032/080 will be available from January 1st, 2018.
- Color 004/009 will be discontinued from January 1st, 2018.

Please order shutters for the same home at one time. Slight variations may also occur between the finished products and the color decks.

9. Panel size limitation:

Louver size	Min.	Max.	
		Single Hung	Bi-fold hinged shutter/ Multi-fold with top & bottom track
47mm	152mm	600mm	600mm
63/76mm	152mm	750mm	
89mm	152mm	750mm	
114mm	152mm	750mm	

If panel size is out of spec, on hold query will be sent for confirm instead of waving warranty automatically.

If panel height is over 1879mm, a divider rail is required. And if the panel has a divider rail but the height from center of divider rail to top of the top rail or to bottom of bottom rail is still over 1879mm, another divider rail is required. If you do not specify the divider rail location, we will hold the order to confirm if a divider rail is required.

10. Shutter used for door without bottom support:

In situations when shutters are used for door application, which do not have support underneath the panels, the customers must inform ~ • when placing the type of order.

Please note:

- (1) The factory will add extra hinges to support the panels.
- (2) Bigger and Stronger Top and Bottom rail. This will reduce the probability of the panels sagging and increase shutter intensity.

If customer fail to notify ~ • that the shutter will be used in door application and consequently, the customer will be responsible for the cost of the any RGA Reorder that is submitted. Please see the following chart for details.

~~~~~

| Panel Configuration               |                        |
|-----------------------------------|------------------------|
| L, R, LR                          | LL, RR, LLRR           |
| Manufacture with warranty waived. | Must order with track. |

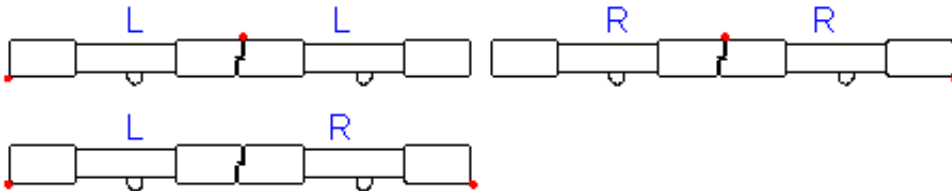
**11. Panel configuration:**

**Rabbit Stile:** if choose rabbit stile on the order form, then the panels will be made like the following drawings.

1 Panel: L or R



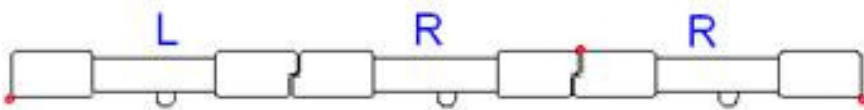
2 Panels: LL/RR/LR



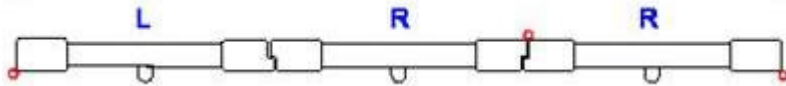
3 Panels: LLR/LRR



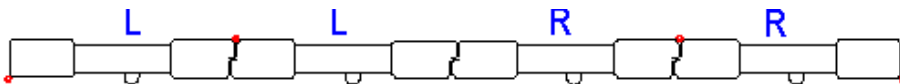
For HR, LRR, R Panel opens first



For SS: For LRR, L panel will be open first.



4 Panels: LLRR

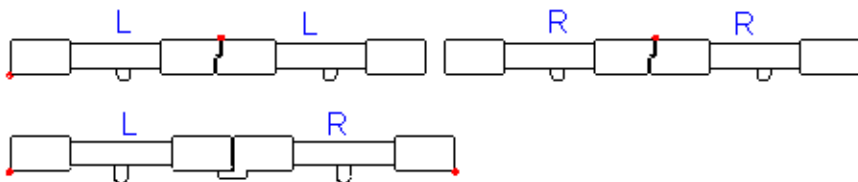


