

# PALM BEACH™ POLYSATIN™ SHUTTERS EXPLAINED

Sales guide for dealers



Palm Beach™  
Polysatin™ Shutters

HunterDouglas 

# FEATURES AND BENEFITS

- Palm Beach™ Polysatin™ Shutters are made from an advanced generation UV-resistant Polysatin compound that offers everyday beauty with indestructible style.
- Reinforced at key stress points for exceptional strength.
- The unique Polysatin compound is resistant to moisture and mildew, making it perfect for damp or humid conditions.
- PowerView® Gen 3 Automation allows for hands-free louver operation, especially for hard-to-reach windows.
- SoftClose™ for Bypass is a mechanism featuring smooth, controlled panel closure with a single touch, standard on bypass track systems shutters.
- Certified flame retardant by the National Fire Protection Agency, making Palm Beach shutters suitable for both residential and commercial applications.
- Designed to your precise specifications, and covered by the Hunter Douglas Lifetime Limited Warranty.
- The Palm Beach™ Promise™ guarantees that every shutter performs for a lifetime and will never warp, crack, fade, chip, peel or discolor. This is in addition to the Hunter Douglas Lifetime Limited Warranty.
- GREENGUARD GOLD Certified, energy efficient, and offers UV protection for peace of mind. Greenguard listed for Microbial Resistance, to resist the growth of mold and mildew.



Water Resistant



Exceptional Strength

# FEATURES AND BENEFITS

## Everyday Beauty, Indestructible Style

- **DuraLux™ Finish** provides the look of a finely painted shutter with the toughness of a polymer for everyday beauty that lasts day in and day out. Minor scratches or dents do not permanently affect the finish, since color is permeated throughout the compound.
- **Duracatch™ Lock System** is our discreet panel-locking method that eliminates the need for magnets. Magnets, or both Duracatch and magnets, can be requested in the Closure Detail section on the order form or in DirectConnect®.
- **Duratension™** is a concealed tension strip located in the stile that provides consistent louver tension throughout the panel.



DuraLux™ Finish



Duracatch™ Panel Lock



Duratension™



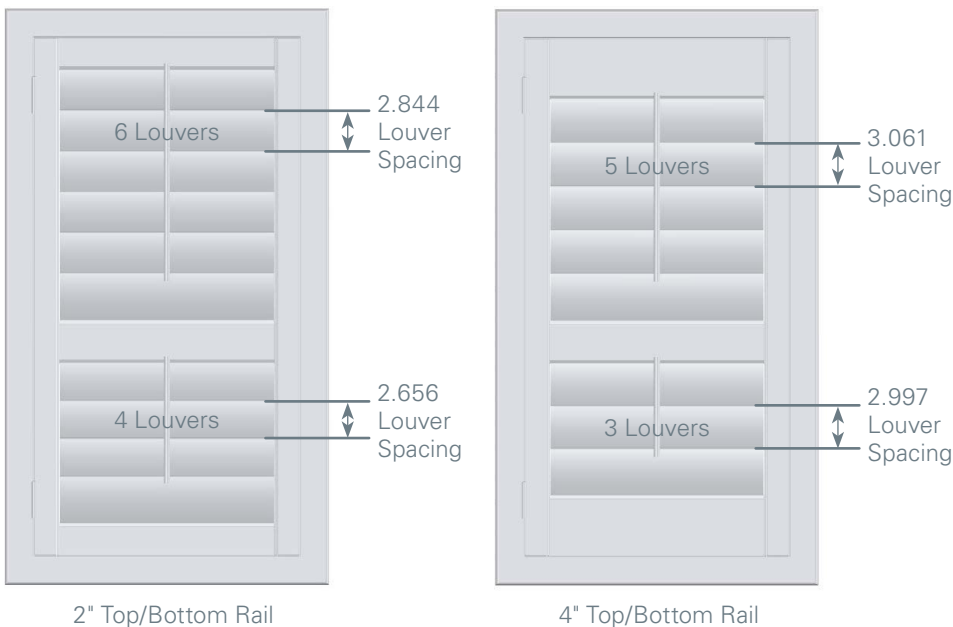
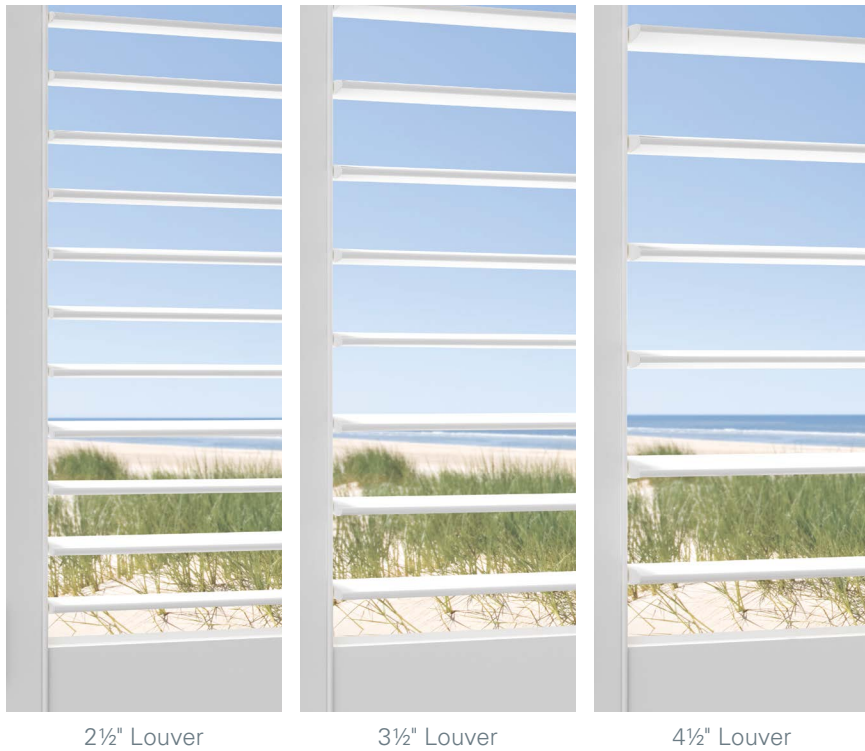
# FUNCTIONALITY

