



PACIFIC
WHOLESALE DISTRIBUTORS

Custom Made Shutter Manual Internal Applications



August 2023

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Effective: 15th August 2022

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2. Charge interest on overdue accounts.
3. Refuse credit.

Delivery Terms/Freight

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Regional & Interstate \$85.04 – Order value below \$1,000

Orders that exceed these values will be Free Into Store (FIS).

The additional freight charges are below;

Charge Type	Details
Tail Gate <i>Delivery to a site where there is no forklift, and pallets or other heavy consignments requires the use of a tail gate/tilt lift truck</i>	\$97.00 includes up to 2 pallets \$49.00 per additional pallet thereafter
Hand/Manual Unload <i>Delivery to a site where there is no forklift, and the consignment needs to be unloaded by hand</i>	\$74.00 per pallet or large loose item
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Waiting Time	\$69.00 after the first 30 minutes
Time Slot/Delivery Time Restriction Fee <i>When a consignment requires; A date/timeslot to be booked or a specific delivery day/time window Delivery before 2:30pm</i>	\$52.00 per consignment
Over Length Surcharge – Over 3.7m Long	\$144.00 per consignment <i>Only applies when the order value is less than \$2,000 Ex GST</i>
Residential Delivery	\$114.00 per pallet or large loose item
Post Bag	\$17.01
Overnight Express Post Bag	\$28.35

GST

GST is charged on all items at a rate of 10%.

All prices quoted in this product catalogue or additional prices **do not include GST**.

Claims

1. All credit claims must be in writing, including the relevant invoice numbers.
2. Claims must be submitted within 7 days of receipt of goods.
3. Goods may not be returned for credit without prior authorisation.
4. Pacific Wholesale Distributors will only replace faulty stock and will accept no further liability.
5. All returns are subject to a 20% re-stocking fee.

Title

Property title in all goods remains with Pacific Wholesale Distributors until the goods are paid for in full.

PRICES ARE SUBJECT TO CHANGE WITHOUT NOTICE

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1. Introduction

Elegant and stylish, Shutters will add value to a home and they are energy efficient too, helping to keep a house cooler in summer and warmer in winter.

Our Shutters offer an uninterrupted view and allow complete control of light, heat, air and privacy by simply tilting the shutter blades.

Eco Air shutters have a superior paint finish for longevity and they are easy to care for. Available in a range of colours, our Eco Air Shutters will complement and enhance any interior. Our Shutters are VOC compliant and will not crack or peel due to the high tensile lead-free coatings.

Features:

- Light-proof hollow blade with internal stiffening ribs and a strong fibreglass reinforced core ensuring perfectly parallel blades.
- Internal end caps that are invisible from the face of the shutter.
- Inconspicuous T shaped aluminium Hidden Tilt Rod, only option available
- Available in 89mm Blade only

For details on Colours please refer to the [Shutter Range & Mounting Methods Reference Charts](#)

Supporting this great range are swatches and sales aids that can be used by all sales people when promoting the Shutter range, please refer to [Sales Aids](#).

Eco Air Gallery



2. Ordering and Measuring Process


All orders for Eco Air **MUST** be submitted electronically by using the latest version of Pacific Wholesale's Shutter Order Form.

References to the Shutter Order Form will be made throughout this manual. If you do not have the latest version of Pacific Wholesale's Shutter Order form, please contact the office shutterorders@pacificwholesale.com.au and request a copy today.

TIPS FOR FILLING OUT THE ORDER FORM

- If using an Apple computer, please use Excel for Mac (available online) to be able to see the drop-down options on the order form.
- Start from the left-hand side and work across the Order Form from left to right, as options will change according to your previous selections.
- Location helps the installer to distribute boxes into the correct room.
- Some items of a similar drop may be made with different blade numbers and rail sizes as they fall either side of a guideline. To prevent this, advise in the notes section if any items are "side by side". If they are side by side but have significantly different opening heights, note if they line up at the top or bottom.
- If a cell in the order form turns yellow, this is a flag that more information is required, or that there is a problem with what has been ordered. Common issues can be:
 - Too few, or too many panels have been ordered for the width given, therefore the panels are too wide, or too narrow. Note this will not prevent an out-of-warranty size being ordered, it is a prompt only.
 - There is a midrail required.
 - T Post number and positions are required.
 - The layout code given doesn't match the number of panels ordered.
 - Information is missing from the yellow cell.
- There are a number of cells that have helpful comments embedded. Hold your cursor over the cell to read these.
- The blue Calculation cells labelled "Large Size Panel" and "m2" are for your information only and can't be changed.
- If your order exceeds 15 Items, enter Items 16 and over on the next shutter tab. The tab can be located at the bottom of the excel spreadsheet.
- Within an Item, panels are numbered from left to right to identify them. For example, in a four panel arrangement, the left hand panel is Panel 1; next to it on its right is Panel 2; then Panel 3 and the extreme right hand panel is Panel 4. Use these panel numbers to clearly identify any Special Comments or requirements for particular panels.

Please see an example of the Pacific Wholesale Shutter Order Form on the following page

 <div>Shutters</div>										STORE NAME: _____ CUSTOMER NAME: _____ DELIVERY ADDRESS: _____ WORKSHEET # / PO #: _____ DATE: _____ Order Requirements Alert		Page: 1 of 1 M2: 0.000 Panels: 0															
INV# ORDER NO.: _____ Phone: +61 2 8850 5555		SALES ORDER NO.: _____ Fax: +61 2 8850 7488		This is designed to begin at the left and work towards the right as the options will change based on the selections.																							
Mandatory Fields										Optional Fields										T Post Alert		Version					
Item #	Room Location	Gross Open Width	Gross Open Height	INL, IN Or OUT	Panel Quantity	Material & Product	Colour	Blade Size	Large Size Panel	INL Rail Height	Window Type	Mounting Method	Layout Code	Frame Type	Left Frame	Right Frame	Top Frame	Bottom Frame/Track	Thread Type	Hinge Colour	Sliding Open Or Closed	T Post Quantity	1st T Post	2nd T Post	3rd T Post	Pluffy Strip	m2
1																											
2																											
3																											
4																											
5																											
6																											
7																											
8																											
9																											
10																											
11																											
12																											
13																											
14																											
15																											

Item #	Standard Special Comments #1	Standard Special Comments #2	Standard Special Comments #3	User Specific Line Item Notes/Special Comments	General Notes
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					

Item #	Quantity	Length	Size's	Material	Colour	Quantity	Hardware	Colour	Additional Item Notes
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									

Item #	Standard Special Comments # 1
1	
2	All Even Panels
3	Centre Stiles
4	Combo Panels
5	Critical Midrail
6	Left Panel Open First
	Maximum Blades Possible
	No Centre Stiles
	Smallest Possible Top & Bottom Rails

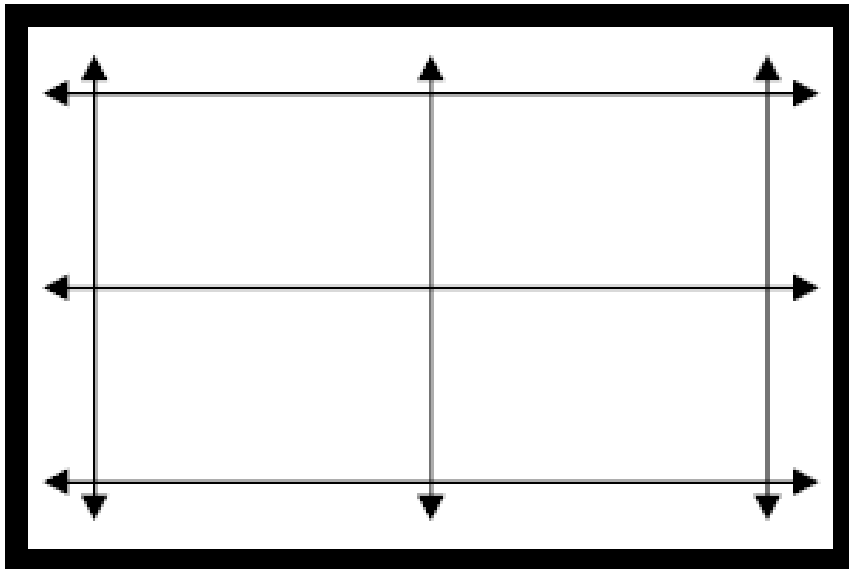
Item #	Standard Special Comments # 1
1	
2	Left Panel Open First
3	Maximum Blades Possible
4	No Centre Stiles
5	Smallest Possible Top & Bottom Rails
6	Split Tiltrod In Half
	Split Tiltrod In Half Above Midrail
	Split Tiltrod In Half Below Midrail
	Panels Fixed With Magnets & Catches

