



PACIFIC
WHOLESALE DISTRIBUTORS

Custom Made Fauxwood Designer Eco Air Shutter Manual



August 2025

Version 2025.4

T +61 2 9680 7999

E info@pacificwholesale.com.au | W www.pacificwholesale.com.au

Contents

1.	Introduction.....	3
2.	Ordering and Measuring Process	5
3.	Options and Specifications	10
4.	Mounting Methods.....	16
5.	Hinged Panels	17
6.	Hardware	27
7.	Sales Aids	28
8.	Shutter Remake Process.....	29
11.	Care and Maintenance	30
12.	Shutter Questions & Answers	31
13.	Shutter Range & Mounting Methods	33

The **Pacific Wholesale Distributors Terms & Conditions** can be viewed here;
[Pacific Wholesale Distributors Australia Terms & Conditions](#)

1. Introduction

Elegant, Stylish & Built to Last

Shutters are more than just a window covering — they add timeless style, enhance property value, and improve energy efficiency by keeping your home cooler in summer and warmer in winter.

With a simple tilt of the blades, our shutters give you complete control over light, airflow, heat, and privacy, all while maintaining an uninterrupted view.

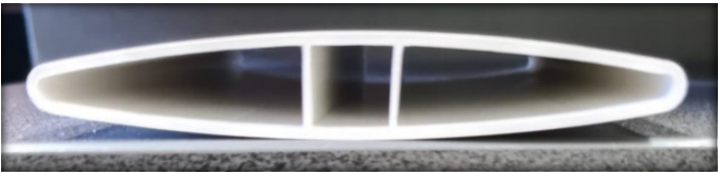
Our **Eco Air Shutters** feature a premium, long-lasting paint finish that's easy to care for at an economical price. Available in two versatile colours, they're designed to complement and elevate any interior. Made with VOC-compliant, lead-free coatings, they won't crack or peel, ensuring lasting beauty and performance.

Features:

- 89mm blade size for a clean, modern look
- Hollow blade design with internal stiffening ribs for strength and stability
- Discreet L-shaped aluminium hidden tilt rod
- Innovative rail design allowing for dual blade closure



Eco Air Gallery



2. Ordering and Measuring Process

All orders MUST be submitted electronically in Excel with the latest version of Pacific Wholesale's Designer Eco Order Form.

References to the Shutter Order Form will be made throughout this manual. If you do not have the latest version of the Designer Eco Order form, please download from our website <https://www.pacificwholesale.com.au/order-forms/>, email your Sales Coordinator or info@pacificwholesale.com.au and request a copy today.

Tips For Filling Out the Order Form

- Begin on the left-hand side of the order form and work your way across to the right. Many options will adjust automatically based on your previous selections.
- If a cell turns yellow, this indicates that additional information is needed or that there may be an issue with the order. Common causes include:

a) An incorrect number of panels has been entered for the given width — resulting in panels that are either too wide or too narrow.

(Please Note: This is only a prompt; it won't prevent out-of-warranty sizes from being submitted.)

b) A Mid Rail is required.

c) T-Post quantity and positions are missing.

d) The layout code does not match the number of panels selected.

e) Missing information in the highlighted yellow cell.

Standard Special Comments

A list of standard special comments is available in the drop-down menu on the order form. These comments help ensure that the shutters are manufactured to suit the specific opening and meet the customer's individual requirements.

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 or info@pacificwholesale.com.au and request a copy today.

[illegible]

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

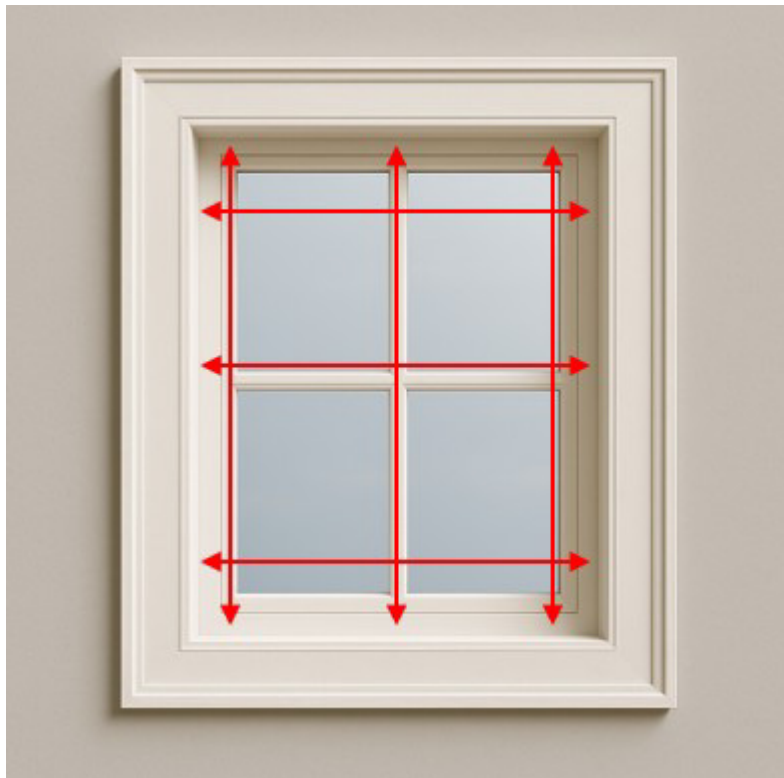
Recess Fit (also known as Reveal Fit)

When measuring for a recess fit (inside the window reveal), take measurements in three places across both the width and the drop (height) of the window.