**Astragal Stile:** If choose astragal stile in the order form, then panels will be made like the following drawings.

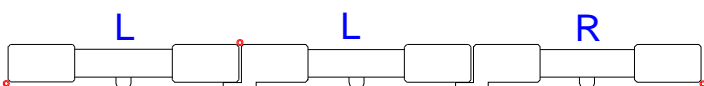
1 Panel L or R: (both side to be butt stile)



2 Panels:



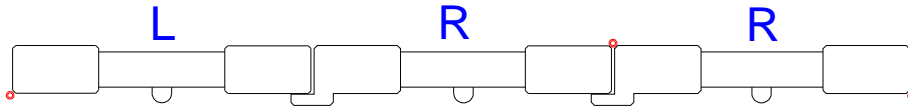
3 Panels:



For SS LRR, L panel will be open first.



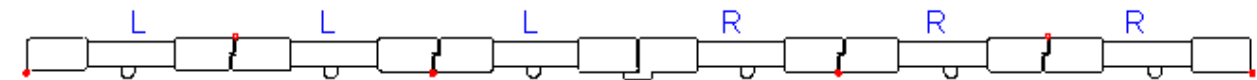
FOR HR LRR, R panel will be open first.



4 Panels:



6 panels or more: will be made like the following, astragal stile is only used where 2 panels meet without hinges.



Please specify the panel fold configuration on order form, we will pre-hinge according to it.

## 12. Mounting Type:

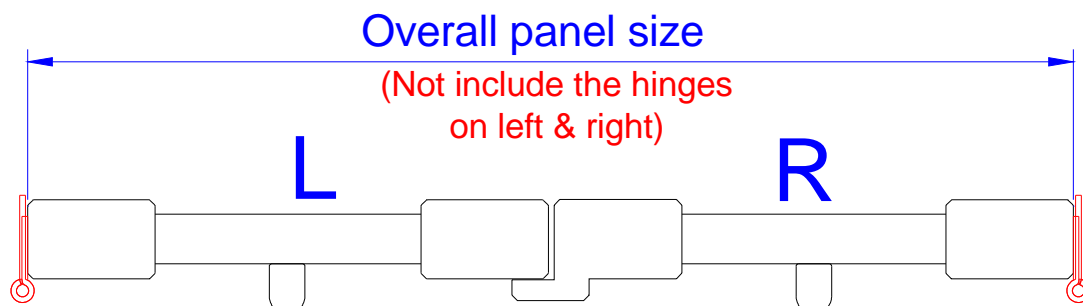
**Café Shutter:** Please specify on the order form if the shutter is a café style. We will finish the top of the panels and the end of battens.

**Tier on Tier:** Please specify the height of the bottom tier. Multi-fold panel config is not available even warranty waived.