“Special Comments” are referred to frequently in this manual, please see below examples that can be selected when ordering:

2.1 In

Recess Fit

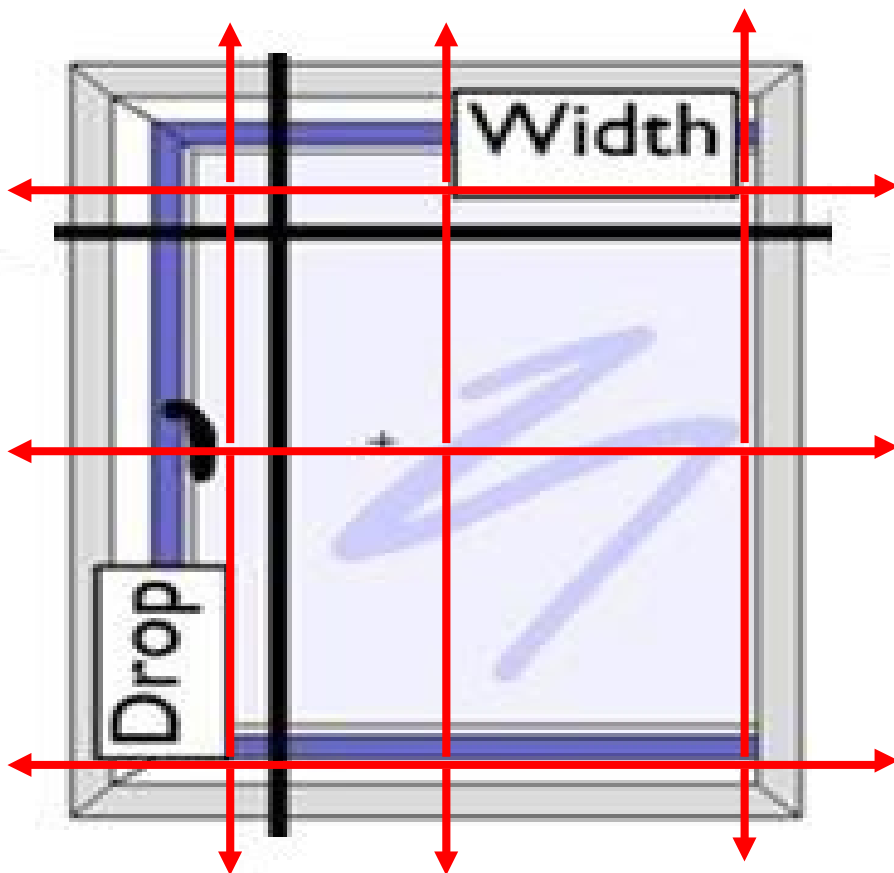
- Measurements are required to be in millimetres (mm).
- The depth of the reveal where the shutter or frame will be mounted needs to be measured, to ensure no mullions, handles or key locks etc. will interfere with the operation of the blades when open. When ordering with Hidden tilt rods, measured from the front edge of the frame, 89mm blades need 67mm.
- This depth will then determine the framing options available to suit the requested blades.
- Measuring for inside reveal (recess) fit the shutters should be measured in three places across the width and the drop and the smallest measurements provided.



2.2 Out

Face Fit

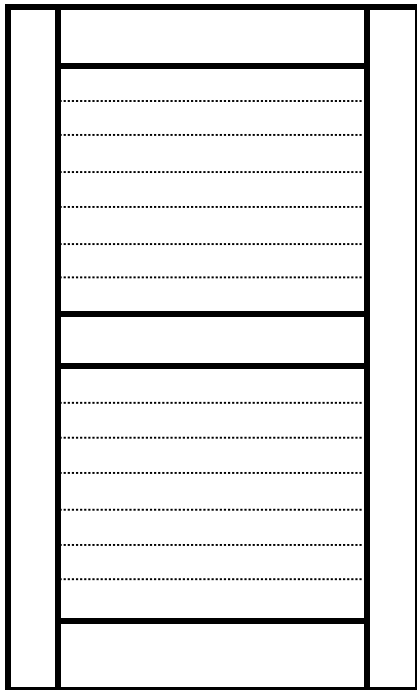
- Measurements are required to be in millimetres (mm).
- When ordering Face (outside) Fit shutters it is suggested to use the matching frame sizes to ensure the blades clear any architraves or walls that the frames are being mounted to.
- Measuring for outside (face) fit the shutters should be measured in three places across the width and the drop and the largest measurement provided where the outside of the shutter frame is to be installed.
- If the opening has an architrave the OUT measurements are usually from the outside of the architrave, to the outside of the opposite architrave. If there is no architrave, add the width of the frame to the recess measurement to find the outside of frame measurements.



2.3 MS

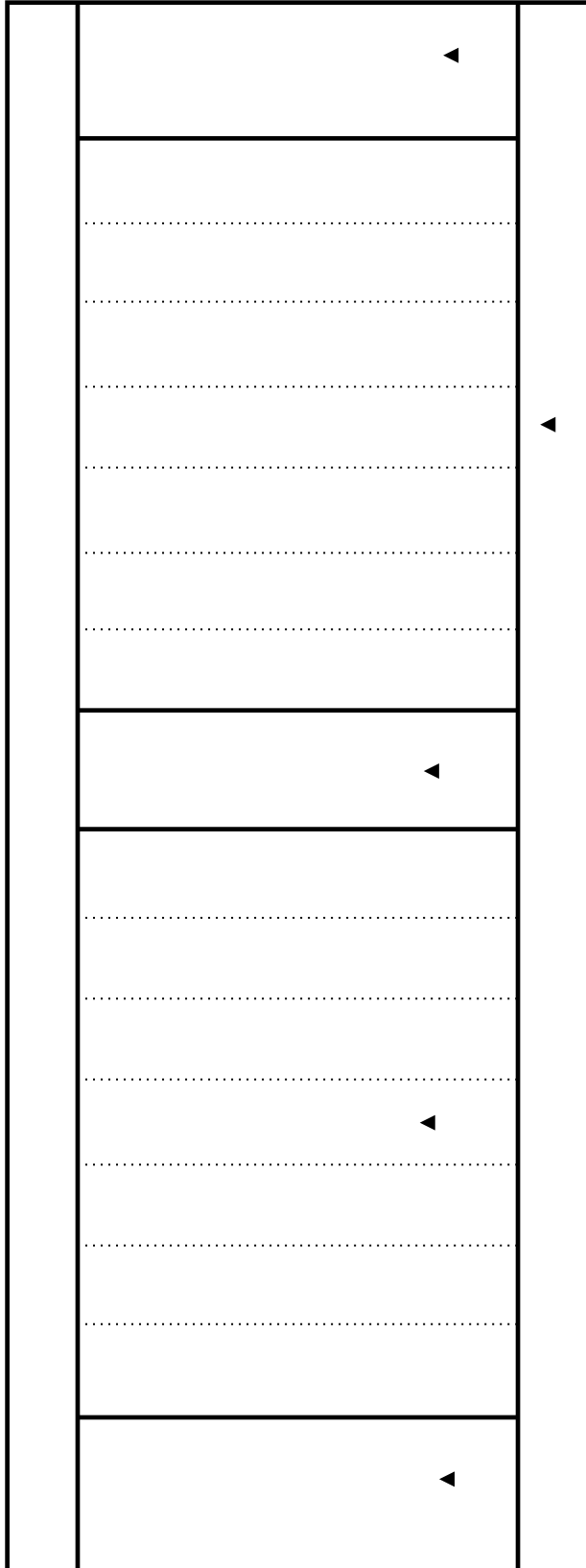
Make Size

- Is the *actual* Panel Size.
- A MS item cannot be ordered with framing. It is panel only.
- When ordering MS be aware this does not allow for any deductions for Frames or the opening / application
- A MS order is the size given **multiplied** by the panel quantity (unlike In and Out, where the panel quantity is divided into the width).



3. Options and Specifications

3.1 Panel Components



TOP & BOTTOM RAIL

These make up the top and bottom of every panel to provide strength through the panel. These differ in size depending on panel measurements.