Use and record the smallest measurement in each direction, as this ensures the shutter fits within the narrowest point of the opening.

The factory will automatically apply a small deduction to each side to allow for proper clearance and fit of the frame.

Please Note: All measurements must be provided in millimetres (mm).



2.2 Out

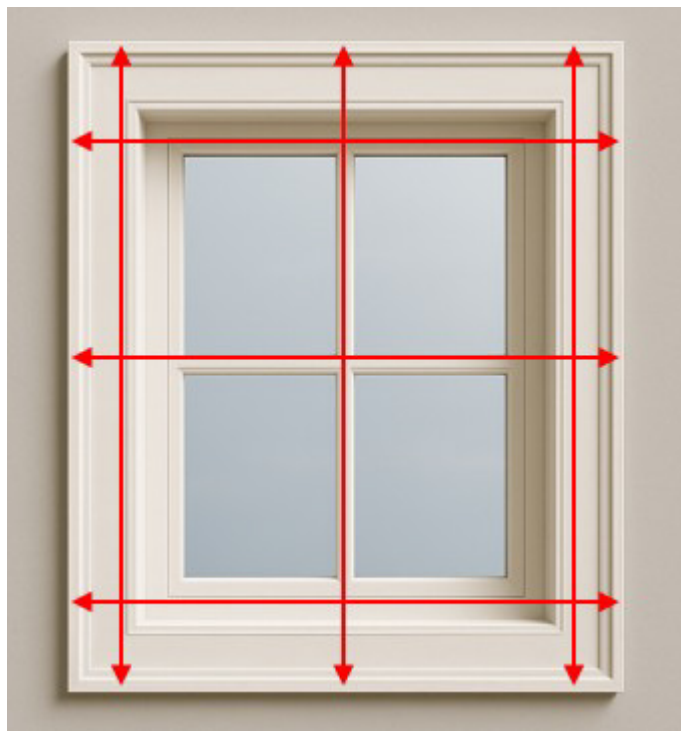
OUT

Face Fit (also known as Outside Fit)

When measuring for a face (outside) fit, take measurements in three places across both the width and the drop (height) of the opening. Record the largest measurement in each direction. These measurements should reflect where the outer edges of the shutter frame will be installed. No deductions are made for face fit measurements.

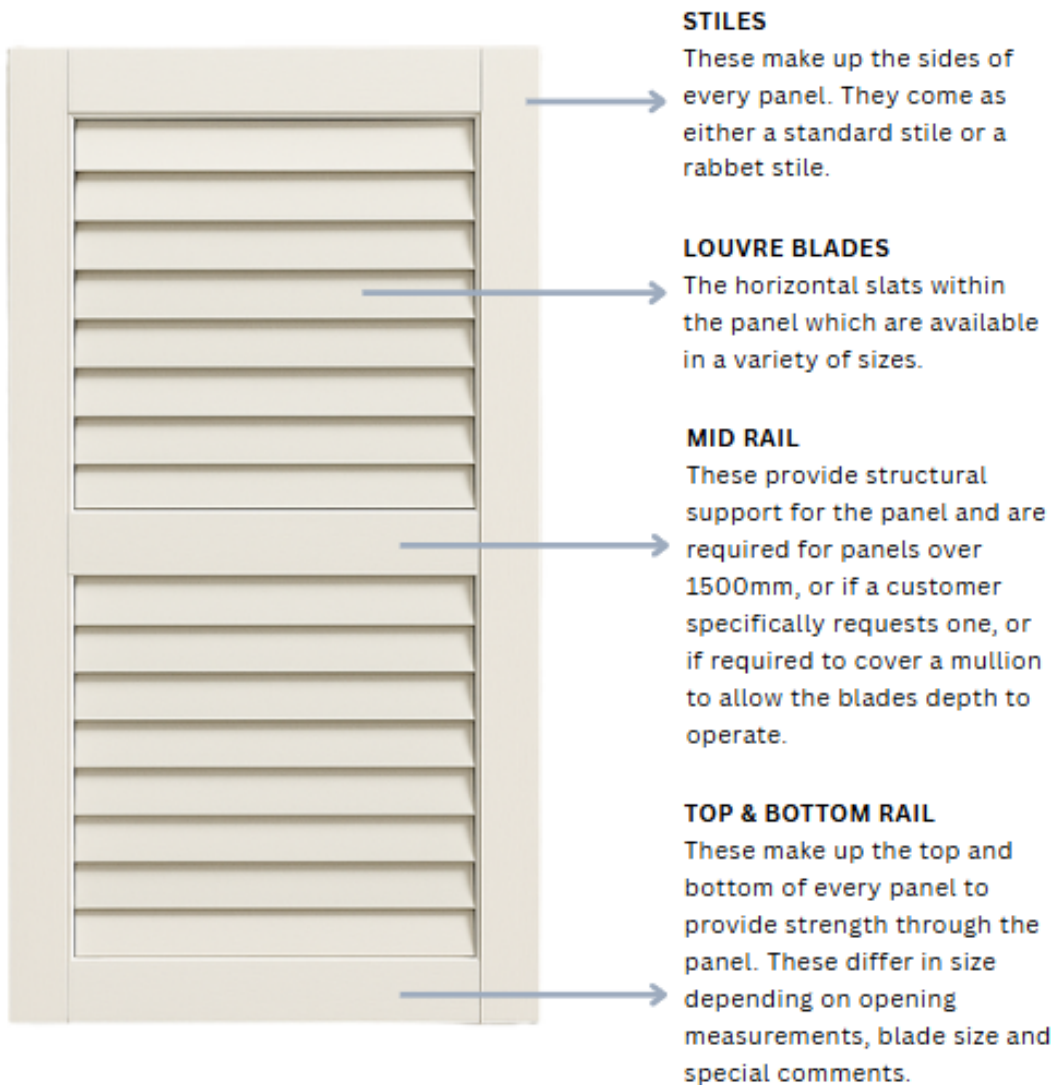
If the opening has an architrave, measure from the outside edge of one architrave to the outside edge of the opposite architrave. If there is no architrave, calculate the outside frame measurement by adding the width of the shutter frame to the recess (reveal) measurement.