## View-Through

- The louver size will determine the number of louvers in a panel, which affects the amount of view-through as shown to the left.
- 2½" louvers are ideal for smaller windows.
- 3½" louvers are a pleasing standard, and the most popular louver size.
- 4½" louvers provide a more expansive view.

## Louver Spacing

- Palm Beach™ louver spacing is variable. Rail heights are fixed at 2" and 4", and are determined by ordered height.
- Louver spacing, or view-through, varies depending on ordered panel height and rail size. For consistent louver spacing within a room, always order openings of similar height with the exact same ordered height, divider rail heights, split tilt heights and rail sizes.





Acceptable Light Gap

# FUNCTIONALITY

## Light Gap

- Palm Beach™ Polysatin™ Shutters are not intended to be a light blackout product when closed. Shutters minimize the amount of light transfer from outside to inside; however, some gaps are necessary to allow louvers to rotate, and panels to open and close properly.
- Frames include built-in light stop to help block direct light.
- Astragal is a flange to cover the gap where two shutter panels meet to help minimize light passing between the panels. It comes standard on the rear side of the left panel. Alternative placement options are available. See the Palm Beach Reference Guide or order form for details.
- Unframed shutters may provide an installation solution for trimmed openings; however, this type of application allows more light transfer than framed shutters.
- Hang Strip comes standard on sides where there are no frames to cover the gap between the panel and the opening.
- On inside mount applications, uneven light gaps caused by out-of-square window openings must be filled with caulk, Light Stop/Trim Strip, Cover Strip or Scribe, ordered as lineal material.
- Light block is inserted into the channel on the side of the stile. It covers the panel assembly screws, and helps block light from passing between the panel and frame. There are two light block options: standard light block, which is flat, or flex light block which has a flexible rubber component.



Standard Light Block



Flex Light Block

# FUNCTIONALITY

## Louver Closure

- Palm Beach™ shutters feature up/down louver closure.
- To achieve a tight louver closure with minimal light bleed, it is recommended that the customer hand sweep the louvers up or down, depending on the direction the louvers are closed.
- For most effective light block, it is recommended to close the louvers upward.
- On Palm Beach shutters with PowerView® Gen 3 Automation, because the slip clutch allows louvers to be operated manually, louvers may not close fully with manual operation. Use the motorized function for optimal louver closure and light block.