STILES

These make up the sides of every panel. They come as either a standard stile, rabbet stile or an Astragal (D Mould) stile.

MID RAIL

These provide structural support for the panel and are only required for panels over certain heights, or if a customer specifically requests one (this can vary depending on quantity of blades and structure of shutter within 40mm of specific measurement).

LOUVRE BLADES

The horizontal slats within the panel which are available in a variety of sizes.

TOP & BOTTOM RAIL

These make up the top and bottom of every panel to provide strength through the panel. These differ in size depending on panel measurements.

3.2 Standard Panel Dimensions

Please refer to the [Shutter Range & Mounting Methods Reference Charts](#) for Panel Dimensions – heights and widths.

Maximum Panel heights and widths are dependent on Mounting Methods, please refer to the [Shutter Range & Mounting Methods Reference Charts](#).

3.3 Eco Air Finishes

Eco Air Shutters are painted with a comprehensive two part **lead free** polyurethane coating. The coating process consists of five individual coats, hand sanded between each coat.

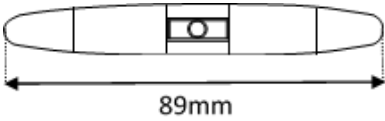
The two-part polyurethane coating is the favoured paint of the boat building industry due to its colour brilliance, durability and resistance to cracking and peeling. These qualities make the paint an ideal selection to withstand the heat and UV rays of Australian windows.

The paint (primer and top coat) has been tested for VOCs and the results show that this paint complies with the European Standard EN71 Part 3: 1994 + A1:2000 + AC:2002 and it also complies with the limit levels of VOCs recommended by the National Health Medical Research Council (NHMRC) of Australia.

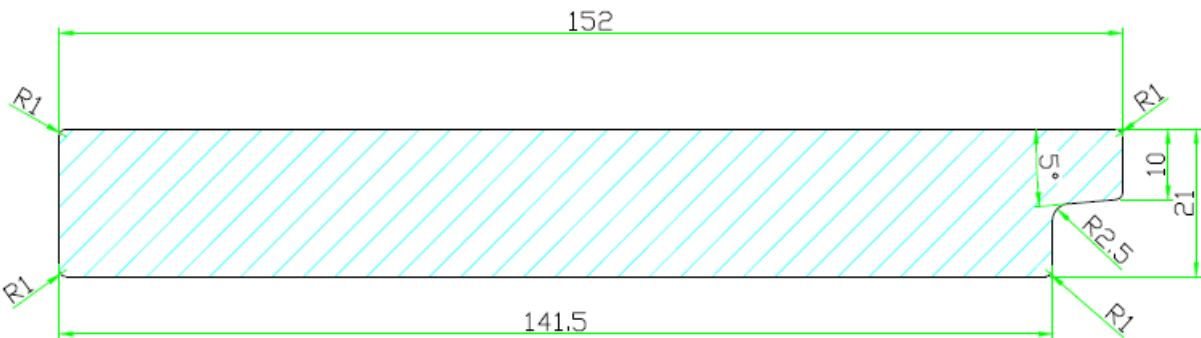
For details on Colours please refer to the [Shutter Range & Mounting Methods Reference Charts](#)

3.4 Eco Air Blades

Fauxwood Rigid Hollow Blades, for panels up to 950mm

89mm		Eco Air
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3.5 Top and Bottom Rail

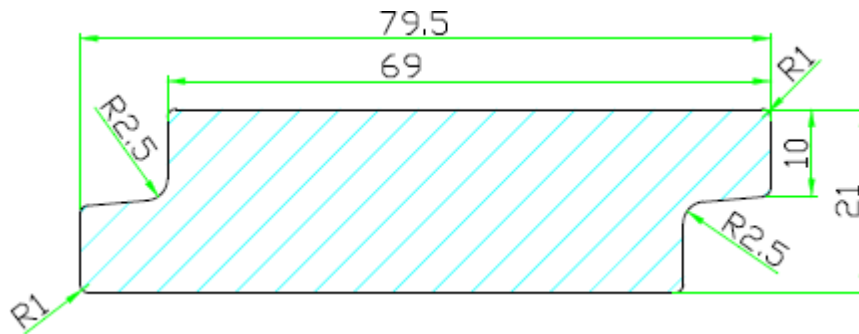


Please Note:

- 1. The Top & Bottom Rail are variable depending on the height of the panel and the number of blades required.
- 2. Panels can be ordered with “Maximum Amount of Blades” requested in the **Special Comments**; however the Top and Bottom Rails must be made within factory determined specifications so it does not affect the integrity and overall strength of the panel.

Standard Special Comments # 2	
Maximum Blades Possible	<input type="text"/>

3.6 Mid Rail

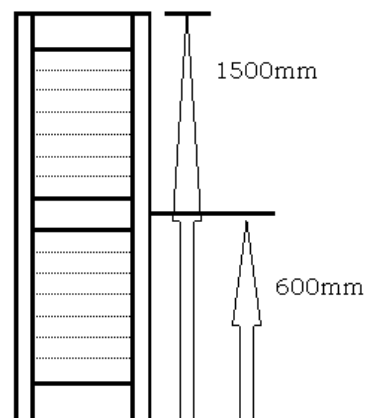


Please Note:

1. When a Mid Rail is required, the positional location must be measured from the bottom of the opening to the **centre** of where the mid rail is required.
2. Every effort will be made to have the mid rail placed in the exact position requested but there can be some variances depending on the height of the panels.
3. We recommend ordering a Mid Rail location as “Critical Mid Rail” in your **Special Comments**, as the factory has a (MAA) Mid Rail Adjustment Allowance of **40mm** up or down, if “Critical Mid Rail” has not been specified in the **Special Comments**.
4. “Critical Mid Rail” **MUST** be selected in the **Special Comments**, corresponding to each relating Line Item on the order form.
5. If there is some leeway, please advise in the Special Comments notes area. For example, if the window mullion to be covered is 30mm deep, and the Mid Rail is 80mm deep, then the Mid Rail could be positioned up 25mm, or down 25mm and still cover the mullion. Make a note in the comments area for this item “MR can move +/- 25mm. This flexibility could allow the designer to deliver a more balanced panel, or to match blade heights with another panel that is side by side.
6. Any shutter over 2500mm high will require two mid rails, however only one of those mid rails can be specified as “Critical Mid Rail” – please select this on the order form, in the **Special Comments**.
7. The second mid rail cannot be Critical as the overlaps and increments for every blade location have to be exact, so the second mid rail height will vary depending on the height of the panel and the amount of full blades required.

Example (see arrows):

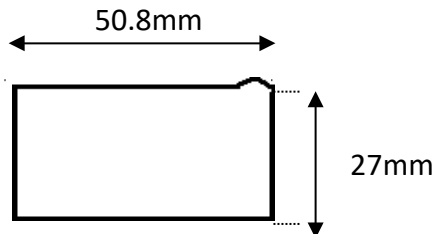
- Gross Open Height 1500mm
- Mid rail @ 600mm (Bottom of Opening to Centre of Mid Rail)



Stiles

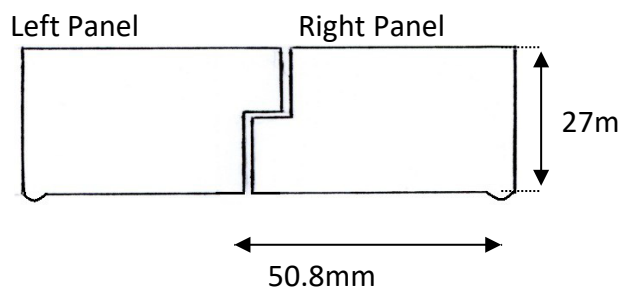
Standard Stile

A standard shutter panel is made using a standard rectangular stile.



- Standard Stile is used on the side of panels butting into framework, T Posts or if panels only are ordered, without specific instructions.

Rabbit Stiles



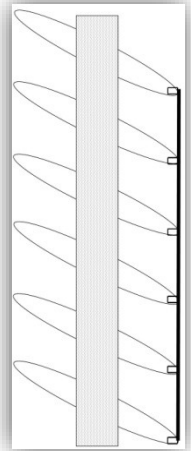
- The Rabbit Stiles is *Standard* and used to provide a light block where two panels overlap or interlock.
- Rabbit Stiles are often hinged to each other using step hinges for Double Hinged shutter situations.
- Where two panels meet in the centre the rabbet will be back, front as shown in the drawing and photo above.
- You can also request the left-hand panel to open first where required; this need to be requested in **Special Comments** corresponding to the related **Line Item** on the order form. If a mix of left and right panels are to open first, specify panels by assigning panel numbers from the left to right and make a request in **Special Comments** corresponding to the related **Line Item** on the order form. For example, "Panel 2 and 3 to open first".
- Right hand panels always open first as standard unless otherwise requested in the **Special Comments**.