Please Note: All measurements must be provided in millimetres (mm).



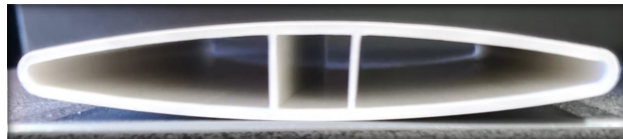
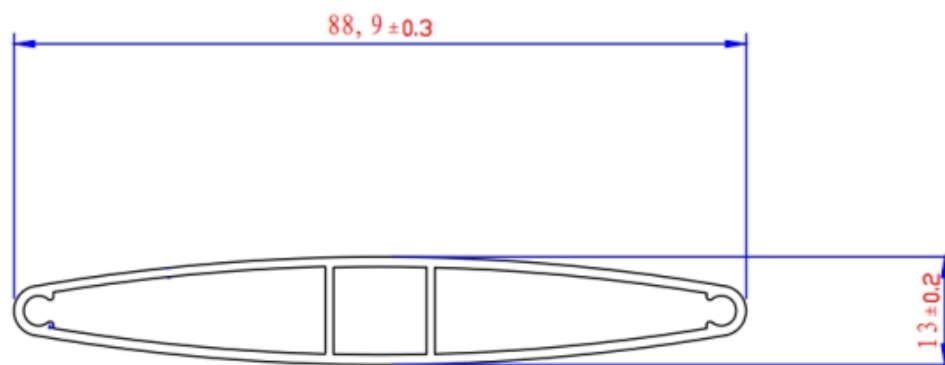
3. Options and Specifications

3.1 Panel Components

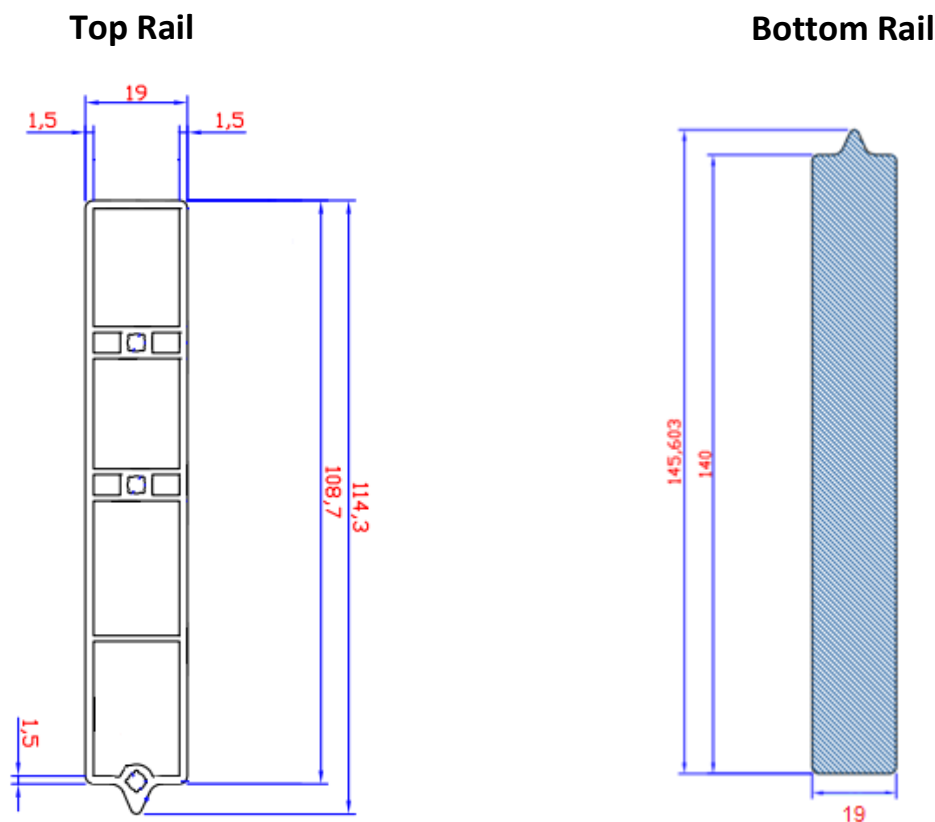


3.2 Eco Air Blades

Rigid Hollow Blades, for panels up to 900mm wide



3.3 Top and Bottom Rails

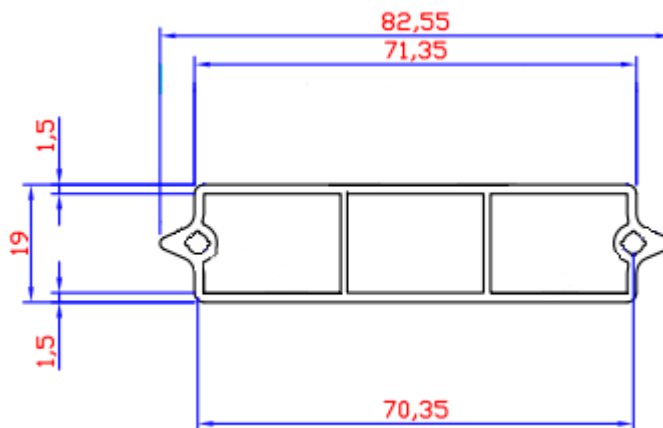


Please Note:

1. Top rails are a new hollow design, allowing for minimum panel weight. These top rails cannot be altered in size.
2. Bottom rails will be a solid rail design, allowing for varying heights depending on the panel height and number of blades/mid rails required.
3. 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"/>
	<input type="text"/>
	<input type="text"/>
	<input type="text"/>
	<input type="text"/>
	<input type="text"/>

3.4 Mid Rail

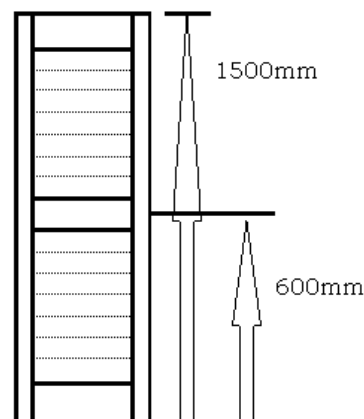


Please Note:

1. When a mid rail is required, the 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):

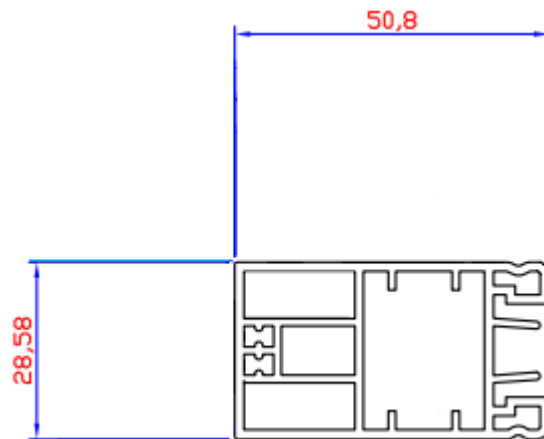
- Gross Open Height 1500mm
- Mid rail @ 600mm (Bottom of Opening to Centre of mid rail)



3.5 Stiles

Standard Stile

A standard shutter panel is made using a standard rectangular stile. These stiles are hollow on the Eco Air Shutters.



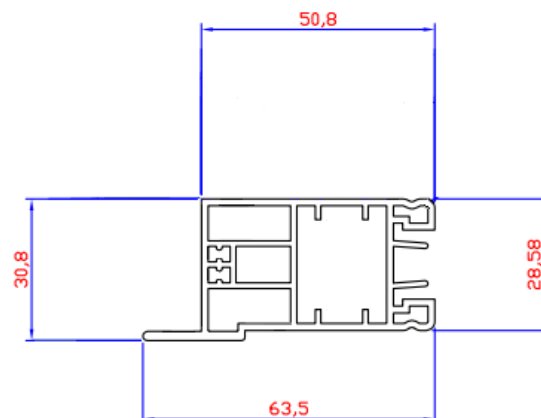
- Standard Stile is used on the side of panels butting into framework and T Posts.

Astragal Stiles (D Mould)

The Astragal Stile must be used when 2 or more panels are ordered within the same opening and close against each other. These Astragal stiles are hollow on the Eco Air Range. Please specify the location clearly in the Layout Code:

Example 1: L-DR (D mould will be on Left Side of Right Panel)

Example 2: LD-R (D mould will be on Right Side of Left Panel)

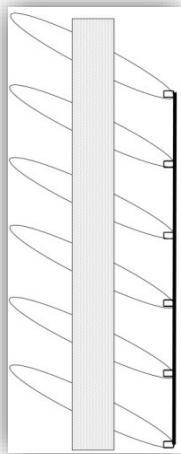


3.6 Tiltrod

Hidden Metal Strip

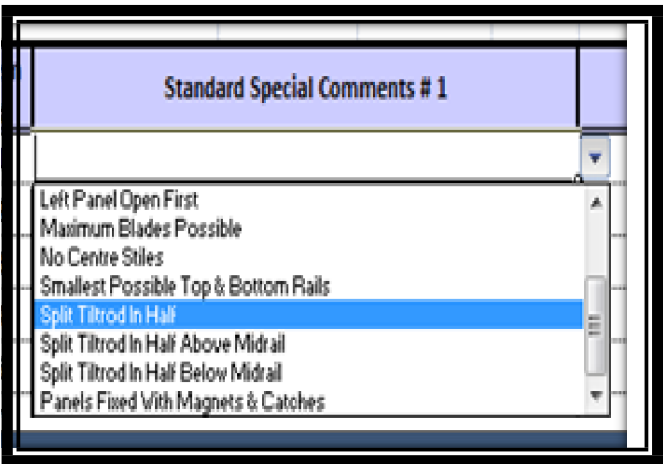
Placed on the back of the panel, this sleek L Shaped aluminium tiltrod is barely visible from the front. The colour co-ordinated hidden metal strip is rebated into the side of the louvre blades and positioned on the back of the hinged side.