1. Louvers open



2. Begin hand sweep at bottom of panel.



3. Sweep hand from bottom to top of panel.



4. Louvers closed



# FUNCTIONALITY

## Bypass Track System Panel Closure

SoftClose™ for Bypass is a mechanism for opening/closing bypass panels and will come standard on all bypass track systems. There are no measurement or deduction impacts when ordering. The SoftClose for Bypass components will come pre-installed and may require slight adjustment at installation. During installation, panel placement will be important to ensure engagement the SoftClose components. Panel configuration will need to be selected with care.

- An exclusive offering on all Heritage®, NewStyle®, and Palm Beach™ Bypass Shutters.
- Provides a heightened customer experience, consistent with high-end home finishes.
- Brings peace of mind for additional child safety—eliminates concerns for pinching tiny fingers.
- Prevents slamming of the panels.
- SoftClose for Bypass components hold the panel against the side frame, preventing the panels from drifting to an open position and minimizing light gap between the panel and side frame.







# FUNCTIONALITY

## Panel Placement Advice

- Large panels allow for excellent view-through, but may pose a challenge while opening them to clean the window glass.
- It is not recommended to leave the panels swung fully open for extended periods of time. This may cause damage to the hinges, resulting in misalignment when the panels are closed.

## Solutions for Large Windows

- Two panels may be hinged together in a bi-fold panel design as a solution for oversized openings where a T-Post is not desired, or to work around obstructions such as faucets.
- A vertical T-Post separates the frame into multiple panel sets, providing structural integrity, and more flexibility for hinging panels in large openings.
- Please see Measuring Guidelines in the Palm Beach™ Reference Guide for details on how to order vertical T-Posts, as well as even and uneven panels.



Bi-Fold Hinged Panel without T-Post



# FUNCTIONALITY

## PowerView® Gen 3 Automation

- Battery Wand and Motor
  - Motor and battery wand are hidden inside the rail with a discreet cover for easy access to battery wand.
  - Divider Rails and Split Tilt both create louver sections that operate independently, requiring a second motor and battery wand.
  - The first motor and battery wand of a Double-Hung shutter is located in the bottom rail of lower panels. The second motor and battery wand is in the upper rail of the top panels.
  - Due to battery wand and internal electronic components, Palm Beach™ shutters with PowerView® Gen 3 Automation are not recommended for areas where direct contact with water may occur. We recommend non-motorized Palm Beach shutters for these areas.
  - Available with 12V and Rechargeable battery wands.
- Motor Couplers
  - Motor couplers are an optional feature that connect louver sections horizontally across two panels, allowing louvers to tilt with a single motor for a cost-efficient design.
  - Proper installation is critical to maintain vertical alignment and spacing between coupled panels.
  - If independent operation of louver sections is desired, a motor for each louver section can be ordered.
- Operation
  - Exclusive override that allows manual louver operation without engaging the motor. The motorized function must be used for tight louver closure.
  - When the Open or Favorite buttons are selected on the PowerView Pebble® remote, the louvers will first close in the fully upward position, and the motor will run for several seconds, before they move to the preset Open or Favorite position. This recalibration process is necessary because the motors cannot sense the position of the louvers, so it will be reset to a common starting position before moving to the desired position.
  - Variation in louver rotation alignment and tilt speeds may occur between louver sections and openings.



Motor Coupler

# FUNCTIONALITY

## Track System Hardware Visibility

- **Bi-Fold Panel Carrier Hardware** for bi-fold track applications will be visible below the valance. This is necessary for the bi-fold panels to be able to operate, and is inherent in bi-fold track applications.
- **Bypass Panel Carrier Hardware** for bypass track applications is covered by both the Standard and Decorative Valances, however, it is visible underneath the valance when standing close to the shutter.
- **Carrier Hardware** may be visible from the exterior of the window, unless the frame is mounted high enough that the hardware is above the top of the window opening.
- **Support Brackets** on top of the frame may also be visible above the valance, especially when viewed from a distance or from overhead. Corresponding covers come in four coordinating colors but can be painted in the field to match existing wall or trim colors.
- **SoftClose™ for Bypass Components** are covered by both the 5<sup>3</sup>/<sub>8</sub>" Standard and Decorative valances, however it may be visible underneath the valance when standing close to the shutter.
- **Valances** are attached with a hidden, spring-loaded, adjustable valance clip.