3.7 Tilt Rod

1. Aluminium Hidden Tilt Rod

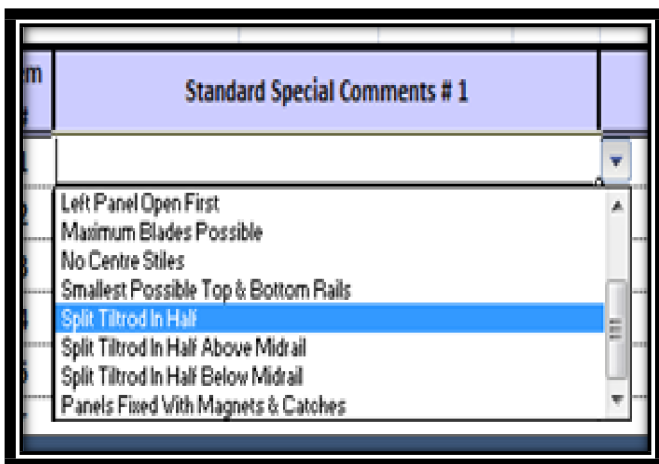
Placed on the back of the panel, this sleek T Shaped Aluminium Tilt Rod is barely visible from the front. The colour co-ordinated hidden metal strip is rebated into the side of the louvre blades and is positioned on the back of the hinged side of panel.

This option provides an unobtrusive view through the shutters once the blades are open. This tiltrod provides the added strength and durability, and helps to reduce light gaps down the sides of the blades.



Split Tilt Rods

All tilt rods are supplied as one length between rails as a default. If requested, all tilt styles can be split at specified locations. Use the drop-down options e.g.: Split Tiltrod above and/or below the mid rail, or specify an approximate height or number of blades for the split position in the **Special Comments** on the order form.



4. Mounting Methods

4.1 Hinged Panels

Hinged Panels are the best option for windows and are the most popular form of shutters used. When ordering with frames, frames are supplied and non-mortise hinges link the panels to the frame. Hang strips are used with L shaped hinges where no visible frame is preferred. Reveals are rarely straight enough to hinge directly to the side reveals.

4.2 Double Hinged Panels

A Double Hinged Panel is where two panels are hinged together, without using any tracking.

Double Hinged Panels can be a good solution for windows where a fixture such as a tap prevents a wider single panel from opening fully, or where the customer wants the panels to fold back off the window, without any frames obstructing the view or access to the window. Caution should be exercised as the cumulative weight of the two panels must be taken into account. For this reason, there are panel width restrictions.

4.3 Fixed Removable Panels

We offer three Fixed mounting options, to fix panels in position so that the blades can open and close but the panels are held in place without hinges. Some options can be removed, others are permanently fixed.

4.4 Photo Gallery of Mounting Methods

Hinged Panels



Double Hinged Panels



Fixed Removable Panels



5. Hinged Panels

We recommend the panel width to be kept well less than the maximum widths to reduce the weight on the hinges.

Please note that wide or larger panels may need to be lifted in and out of their frames. Shutter panels are designed to sit inside a frame.

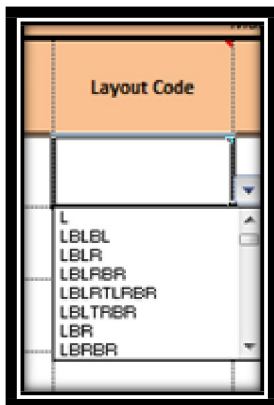
Please refer to the [Shutter Range & Mounting Methods Reference Charts](#) for Hinged Panels minimum and maximum dimensions.

5.1 Layout Codes for Hinged Panels

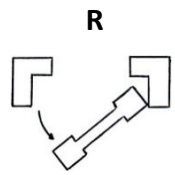
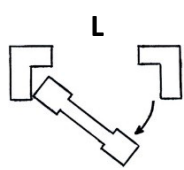
When configuring the “Layout Code” for Hinged Panels, the letters below apply:

- ‘L’ - Left Hand Side Hinge
- ‘R’ - Right Hand Side Hinge
- ‘T’ - T Post (for hinging panels off)
- ‘D’ - D Mould

NOTE: When ordering, the Panel Quantity **must match** the Layout Code.

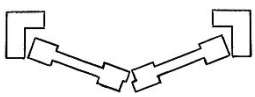


One Panel

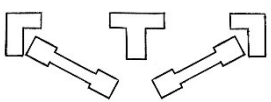


Two Panels

LR

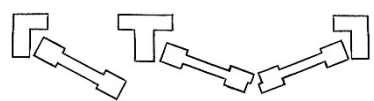


LTR

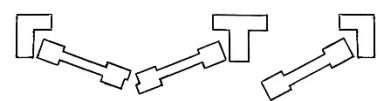


Three Panels

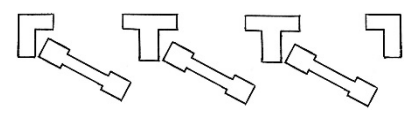
LTLR



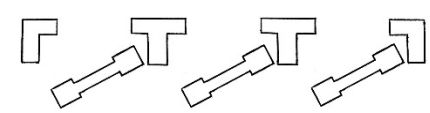
LRTR



LTLTL

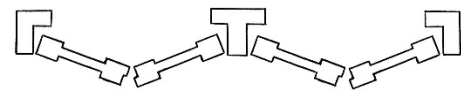


RTRTR

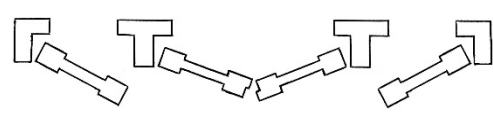


Four Panels

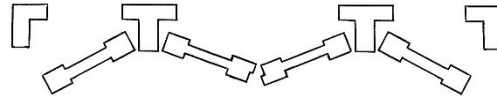
LRTLRL



LTLRTR

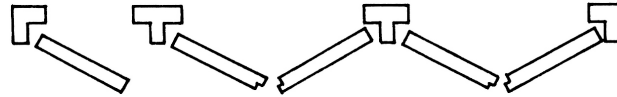


RTLRTL



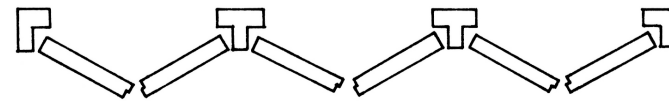
Five Panels

LTLRTL



Six Panels

LRTLRTL



Other configurations can be used depending on:

- The number of panels required and
- The function for each opening.

Note: In some cases, magnets can also be used to mount panels to the frame instead of hinges.

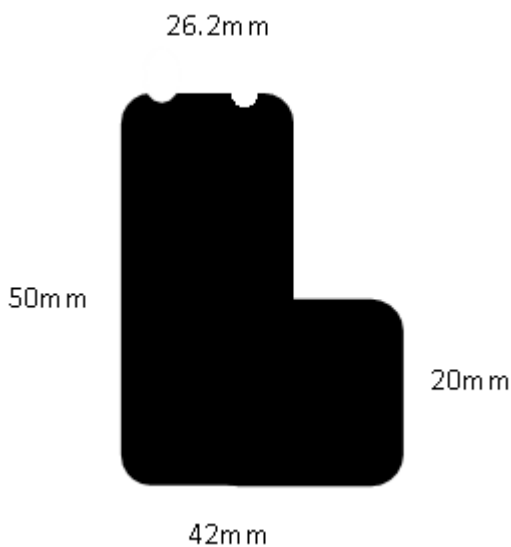
5.2 Framing for Hinged Panels

There are a range of frames available to suit your specific needs.

Inside Mount

- Frames are useful for most reveal fit applications, they give you the ability to hang the shutter panel square in the frame and then any uneven gaps around the frame can be filled in with No More Gaps.
- This gives the impression that the window frame is square, when often they are not.