The Hidden Tiltrod is made of Aluminium and the Tiltrod screws are made in a 304 Grade Stainless.



Split Tiltrods

Each Hidden control is split at 17 louvres for 89mm blades with 9 blades top and 8 blades bottom. Odd numbers have 1 blade more on the top tilt. If requested, tiltrods can be split at specified locations. Either use the drop-down options 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

Fauxwood Eco Air can only be ordered as hinged panels. These 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



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.

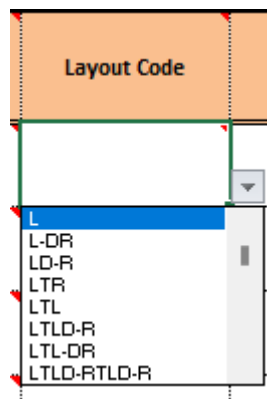
Please refer to the [Shutter Range & Mounting Methods Reference Charts](#) for Hinged Panels minimum and maximum dimensions.

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.

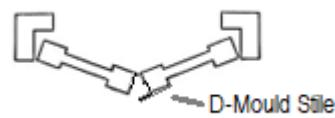


One Panel

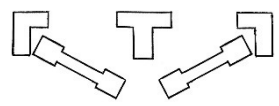


Two Panels

L-DR

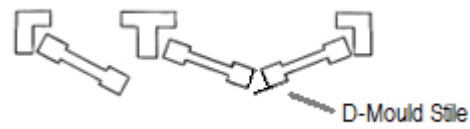


LTR

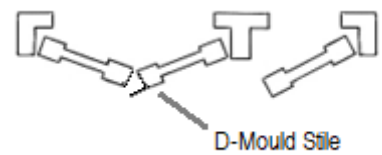


Three Panels

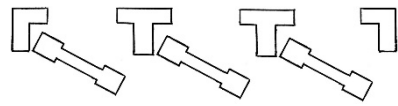
LTL-DR



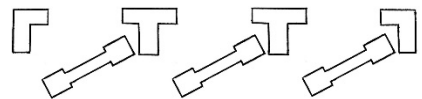
L-DRTR



LTLTL

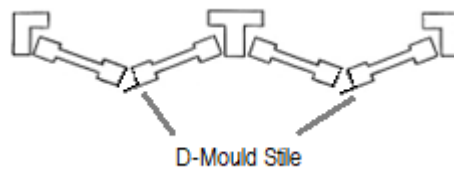


RTRTR

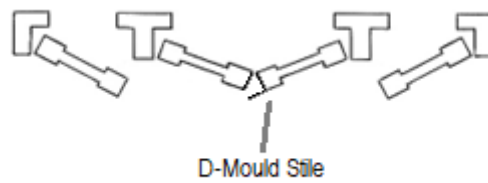


Four Panels

L-DRTL-DR



LTL-DRTR



Other configurations can be used depending on:

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

5.2 Framing for Hinged Panels

Inside Mount

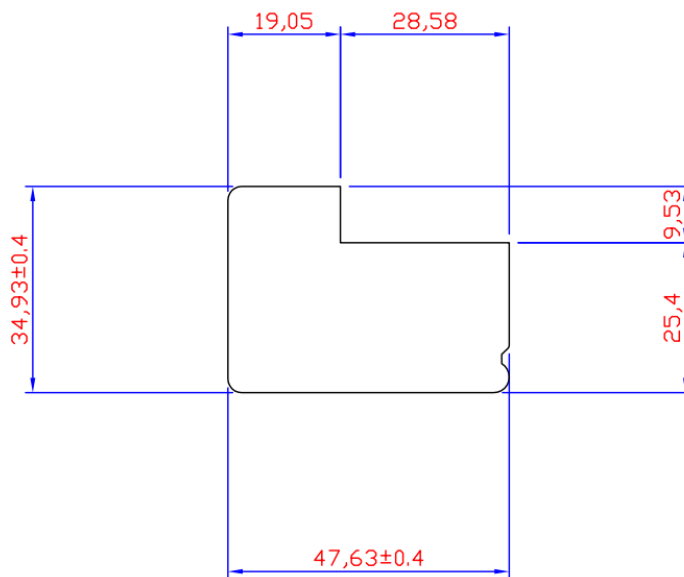
Frames are useful for most reveal fit applications, they give you the ability to hang the shutter panel square in the frame and then any uneven gaps around the frame can be filled in with No More Gaps. This gives the impression that the window frame is square, when often they are not.

It is important to pack out any framework to ensure it is square, with any gaps being filled with matching No More Gaps.

Please note that L frames are provided with L Shaped Aluminium angles intended to hold the frames together.