**Note:** Bi-Fold Track Systems are not available with PowerView® Gen 3 Automation.



Bypass Track System with Standard Valance



Valance Clip



Valance Installation



Bi-Fold with Standard Valance



Bi-Fold with Decorative Valance



Bypass with Standard Valance



Bypass with Decorative Valance



# FUNCTIONALITY

## Track System Bottom Tracks and Floor Guides

A bottom track or floor guide is strongly recommended to improve panel functionality and performance.

- **Bi-Fold Bottom Track** mounts to the floor the full inside width of the frame. The Bottom Track is visible when panels are open.
- **Bypass Bottom Track** has two parts, the Bottom Track and the Bottom Track Guide. The Bottom Track Guide comes attached to the bottom of the panels. The Bottom Track comes as the full inside width of the frame. It is scored so that it may be separated to accommodate different panel configurations. The Bottom Track mounts to the floor and is visible when panels are stacked open.
- **Hidden Panel Bypass Guide** consists of two interlocking parts attached to the bottoms of the panels, allowing panels to slide along each other. This option is the least visible, and is not attached to the floor; but it provides the least support, as the panels can swing forward into the room or backward into the window.
- **Bypass Floor Guides** are mounted to the floor directly below where the panels overlap, providing a channel for the panels to slide in. There are two sizes, one for Standard Bypass systems and one for Bypass Open Louver/ Triple Track systems.

**Important:** All bottom tracks and floor guides must be specified in Track System Details when ordering to obtain correct panel deductions.

See the Palm Beach™ Reference Guide for ordering details.



Hidden Panel Bypass Guide



Bi-Fold Bottom Track



Bypass Bottom Track



Hidden Panel Bypass Guide



Bypass Floor Guide



# FRAMES

## Inside Mount

### • Z Frames

- Designed for mounting inside the window opening.
- Provide the look of casing around a plain opening.
- Able to conceal an out-of-square opening.
- May be ordered with a sill frame, if necessary, when mounting on an existing window sill.
- Are priced and ordered by the size of the opening, not frame-to-frame size.
- Special caution should be used on bullnose openings. Not all Z frames have a wide enough face to provide the required overlap. The Classic Z-Frame, Modern Z-Frame and Colonial Z-Frame should be considered for these openings.

### • L Frames

- Are flat on the back, and are designed as an outside mount frame, but may be used as an inside mount when there is sufficient depth in the opening for louver clearance.
  - Use caution when selecting an L frame for use in an out-of-square opening. Caulk, Light Stop/Trim Strip, Cover Strip or Scribe may be required to fill any gaps and prevent light bleed through.
- Deductions from the ordered measurements will automatically be taken by the factory on all inside mount applications. See the Measuring Guidelines section of the Palm Beach™ Reference Guide for further information.

## Rubber Flex

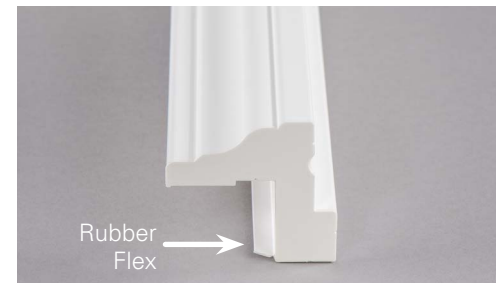
- Rubber Flex is a feature on inside mount frames to help conceal installation screws and minimize light gaps. Comes standard on some frames, optional on others. See images to right.
- Additional deductions are taken for Rubber Flex clearance, so frames with optional Rubber Flex must be specified in the Frame Detail section of the order form or DirectConnect® when ordering.
- If desired, Rubber Flex can be easily removed.



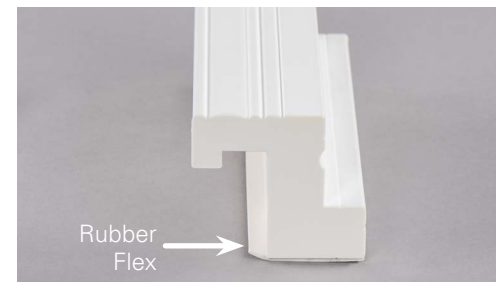
Classic Z-Frame Inside Mount Cut-Away View with Standard Deduction



Standard L-Frame Inside Mount Cut-Away View with Standard Deduction



Standard Rubber Flex on Classic Z-Frame



Optional Rubber Flex on Standard Z-Frame

# FRAMES

## Outside Mount

- Outside mount frames are mounted on the wall or on top of existing trim surrounding the window opening.
  - Includes Deluxe Casing Frame, Standard L-Frame and Deluxe Casing Sill/Extended L-Frame.
  - Provide projection which may be necessary to clear window glass or obstructions, allowing louvers to rotate.
  - Build-Out is available in ½" increments for additional projection.