Inside Fit Framing Options

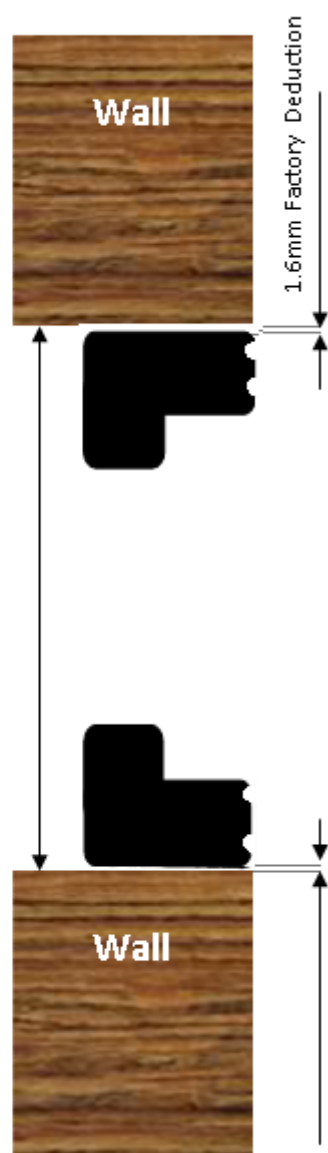


- L Frame is screwed, nailed or glued to all sides of the reveal. It is important to pack out any framework to ensure it is square, with any gaps being filled with matching No More Gaps.

L Frame Inside Mount (Top View)



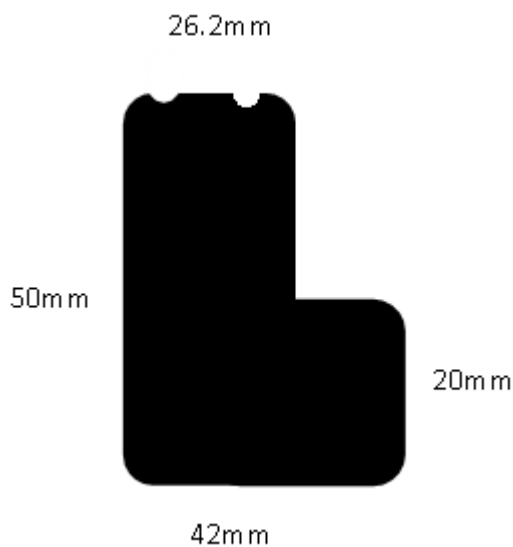
L Frame Inside Mount (Side View)



Outside Mount

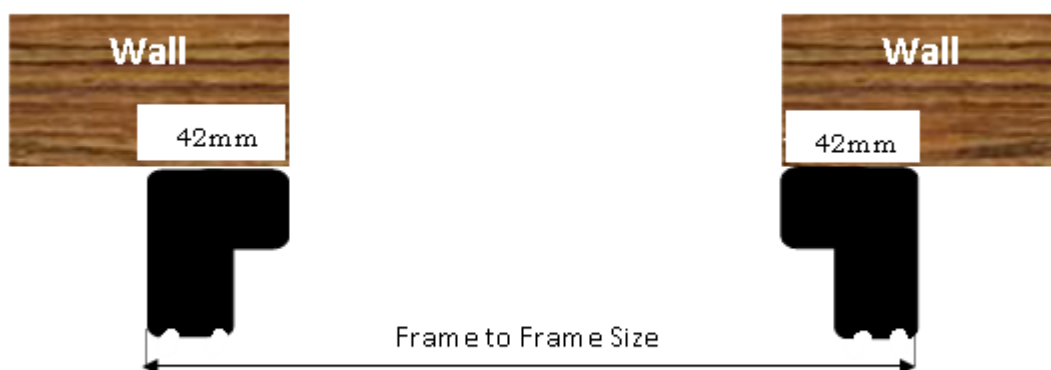
- Frames are useful for most outside fit applications; they give the ability to hang the shutter panel square in the frame despite the unevenness of the existing window frame.
- This gives the impression that the window frame is square, when often they are not.
- When ordering panels with Hidden tilt rods, measured from the front edge of the frame, 89mm blades need 67mm frame depth.

Face Fit Framing Options



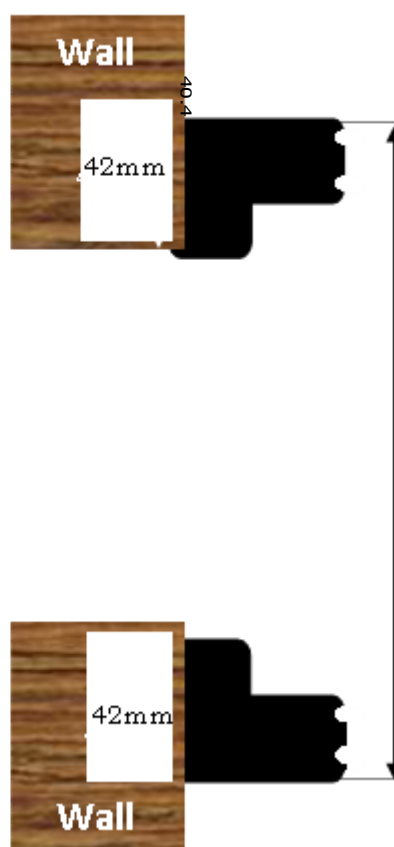
- L Frame is screwed, nailed or glued to all sides of the reveal.
It is important to pack out any framework to ensure it is square, with any gaps being filled with matching No More Gaps.

Frame Outside Mount (Top View)



NOTE: No deductions are made for Face Fit applications.

L Frame Outside Mount (side view)

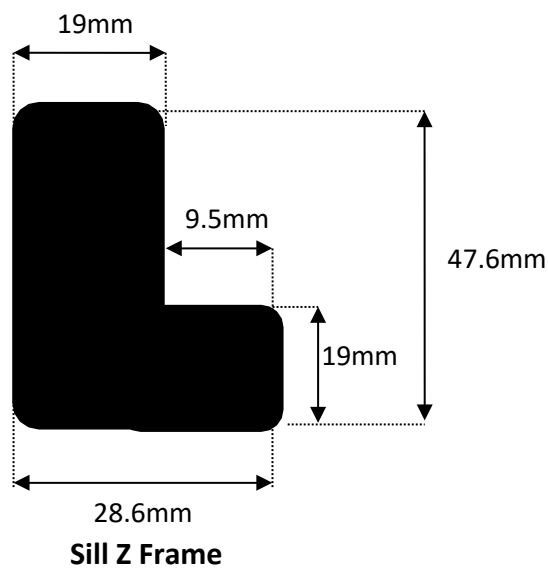
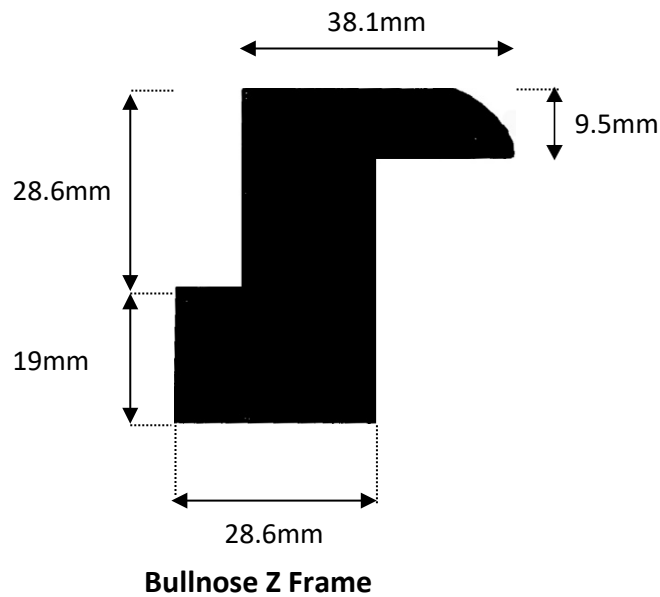


NOTE: No deductions are made for Face Fit applications.

Z Frames (Reveal Fit)

- Z Frames are commonly used when there is no architrave in the opening, this frame will wrap around the reveal edge also making it ideal for covering non square windows. The range of trims also allows you to achieve an architrave look.
- A Z Frame is not recommended where an existing architrave is present, unless the opening is considerably out of square.
- Z Sill Frame can be used along with Z Frames where it's unable to wrap around the opening, e.g. the bottom on a kitchen bench, the top on a bulkhead ceiling or into a wall in a corner.