Reveal Fit Framing Options

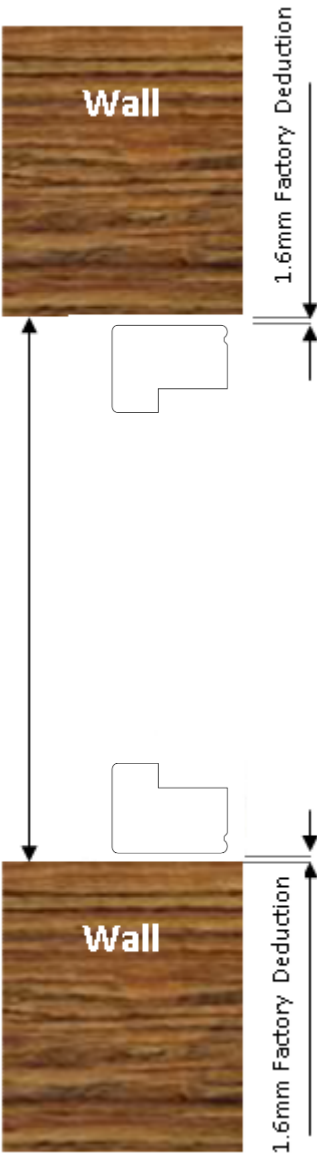
Reveal L Frame



L Frame Inside Mount (Top View)



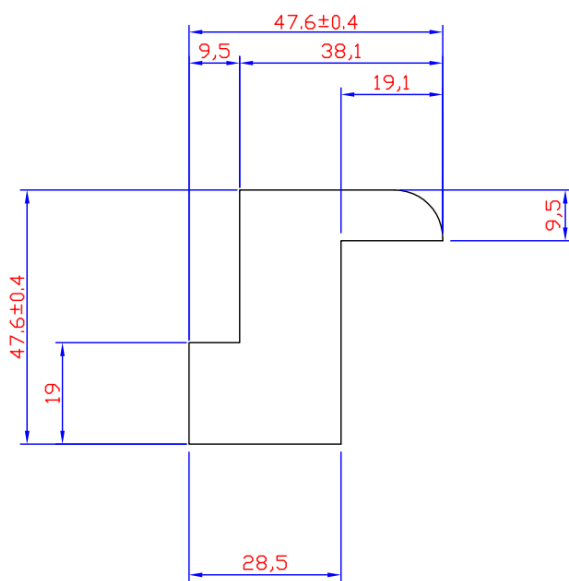
L Frame Inside Mount (Side View)



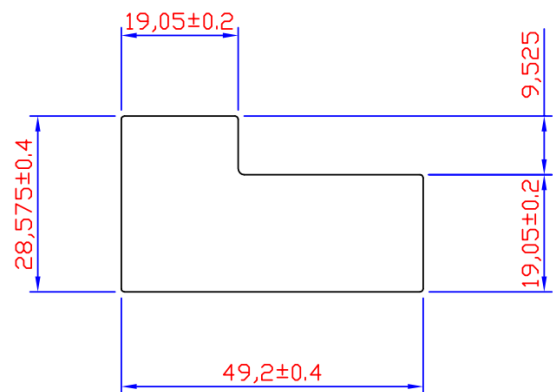
Z Frames (Reveal Fit)

- 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. This frame will allow 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.
- The Z Sill Frame is when the lip of the Bullnose is not required due to a wall or other blockage. This can be selected on one or multiple sides on the order form.

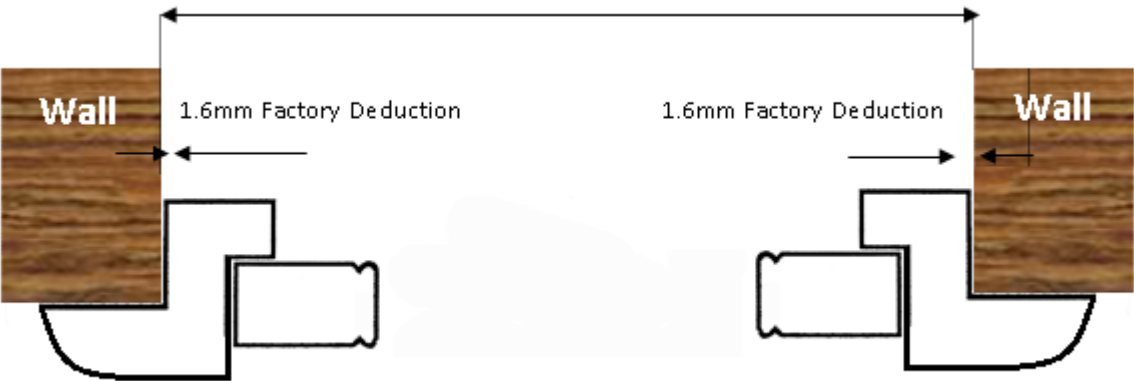
Bullnose Z Frame



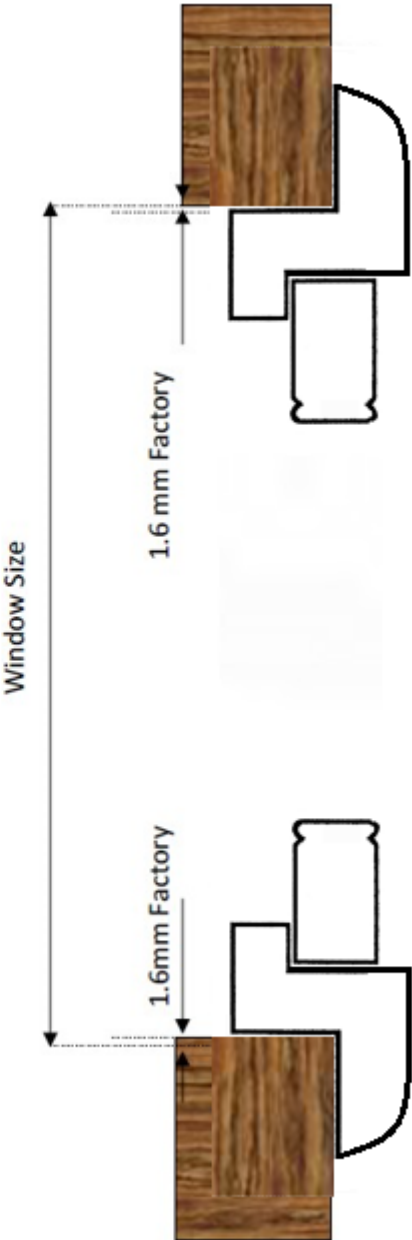
Z Sill Frame



Z Frame (Top View)