See the Rear Clearance section of the Palm Beach™ Reference Guide to determine the number of build-outs needed for full louver clearance. Be sure to consider all obstructions.



Standard L-Frame Outside Mount



Deluxe Casing Frame



Deluxe Casing Sill/Extended L-Frame Outside Mount

# FRAMES

## Direct Mount and Hang Strip

- **Inside Mount Applications**—Panels are mounted inside the opening, and use existing window trim to provide the look of a framed shutter. Use caution when choosing inside mount applications for openings that are out-of-square. Light Stop/Trim Strip or Hang Strip may be required to fill any gaps and prevent light bleed through.
  - **No Frame**—Panels mount directly into the opening with a standard or extended hinge. The standard hinge will provide a flush mount, while the extended hinge will provide extra projection.
  - **Hang Strip**—A two-sided framing option using  $\frac{3}{4}$ " x  $\frac{3}{4}$ " Hang Strip to mount panels inside opening. Hang Strip height will be  $\frac{1}{16}$ " shorter than ordered height for clearance.
    - ~ **Hang Strip to the Side**—Hang Strip is mounted to inside of window opening and panel is mounted to Hang Strip with a standard hinge.
    - ~ **Hang Strip Behind**—Hang Strip is mounted to window opening behind the stile, with a wrap-around hinge.
- **Outside Mount Applications**—A two-sided framing option using  $\frac{3}{4}$ " x  $\frac{3}{4}$ " Hang Strip for mounting panels outside the opening.
  - **Hang Strip Behind**—Hang Strip is mounted outside the window opening behind the stile, with a wrap-around hinge.



Direct Mount with No Frame



# FRAMES

## Light Stop/Trim Strip Usage

- When needed, Light Stop/Trim Strip is used to finish installation, or in some cases as a filler strip.
- Two sizes of Light Stop/Trim Strip are available:
  - $\frac{3}{4}$ " x  $\frac{1}{4}$ "
  - $\frac{3}{4}$ " x  $\frac{1}{2}$ "
- Light Stop/Trim Strip is used as trim for:
  - Inside or outside mount applications where a piece of trim can be added to the front of the frame installation for a finished look.
  - It can be ordered as lineal material.
- $\frac{3}{4}$ " x  $\frac{3}{4}$ " Hang Strip is used to prevent light gaps with:
  - 3-sided frames
  - Direct mounts
  - Hang Strip applications
  - $\frac{3}{4}$ " x  $\frac{3}{4}$ " Hang Strip comes standard on sides where there are no frames on inside mount applications, to cover the gap between the panel and opening.



$\frac{1}{4}$ " and  $\frac{3}{4}$ " Light Stop/Trim Strip,  $\frac{3}{4}$ " Hang Strip



# FRAMES

## Decorative Sill Cover

- The Decorative Sill Cover is used to cover projecting window sills, or to provide the look of a custom sill where there is none.
- All 4-sided frame options require a sill bottom frame.
- The Decorative Sill Cover can be used with a Palm Beach™ shutter or in conjunction with other Hunter Douglas window coverings.
- See the Palm Beach Reference Guide and Decorative Sill Cover Order Form for more details and ordering information.

## Existing Window Casing Trim

- Shutter frames may be layered over existing casing trim as shown in the image below. Many examples of shutter frames layered on existing trim can be found in the sample kit photo book.



Shutters Mounted on Existing Trim



# FRAMES

## Use of T-Posts

- T-Posts are vertical components of the shutter frame that separate the frame into multiple panel sets. Shutter panels are hinged within each set.
- T-Posts:
  - Allow for placement of more panels (or panel sets) within the same opening.
  - Add structural integrity to a shutter.
  - Can be aligned to cover vertical features of a window.
- Please see Measuring Guidelines in the Palm Beach™ Reference Guide for details on how to order vertical T-Posts, as well as even and uneven panels.
- T-Posts can also be used horizontally between the upper and lower panels in Double-Hung shutters to provide stability and block light.