The arrows represent the direction of fixing.

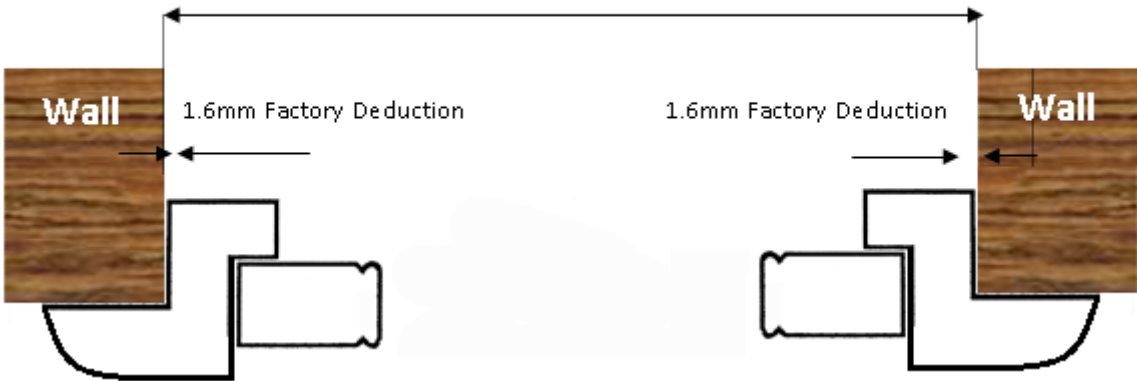




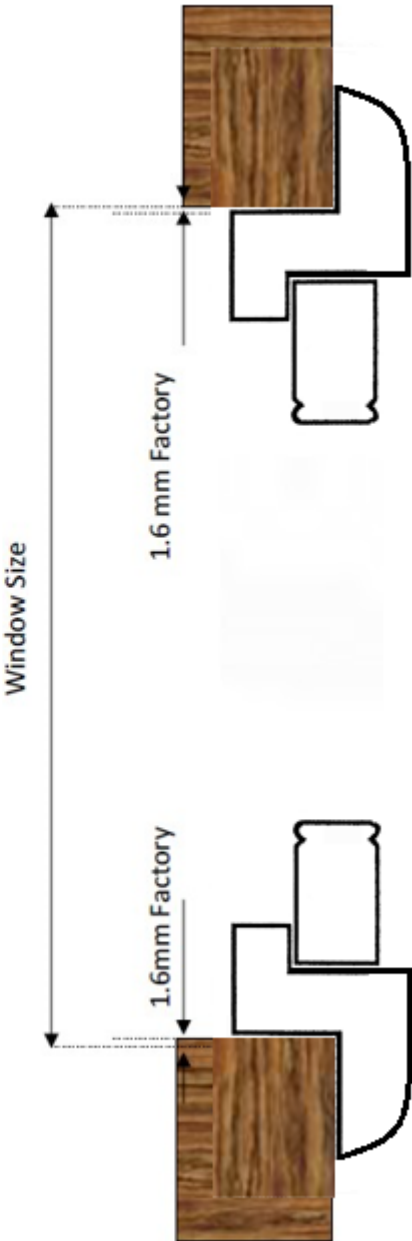
Z Sill Frame at bottom of Bullnose Z Frame



Frame (top view)



Z-Frame (side view)



6. Double Hinged Panels

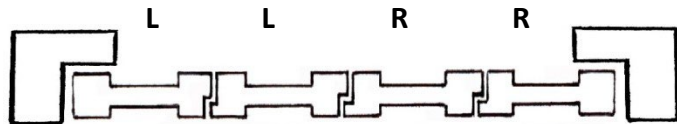
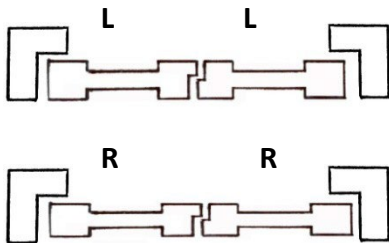
Double Hinged Panels enable up to 4 panels to be installed without T Posts. If fitted in a Z or FF Frame, the panels will fold back to the wall. Some customers want their shutters to fold off the opening to preserve a view, or to be able to lift out sliding windows to clean them. This mounting method will facilitate this.

Double Hinged Panels cannot be made wider than the Standard Maximum sizes as shown in the [Shutter Range & Mounting Methods Reference Charts](#).

Please note:

1. The panel width combined must be less than the panel height.
2. This type of shutter can sag on the hinges slightly and may need to be lifted to place it back into its frame or window sill.
3. Bumper Stoppers will be supplied to give the panels more stability once they are placed back into the frame.
4. The maximum amount of Double Hinged panels attached together is two.
5. When ordering the Panel Quantity **must match** the Layout Code.
6. Ordering a Double Hinged without a bottom frame is not recommended.

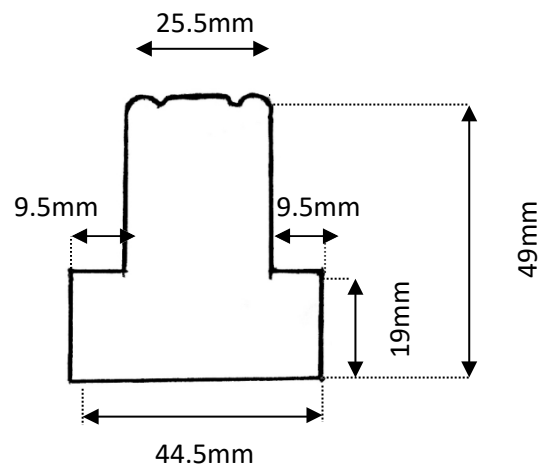
Layout Codes for Double Hinged Panels



Extra Framing for Hinged and Double Hinged Panels

T Posts

- Used when more than two panels may be required in an opening.
- You can specify where you require the T Post to be situated; it is most commonly placed where a window mullion is. Exceptions can be when the window catch may be rendered difficult to access behind a T Post. In this case, position the T post elsewhere, or consider using a frame that offers more clearance.
- This must be specified on the order form and is measured from the left hand side of the opening to the centre of each mullion.
- When measuring for T Posts it is suggested that these are placed where there is an existing window mullion in the glass. Please always specify on the order form where you want the 'T' Post to be, this is measured from the left to the centre of where you would like the 'T' Post to be. If there is more than one 'T' Post required, then the second 'T' Post and the third 'T' Post (and so on) are also measured from the left.
- T Posts can also be used horizontally to split panels in an opening instead of using a mid-rail.



	Quantity	1 st T-Post (mm)	2 nd T-Post (mm)
T Posts	2	600	1800

7. Fixed Panels

There are 3 options for Fixed Panels

7.1 Fixed Removable Panels

The best mounting method for Fixed Removal Panels is by using a U Channel at the top and bottom (like a flyscreen type), which are easy to remove by simply lifting the panel up and removing out of the bottom U Channel first.

Please refer to the [Shutter Range & Mounting Methods Reference Charts](#) for Fixed Removable Panels minimum and maximum dimensions.

Please note:

1. When ordering, there is NO Layout Code Required; however, the Panel Quantity must be specified. (Where more than one panel is required in an opening Rabbet stiles are used to reduce any light gaps between panels).
2. Light Stop is supplied for the front side of the panel, when selected in the “Left & Right” Framing Columns on the order form.
3. Extra Light Stop can be ordered for the back, these needs to be requested in the “Extras” section on the order form. “Please supply 2 lengths @ 20mm x 5mm in Fauxwood White” (This would be required if used as a room divider).
4. Suitable for Recess Fit only.

Length	Extra's
2	Light Stop 20mm x 5mm

Any additional extras required **must** be noted in the **Extra's Section** of the Order Form. Please see example below;

7.2 Fixed Panels with Magnets

Panels Fixed with Magnets are fitted in frames. This option is used when you like to aesthetics of the frame but the panel is unable to open due to an obstruction.