Z Frame (Side View)



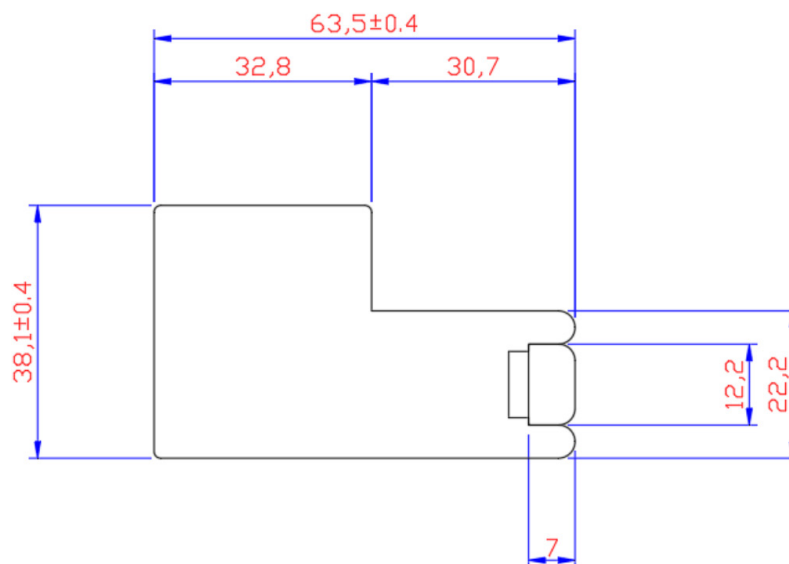
Outside Mount

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.

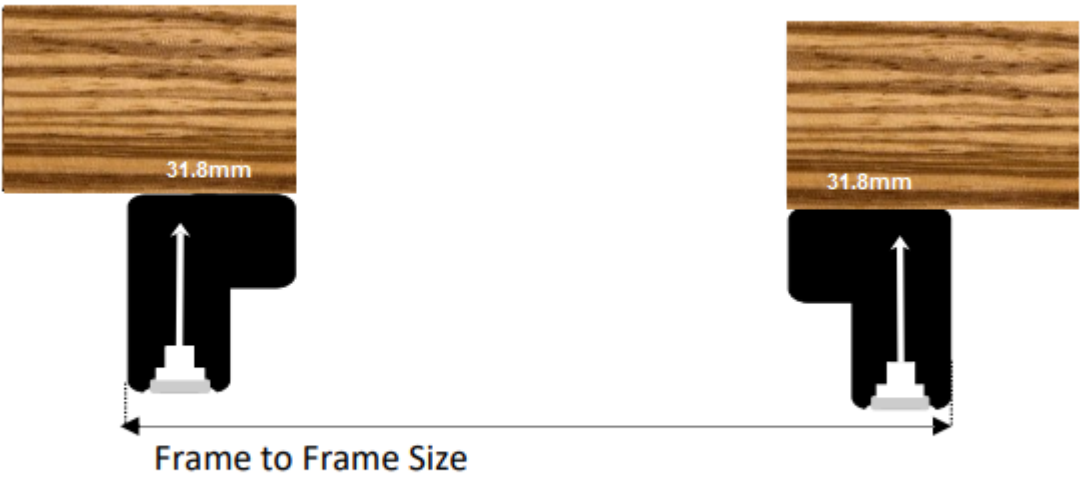
Please ensure you have sufficient clearance at the back of the panel to allow for full rotation of the blades. Packing out the L Frame may be required if you are fitting directly onto a wall, or if there are any obstructions at the back of the blades e.g window mullions, window winders etc

Face Fit Framing Options

Medium Face Fit L Frame



L Frame Outside Mount (Top View)



NOTE: No deductions are made for Face Fit applications.

L Frame Outside Mount (Side View)

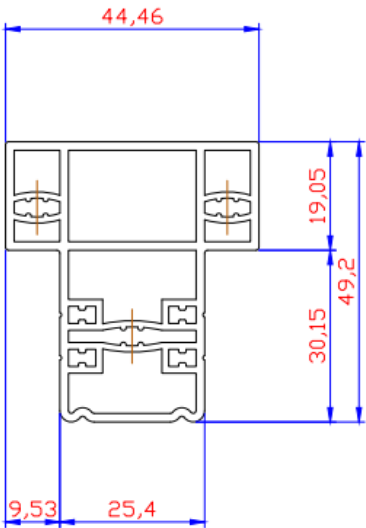


NOTE: No Deductions are made for Face Fit applications

5.3 Extra Framing for Hinged Shutters

T Posts

- T Posts on the Eco Air Range are hollow and designed to reduce the overall weight of the Shutters.
- 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.