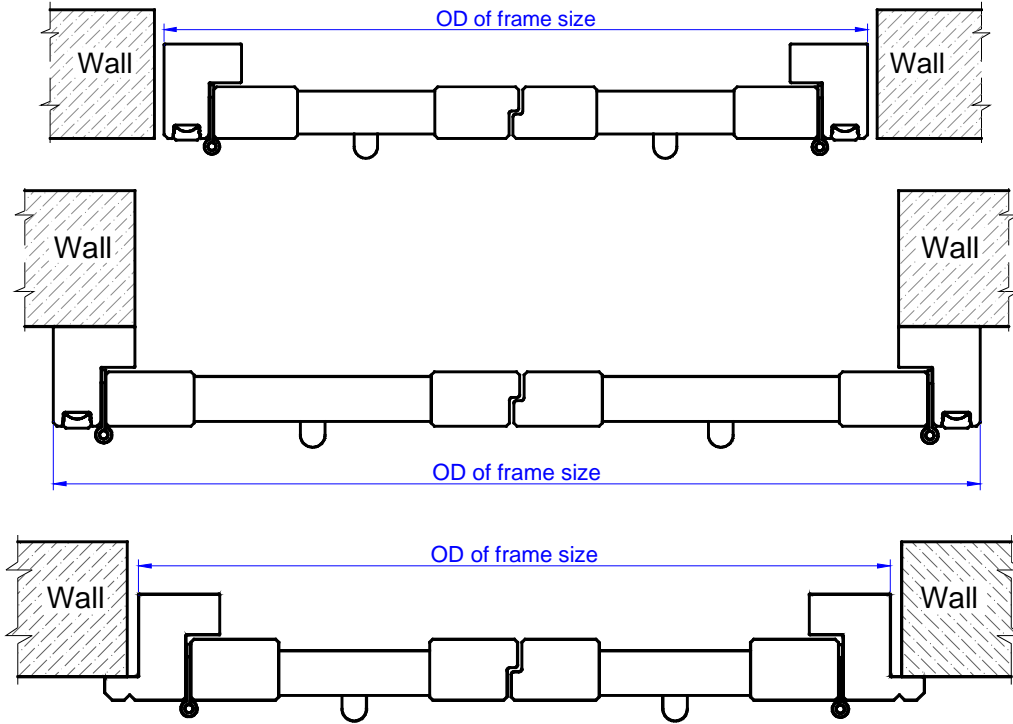
**Full height:** regular shutter in full height of window.

## 13. Order Size:

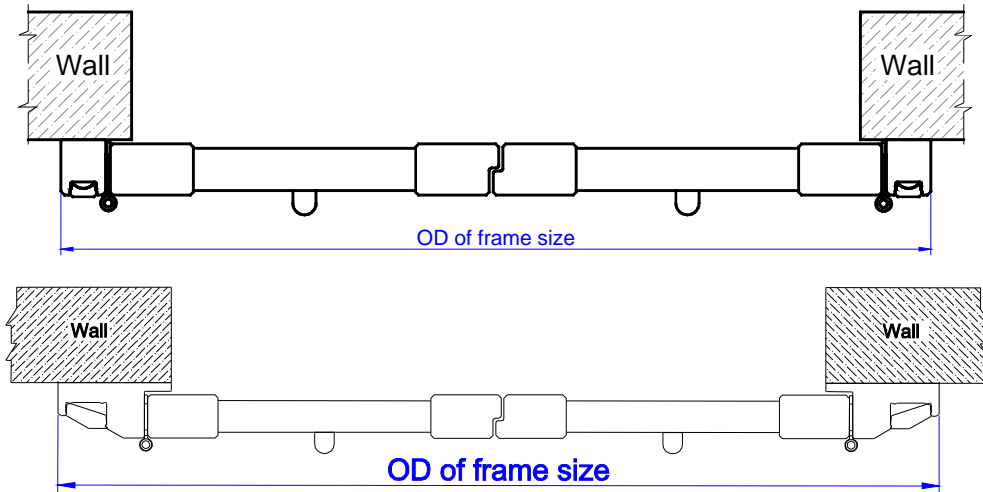
**Overall Panel Size:** Size given is overall panel size, width is not includes the hinge space that from panel to batten on the left & right side, but includes the gap between panels. The height given must be net panel height. The hinges and magnets will be pre-installed to panel.



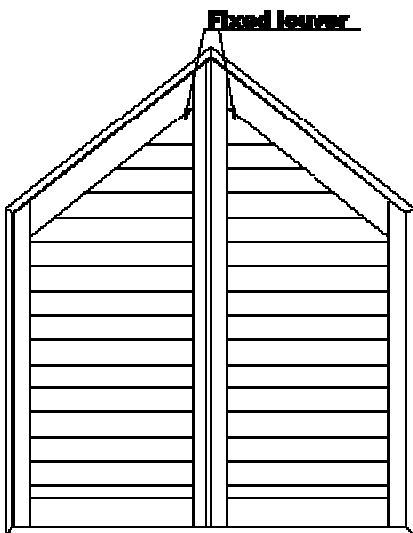
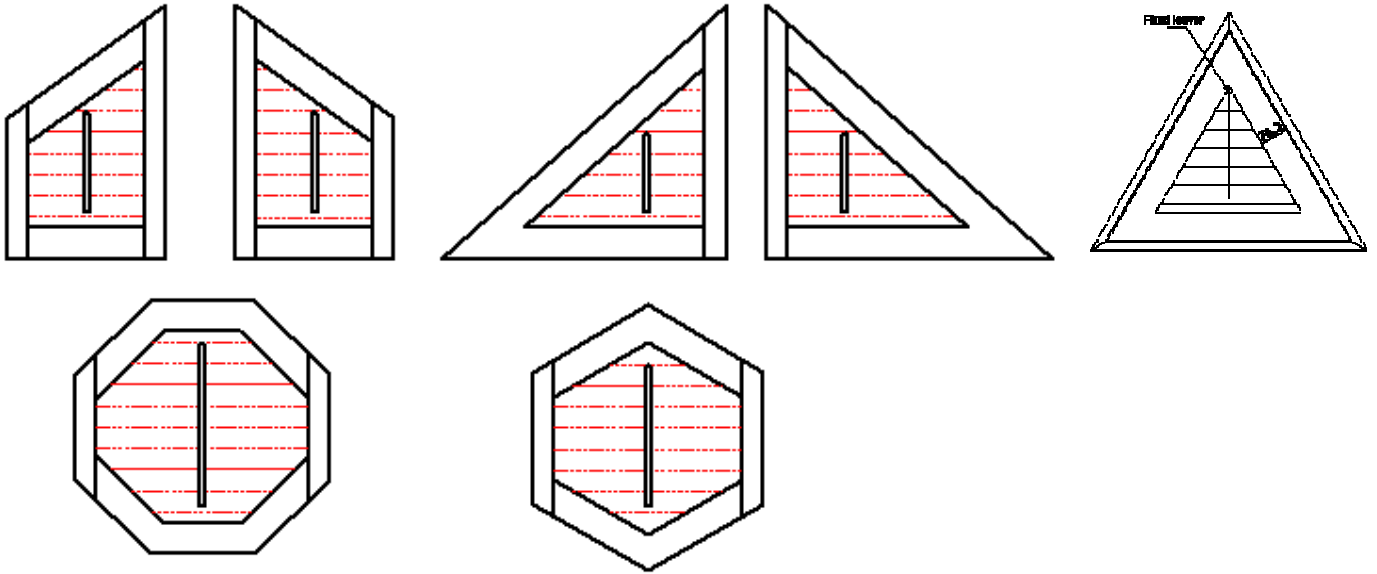
**OD of frame Size:** Size given is outside dimension of the shutter frames, width is from left edge of left frame to right edge of right frame; height is measured from top of top frame to bottom of bottom frame.



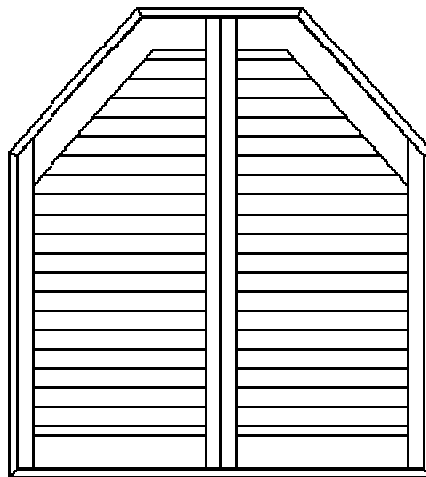
***For Z frame, the size is measured from backside of the frame, not from the front lip.***



**14. Specialty:** Only available in rake, triangle, octagon, hexagon, peak, and mansard.



**Straight Sides**



**15. Tolerance:**

**Width:** The width of the shutter can be plus or minus 1.6mm from the order width.

**Height:** The height of the shutter can be plus or minus 1.6mm from the order height.

**Divider rail location:** Divider rail location may be off by half a louvre space:

For 47mm louvre can be off by +/-19mm.

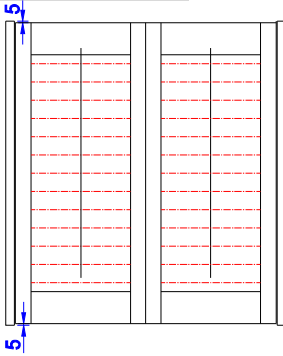
For 63mm louvre can be off by +/-25mm.

For 76mm louver can be off by +/-31mm

For 89mm louvre can be off by +/-38mm.

For 114mm louvre can be off by +/-51mm.