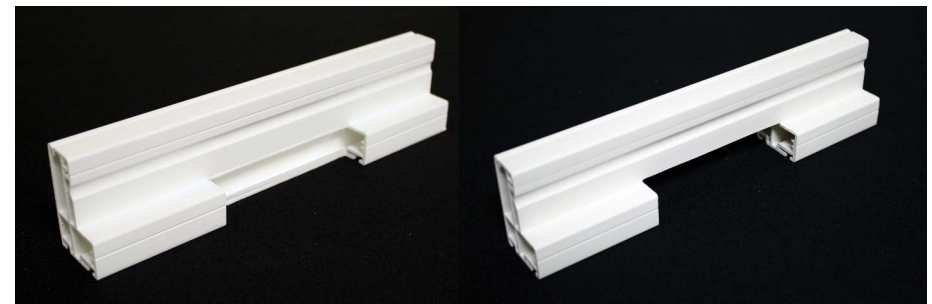
# FRAMES

## Frame Cut-Outs

There are four different types of frame cut-outs to accommodate obstructions such as window cranks, tile and baseboards.

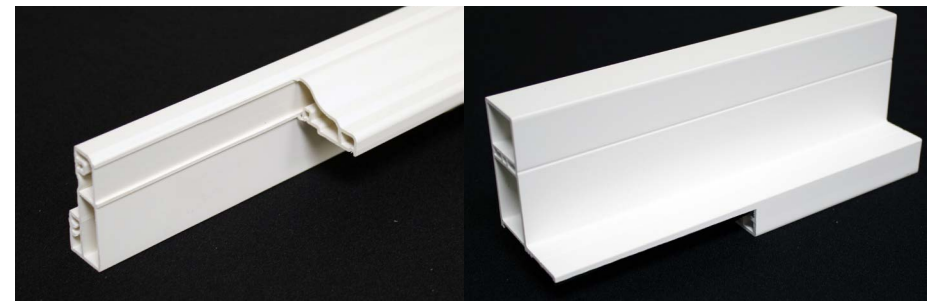
- **Type A**—Light Stop
  - The Light Stop is completely removed from a specified length.
  - Available on all frames, including frames with build-out, and T-Posts.
  - Perfect for accommodating window cranks.
- **Type B**—Light Stop to Back of Frame
  - The Light Stop and the back of the frame or T-Post are both removed from a specified length.
  - Available on all frames except the Deluxe Casing Frame, including frames with build-out and T-Posts.
  - Perfect for accommodating larger window cranks or other obstructions.
- **Tile**—Flange Removal
  - The flange of the Z frame is completely removed from a specified length.
  - Available on all Z frames.
  - Perfect for accommodating tile behind a shutter.
- **Baseboard**—Back of Frame and/or Back of Frame and Light Stop
  - The backside of the frame up to the thickness of the Light Stop is removed from a specified length.
  - Available only on 3-sided frame applications.
  - Perfect for accommodating baseboards at the bottom of a Bi-Fold or Bypass Track Frame.

**Note:** See the Palm Beach™ Reference Guide for more details and measuring instructions.



Type A Cut-Out

Type B Cut-Out



Tile Cut-Out

Baseboard Cut-Out

# MEASURING AND SPECIFYING

## How to Use a Clearance Tester

- Use of the clearance tester is necessary to ensure that the louvers are able to operate without hitting window glass, trim or hardware. Clearance testers are provided in all Custom Shutters sample kits, and may be found in the Design Options Case.
- The clearance tester is formed by combining a frame sample with the stile and louver samples as shown in the image to the left. Place the chosen frame sample in/on the window opening, place the stile in position on the frame, insert the pin of the chosen louver into the hole in the stile, and operate the louver to ensure it rotates freely.
- Be sure to test in any areas where trim, hardware or obstructions in the opening may come in contact with the louvers. If the louver does not rotate freely, a smaller louver size, different frame, or additional projection may be needed.



Clearance Tester



Rear Tilt

## Rear Tilt Considerations

- Rear tilt allows nearly unobstructed view-through by removing the traditional front tilt bar, and using a tilt bar located on the back of the louvers at one end.
- Shutters with rear tilt require an additional 1/2" clearance on the rear of the louvers. Please allow for this additional clearance when using the clearance tester.
- If rear clearance is limited, choose HiddenTilt™.