Please Note:

1. To order the entire opening Fixed with Magnets, complete the order form as for hinged panels and select the “Panels Fixed with Magnets & Catches” option on one of this item’s Standard Special Comments columns.
2. To order specific panels to be fixed with magnets with other hinges panels in the opening, complete the order form as for hinged panels and note in the Special Comments which panel(s) numbered from left to right that should be Fixed with Magnets and Catches.
3. Width and drop guidelines are the same as hinged panels, please see Shutter Range & Mounting Methods Reference Charts

7.3 Fixed Panels with Beading

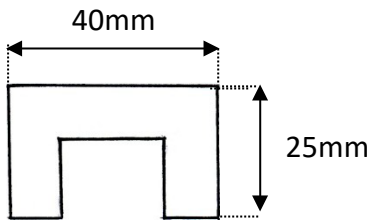
Panels Fixed with Beading are suitable for reveal fit only. Each item is supplied with 4 lengths of 19x19 Light Stop. Additional Light stop for the back of the panels needs to be ordered in the extras section. Lengths of beading are fixed to the top, bottom and either side of the opening; then the panel(s) are placed against this beading and another row of beading is fixed on the opposite face, holding the panels permanently in position. These panels are not removeable, would be ideal for room dividers.

Please Note:

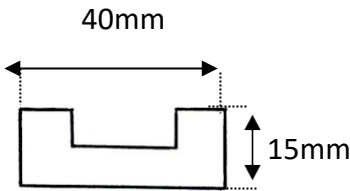
1. If the opening is out of square, order the smallest measurement and request specific longer lengths of beading in the Special Comments.

7.4 Frames for Fixed Removable Panels

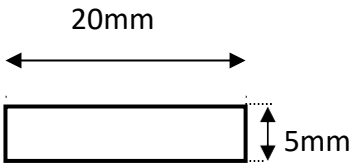
Large U Channel
(For Top)



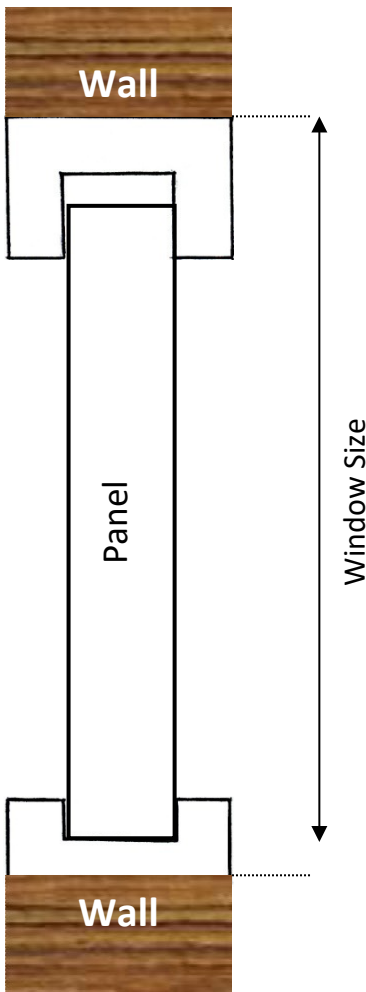
Small U Channel
(For Bottom)



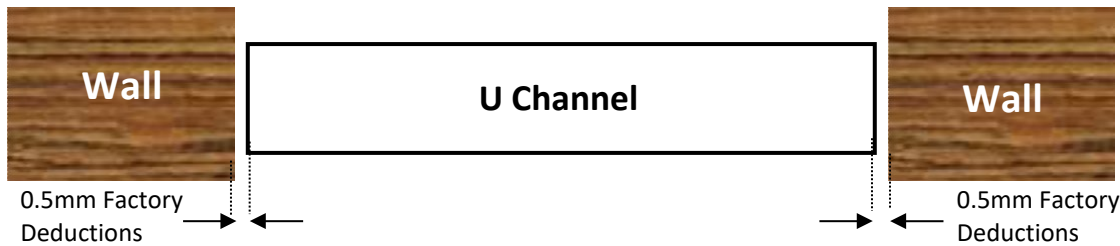
Light Stop



Fixed/Removable Panel (side view)



Fixed/Removable Panel (top view)



8. Hardware and Extra Timbers

8.1 Blade Pins/ Spring Pins



Custom made from nylon for a superior operation.

Tension

- Our unique two-piece hidden tensioning system within the pins is made from a high quality non-wearing nylon. This ensures long lasting tensioning of the shutter panels and does not require tightening during the use of shutters.

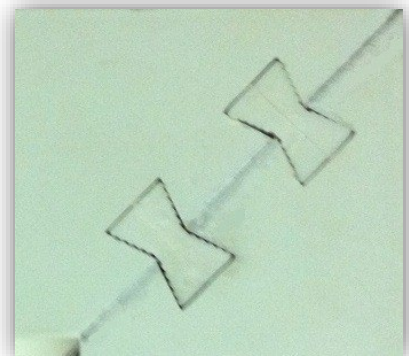
8.2 Herman Joints (Hoffmann Keys)

Where possible frames will be fitted with double Herman Joints to firmly hold the mitred joints together to maintain squareness. This is essential for neat mitre joins and perfectly fitted panels. A small and a large Herman Joint will be fitted to each corner of the frame. Some Z Frames are too narrow for a second joiner to be fitted. We recommend screwing these joints square, immediately after inserting the Herman Joiner to ensure the joint remains strong while being fitted.

Large Herman Joint



Small Herman Joint



8.3 Hinges



Drop in Pin – Large Hinge
Used for Hinged panels (90mm)

8.4 Suggested Hinge Colours

COLOUR	SUGGESTED HINGE COLOUR
Antique White	Antique White
Off White	Off White
Pure White	White
White	White

The above hardware colours are suggestions only.
Please specify on your order form the colours you require.
We recommend using Stainless Steel hinges for wet areas.
**Stainless Steel incurs additional cost.*

8.5 Extra Timber List

Please see below for a summary of the Extra's that can be ordered;

DESCRIPTION	SPECIFICATIONS	MAXIMUM LENGTH
Light Stop	19mm x 19mm	3000mm
	20mm x 5mm	
	19mm x 30mm	
	40mm x 30mm	
	50mm x 30mm	
	31.8mm x 9.5mm	
Mounting Block	30mm x 30mm	3000mm
	18mm x 18mm	
Fascia	60mm x 9.5mm	4200mm
	100mm x 9.5mm	
	140mm x 9.5mm	
Headboard	100mm x 19mm	4200mm
	140mm x 19mm	
	180mm x 19mm	
	220mm x 19mm	
U Channel	40mm x 15mm	3000mm
	40mm x 25mm	
Bullnose Z Frame		
Small Face Fit L Frame		
Small L Frame		
Z Sill Frame		
Bi Fold Frame	60mm x 9.5mm	
T Post		

Quantity	Length	Extra's	Material	Colour
2	1350	Additional Fascia 100mm x 9.5mm	Fauxwood	Pure White (F190)

9. Sales Aids

We have introduced a range of swatches and sales aids that can be used by all sales people when promoting the Shutter range.

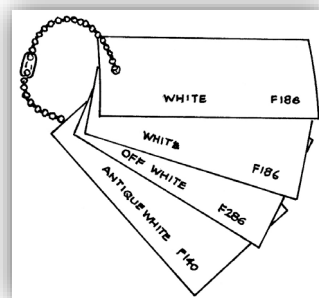
9.1 Swatches

Eco Air Colours

\$POA each

Eco Air Frames

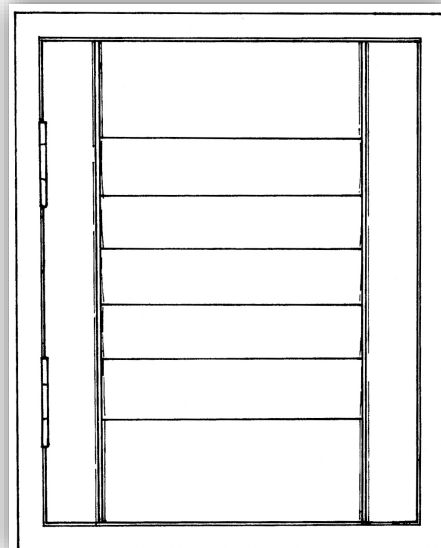
\$POA each



9.2 Shutter Sample

400mm x 400mm

\$POA each



An electronic Sales Aids order form is available, please email shutterorders@pacificwholesale.com.au and request a Sample Swatches order form to be emailed today.