**16. The standard gap at top and bottom of the panel and frame is 5mm when shutter is two sides.**



**17. Cancellation:**

Since custom manufactures products based on the specifications you provided on the original order form, no cancellations will be accepted. Once the order is submitted, the customer will be liable for the full amount of the shutter order.

**18. Warranty:**

- \*The Color Fastness is warranted for 3 years.
- \*Workmanship is warranted for 3 years.
- \*Hardware is warranted for 1 year.
- \*Stainless Steel Hardware is warranted for 3 year.

**19. Extended Frame**

For orders in which the frames or hang strips (L/R) are ordered to an extended length warrantee will only apply where the shutter panels are supported in the closed position. Any RGA claim for such orders must show photographic evidence of the supported panels in the closed position.

**20. Frames split**

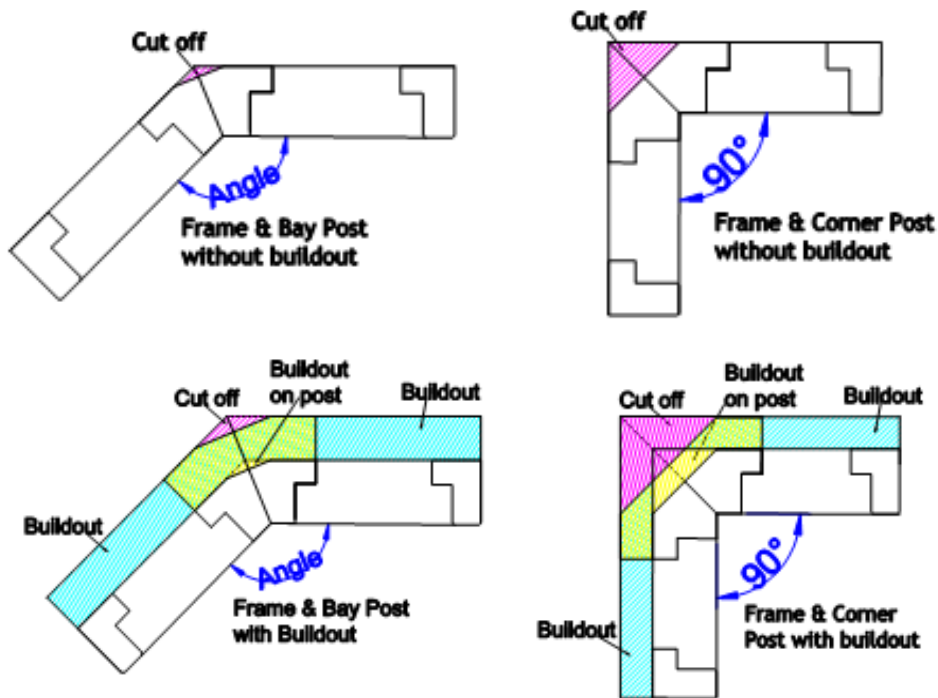
When frames length (including shutter frames, battens, fascia, header and track for track system) exceed the below limitation, then the frames will be split as the below chart described. Please review the chart below for reference.

| Shipping Method   | Frame length (L) (mm)                                                 |
|-------------------|-----------------------------------------------------------------------|
| Standard shipping | $3630 < L \leq 7260$ (2 sections) / $L > 7260$ (3 sections)           |
| Airfreight        | $3048 < L \leq 6096$ (2 sections) / $6096 < L \leq 9144$ (3 sections) |

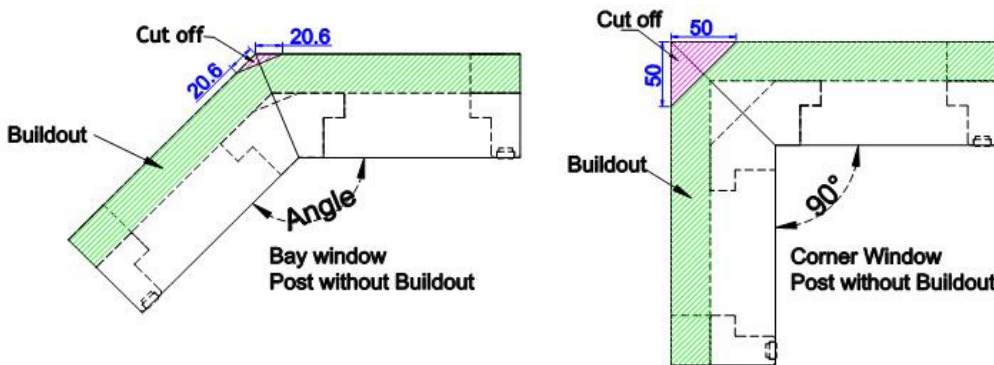
Note: For Left&Right with Top and Bottom light blocks, when the order width is larger than the order height, the light block will be split in the center.