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

6. Hardware

Hinges



Standard Drop in Pin.
*Used for Eco Air Hinged
panels (77mm)*

Default Hinge Colours

COLOUR	DEFAULT HINGE COLOUR
Super White	Super White
Snow White	Snow White

The above hardware colours are the default.
**Stainless Steel incurs additional cost.*
**Stainless Steel hinges are supplied in a 304 grade Stainless*

7. 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.

Swatches

Eco Air Colour samples.

Designed to fit into your current Designer Shutter Display Case

\$POA each



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

8. Shutter Remake Process

In the event of Shutter Panels, Frames or Parts being received damaged the following information must be emailed to your sales coordinator.

- a) Copy of the original order form.
- b) A new order form, clearly showing the shutter(s) that need remaking. Please specify that the order is a remake on the order form – failure to do so may result in the original order being placed as a new order at full charge.
- c) 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 only the parts required e.g. Louvre Blades and Pins, Framing Section etc.
- d) Supporting photographs/videos illustrating any concerns. For example – if the panels/frames were supplied shorter than ordered, you need to supply photographs to show a tape measure being held against the panels/frames, clearly showing the measurement that was supplied.



11. Care and Maintenance

Care and Maintenance Eco Air Shutters

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 water resistant 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 mid rails are 82.5mm. Refer to [Mid Rail](#) for full drawing

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: Are you able to change framing on pre-existing panels?

A: This will depend on the framing and deductions taken off the panels to suit original frames. The majority of changes will have a difference in panel size which may prevent them from fitting correctly into the opening.

Q: What deductions are taken for inside mount on a standard window?

A: Factory takes 3.2mm total from both the width and the height.

Q: My panels are only slightly over maximum width/height, can I still order this within warranty?

A: No. This is because we have strict specifications to ensure our shutters are functional and are guaranteed to last.

Q: Can I order parts (blades, framing etc.) to suit an old order?

A: Yes! When requesting parts to suit an original order, ensure you include the original SO number. This way we can match exactly what was supplied. (Please note some product types may be discontinued and colours may vary depending on age of original order).

Q: Can I order shutters to match existing shutters?

A: If they were originally supplied by Pacific, please provide the original SO number so our factory is able to best match the existing shutters. If they are side by side, or need matching rail sizes, please note this on the order form. There may be some variation in colour and appearance depending on the age of the order.

Q: How do I maintain my shutters?

A: Over time shutters will collect a layer of dust, using a cloth or brush to remove this build up will keep them looking their best. If further cleaning is required, mild soap on a soft, damp cloth can be used however ensure this is dried off afterwards.

In coastal and wet areas, be mindful of hinges and magnets & catches as they are prone to rusting. Regular removal of airborne contaminants will extend their lifespan.

Q: Can my shutter blades be closed both ways?

A: Yes, the rail design on the Eco Air shutters allows for dual closure on the blades.

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 queries).

13. Shutter Range & Mounting Methods Reference Charts

Please refer to the following pages.



Shutter Reference Chart

Material	Fauxwood
Shutter Range	
Selling Features	Rigid Hollow Blade New Innovation Advanced Water Resistant PVC Polymer Suitable For Wet Area's Dual Closure Blade Operation Available as hinged with framing only
Material	
Material	Advanced Water Resistant PVC Polymer With PVC Blade
Advantages	
Fire Retardant	✓
Termite Proof	✓
Insulative Properties <i>Keeps Homes Both Cooler In Summer & Warmer In Winter</i>	✓
Repels Moisture	✓
High Tensile Coatings <i>Will Not Crack Or Peel</i>	✓
Colour	Colour Options
Super White	✓
Snow White	✓
Blade Types	
Blade Shape	Hollow Elliptical
Size	Blade Sizes
63mm	✗
89mm	✓
114mm	✗
Tiltrod Types	
Centre	✗
Hidden	✓
Off-Set	✗
Rack & Pinion	✗
Panel Heights	
Minimum Panel Height	260mm
Maximum Panel Height	2600mm
Midrail Required Over	1500mm
Panel Widths	
Minimum Panel Width	180mm
Maximum Panel Width	900mm
Maximum Panel Widths - By Mounting Method	
Maximum Panel Widths - By Mounting Method	Please Refer Next Page
Rail Profiles & Hinge Sizes	
Top & Mid Rail	Hollow - Dual Closure
Bottom Rail	Dual Closure
Hinge Size	Standard 77mm
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	
Recommended Applications For Use		Windows	
Recess Fit (IN)		✓	
Face Fit (OUT)		✓	
Width	Product	Panel Widths	
Minimum Panel Width	Fauxwood Eco Air	180mm	
Maximum Panel Width		900mm	
Maximum Panel Width - Combo Panels		N/A	
		Panel Heights	
Minimum Panel Height	Fauxwood Eco Air	260mm	
Maximum Panel Height		2600mm	
		Framing Options	
Reveal L Frame (IN)	Fauxwood Eco Air	✓	
Small Face Fit L Frames (OUT)		✗	
Medium L Frame (IN)		✗	
Medium Face Fit L Frame (OUT)		✓	
Bullnose Z Frame (IN)		✓	
Z Sill Frame (IN)		✓	
T Post (Hinging Extra Panels)		✓	
Top & Bottom U Channels		✗	
Left & Right Light Stops		✗	
		Layout Code Examples	
Layout Code Example ¹		L-DR LTL-DRTR RTRTR	
Notes:		¹ D Mould Stiles must be used when 2 or more panels are ordered within the same opening and close against each other.	