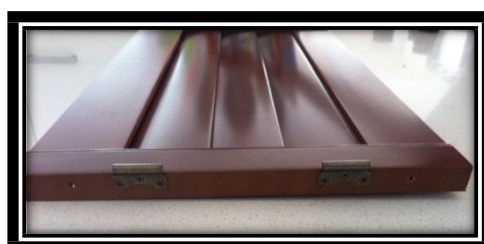
10. Shutter Remake Process

In the event of Shutter Panels, Frames or Parts being received damaged the following information must be emailed to shutterorders@pacificwholesale.com.au

1. Copy of the original order form.
2. A new order form, clearly showing the shutter(s) that need remaking. Please specify that the order is a **remake** – failure to do so may result in the original order being placed as a new order at full charge.
3. A detailed description specifying exactly what the concern is and exactly what panels/frames etc. need remaking. Failure to clearly specify this information may result in a longer lead time. More often than not the fastest solution to rectify a concern is to order the parts only required e.g. Louvre Blades and Pins, Framing Section etc.
4. Supporting photographs illustrating any concerns. For example – if the panels/frames supplied were too short, photographs to show a tape measure being held against the panels/frames, to clearly illustrate the size they were supplied at are required, as shown below.



Or if the panel is believed to be bowed then *a photo must be provided of the panel lying down on a flat surface* as shown below.



11. Care and Maintenance

11.1 Care and Maintenance Eco Air Shutters

Cleaning and Care

The surfaces of Eco Air Shutters will collect a layer of dust over time. Normal and regular dusting with a soft damp cloth will remove this build up.

If further cleaning is required, wash with mild soap (mild household dishwashing liquid), water (damp only) and a soft cloth. Ensure the surfaces are dried with a soft cloth.

For stubborn dirt and stains use a mild, water-based household cleaner.

Pencil-like marks can form on light coloured painted shutters due to some metals coming into contact with the paint, such as rings and other jewellery. These marks are removed with a small amount of Eucalyptus Oil on a soft cloth.

CAUTION:

Never use harsh cloths, harsh abrasives, chlorine or ammonia-based chemicals or cleaners on Eco Air Shutters surfaces as they may affect the surface appearance and longevity.

12. Shutter Questions & Answers

Q: Panel sizes?

A: Panel sizes will vary depending on the chosen mounting method/mode of operations

Q: What is Eco Air shutters made from?

A: Eco Air Shutters is best described as VOC Compliant PVC

Q: Can Eco Air be used for external application?

A: No, despite being waterproof and having high tensile polyurethane coatings, Eco Air is only warranted under internal use.

Q: What deductions are taken for inside mount?

A: For Hinged Panels in frames the deduction for inside mount is 3.2mm in the width and also the drop. Refer to [Framing for Hinged Panels](#)

Q: Can Bullnose Z Frame be used for outside mount?

A: No, Z Frames including the Bullnose Z Frame are only for reveal fit applications. Refer page [Mounting Methods](#)

Q: Do I need framing for my shutters?

A: Yes, framing should always be ordered and used on shutters as a secure anchorage for the panels, for reducing light penetration, and to assist in compensating for out of square openings.

Q: When do I need a T Post?

A: When more than one panel is used in a window opening and the T Post is used to hinge a panel. Refer to [T Posts](#)

Q: What width is the mid rail?

A: Eco Air Midrails are 79.9mm. Refer to [Mid Rail](#)

Q: Why can't my mid rail be at the height I have requested?

A: **We recommend ordering a Mid Rail location as "Critical Mid Rail" in the Special Comments, as the factory has a (MAA) Mid Rail Adjustment allowance of 40mm up or down, if "Critical Mid rail" has not been specified in the Special Comments.**

Every effort will be made to have the mid rail placed in the exact position requested but there can be some variances, depending on the height of the panels. Refer to [Mid Rail](#)

Q: Why can't I have two mid rails critical?

A: Shutters over 2500mm high will require two mid rails, however only **one** of those mid rails can be specified as "**Critical Mid rail**" – please note this on the order form, in the **Special Comments**.

Every effort will be made to have the "**Critical Mid rail**" mid rail placed in the exact position requested, however the second mid rail cannot be Critical as the overlaps and increments for every blade location have to be exact, so the second mid rail height will vary depending on the height of the panel and the number of full blades required. Refer to [Mid Rail](#)

Q: Do I need pictures of faulty goods?

A: Yes, we need detailed photos. These are vital communication aids which the factory requires to support your claim, and to help to establish what needs to be replaced in order to achieve a quick resolution refer to [Shutter Remake Process](#)

Q: Do you need the goods back once we have replaced them?

A: Not unless requested by Pacific.

Q: What's my lead time on shutters?


A: Between 4 and 6 weeks from order confirmation dependant on the product required (i.e. once all information received on the order form is correct and complete without further questions).

13. Shutter Range & Mounting Methods Reference Charts

Please refer to the following pages.



Shutter Reference Chart

Material		Fauxwood	
Shutter Range		Fauxwood Eco Air™ 	
Selling Features		Rigid Hollow Blade New Innovation Advanced Waterproof PVC Polymer Suitable For Wet Area's	
Material			
Material		Advanced Waterproof PVC Polymer With PVC Blade	
Advantages			
Fire Retardant		✓	
Termite Proof		✓	
Insulative Properties Keeps Homes Both Cooler In Summer & Warmer In Winter		✓	
Repels Moisture		✓	
High Tensile Coatings Will Not Crack Or Peel		✓	
Colour	Finish	Colour Options	
Antique White	Painted	✓	
Off White		✓	
Pure White		✓	
White		✓	
Blade Types			
Blade Shape		Elliptical	
Size		Blade Sizes	
63mm			
89mm		✓	
114mm			
Tiltrod Types			
Centre			
Hidden		✓	
Off-Set			
Rack & Pinion			
Panel Heights			
Minimum Panel Height		350mm	
Maximum Panel Height		2600mm	
Midrail Required Over		1500mm	
Panel Widths			
Minimum Panel Width		250mm	
Maximum Panel Width		750mm	
Maximum Panel Widths - By Mounting Method			
Maximum Panel Widths - By Mounting Method		Please Refer Next Page	
Rail Profiles & Hinge Sizes			
Top & Bottom Rail/Midrail		Standard Profile	
Hinge Size		Large 90mm	
Special Options Available			
Shaped Shutters		✗	
Door Cutouts		✗	
Bay Windows		✗	
Corner Windows		✗	
Fluffy Strip Stile		✗	
Pivot Hinged Panels		✗	
Lockable		✗	
Motorised Option		✗	
Suitable For Wet Areas		✓	
Notes:		Larger Panels may sometimes require lifting in to the frame.	



Shutter Mounting Methods Reference Chart

Options		Hinged Panels	Double Hinged Panels	Fixed Removable Panels
Recommended Applications For Use		Windows	Windows	Fixed Glass Windows Wall Cut-Outs
		Allowances		
Recess Fit (IN)		✓	✓	✓
Face Fit (OUT)		✓	✓	
Width	Product	Panel Widths		
Minimum Panel Width	Fauxwood Eco Air	250mm	250mm	250mm
Maximum Panel Width		750mm	450mm/900mm Over 2 Panels	750mm
Maximum Panel Width - Combo Panels		N/A	N/A	N/A
		Panel Heights		
Minimum Panel Height	Fauxwood Eco Air	350mm	350mm	350mm
Maximum Panel Height		2600mm	N/A	2600mm
		Framing Options		
Small L Frames (IN/OUT)	Fauxwood Eco Air	✓	✓	✓ (With Magnets & Catches)
Small Face Fit L Frames (OUT) ¹		✗	✗	
Medium L Frames (IN/OUT)		✓	✓	✓ (With Magnets & Catches)
Medium Face Fit L Frames (OUT) ¹		✗	✗	
Small/Standard Bullnose Z Frames (IN)		✓	✓	✓ (With Magnets & Catches)
T Post (Hinging Extra Panels)		✓	✓	✓ (With Magnets & Catches)
Top & Bottom U Channels				✓
Left & Right Light Stops				✓
		Special Options Available		
Shaped Shutters		✗	✗	✗
Door Cutouts		✗	✗	✗
Bay Windows (135° Bay Post)		✗	✗	✗
Corner Windows (90° Corner Post)		✗	✗	✗
		Layout Code Examples		
Layout Code Example		LR LTLR RTRTR	LL RR LLRR	No Layout Codes Required
Layout Code Explanation			Two panels hinged together, with no top or bottom tracking. Maximum two panels hinged together. Combined panel width must be less then panel height.	N/A
Notes:		¹ Small and Medium Face Fit L Frames are not available, however Small and Medium L Frames can be used for Outside Mount.		