## 21. Frame cut for Bay and Corner window:

The top and bottom frames for the bay and corner window will be cut to match the bay and corner posts shown as the drawings below (Just take L frame for example).



For bay/corner window, if the frame is with build out or frames in higher depth while the bay/corner posts are without buildout, the cut size of frame will be fixed as the 'pink' shaded area shown below.



## 22. Shutters to be installed in Angled or Horizontal Skylight Window Openings:

If shutters are going to be installed in angled or horizontal skylight window openings, please specify on the order form. And it is recommended that the shutters are ordered in single panel or single panels with T-Posts in wood materials. And button catches or roof catches will be used in installation and warranty should be waived.

## 23. The Claim Limitation Date for Shipping Damage for Airfreight Orders:

For all airfreight orders with shipping damages, claims must be submitted within 1 week after the date of receipt.

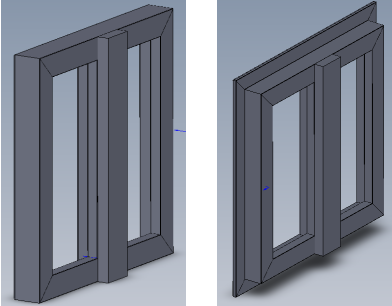


## **24. The Way to Add the Build-out For T-Post**

If Build-out is only needed for T-Post but not required for L/Z Frame, there are 2 options to add the build-out and option A is the default to proceed.

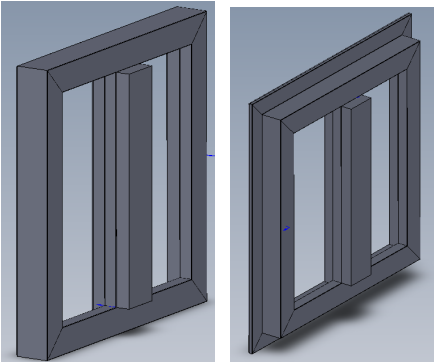
Option A (Default):

End of the Build-out to line up with the outer line of top and bottom frame. (Back view)



Option B:

End of the Build-out to line up with the inner line of top and bottom frame. (Back View)



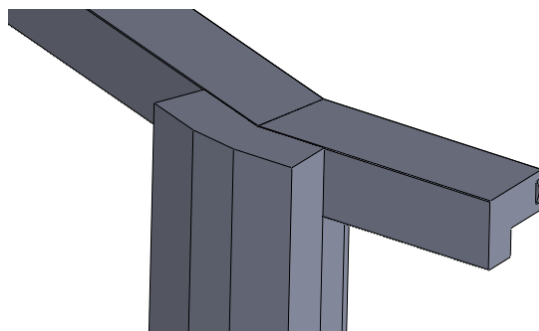
## **25. Spare Louver**

For orders require the “Spare Louver”, the “Spare Louver” will be supplied 2per pack, and the pack qty can be more than 1; and for items with uneven panel width, we will supply spare louvers for each different width.

## **26. The Way to Add the Build-out For Bay/Corner-Post**

For orders required build-out only for Bay/Corner Post but not for frame, there are 2 options to add the build-out and option A is the default to proceed.

Option A: end of the Build-out for Bay/Corner Post to line up with the outer line of top& bottom frame. (Back view)



Option B: End of the Build-out for Bay/Corner Post to line up with the inner line of top& bottom frame. (Back view)