Split Tilt



Divider Rail in Panels

# MEASURING AND SPECIFYING

## Split Tilt and Divider Rail

- Split tilt allows sections of louvers to be tilted independently for increased operational flexibility, view and privacy.
- Divider rails are used to provide additional panel strength for larger shutters, and may be aligned to cover horizontal window features.
- For taller panels, divider rails may be required for additional strength. See the Palm Beach™ Reference Guide for details on divider rail requirements.
- When planning a shutter configuration:
  - Align divider rails and split tilt locations with inherent window features, such as mullions or sashes. Otherwise, these features will be exposed when the louvers are open, partially obstructing the view.
  - For Palm Beach shutters, the Divider Rail/Split Tilt is placed in the ordered position. To accommodate this placement, louver spacing is adjusted. The louver spacing variation depends on panel height, rail size, divider rail/split tilt location and louver size.
  - When ordering side-by-side panels with divider rails or split tilt, please ensure the ordered heights, divider rail heights, split tilt heights and rail sizes are the same for all openings to avoid visual misalignment.
  - Using the Shutter Visualization Tool will help identify alignment issues. If location is critical, contact Customer Service.

## Café Shutters

- Café shutters receive flat stile end caps on the tops of the panels because they are often visible in a café configuration. For this reason, it is important to order café shutters as café, rather than as standard hinged panels.





# MEASURING AND SPECIFYING

## French Door Cut-Outs

- The Palm Beach™ French Door Cut-Out Template and French Door Cut-Out Worksheet are recommended tools for accurate measuring. The template can be found in the pocket of the Palm Beach sample kit; the worksheet can be downloaded from the HD Catalog on [thelink.hunterdouglas.com](http://thelink.hunterdouglas.com).
- Palm Beach has a 5" Curved Cut-Out with a  $\frac{3}{4}$ " offset to provide mounting space between the door handle and glass.
- A minimum  $\frac{3}{4}$ " flat mounting surface is strongly recommended so that the entire base of the frame is the flat mounting surface. This way the frame base will not be visible from outside, and there is less chance of drilling through the door glass during installation.
- Measuring Guidelines:
  - Use clearance tester to check for rear louver clearance. Add build-out as needed to achieve full louver clearance.
  - If the door has projecting trim, see the French Door section of the Palm Beach Reference Guide and the Palm Beach French Door Cut-Out Worksheet for details on frame trim extensions.
  - Use the Palm Beach French Door Cut-Out Template to determine cut-out location, and check for handle/hardware clearance within cut-out.
  - Mark the location of the bottom frame.
  - Measure up from the bottom frame location to the center of the desired cut-out location.
- There are limitations to where a divider rail can be located within a French door cut-out. Consult the Palm Beach Reference Guide for acceptable locations.



French Door Cut-Out



French Door Cut-Out with  $\frac{3}{4}$ " Offset

# MEASURING AND SPECIFYING

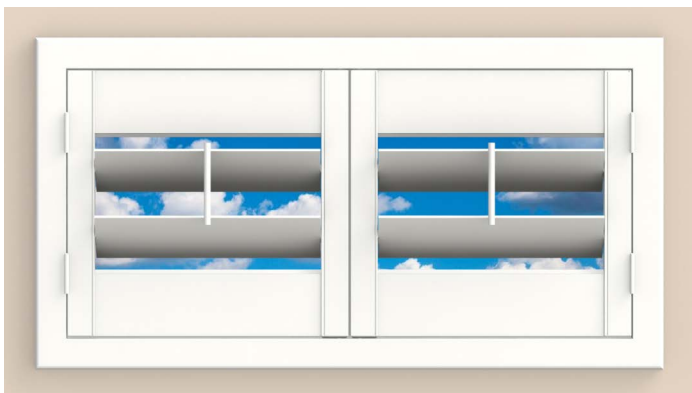
## Visual Alignment Across Multiple Openings

- When configuring shutters for multiple window openings or banks of windows, it is important to consider visual alignment. Examples include windows that are immediately adjacent to each other, multiple windows within the same room, or windows in different rooms which may be viewed together from outside the house.
- Whenever possible, make the ordered height, divider rail height and/or split tilt height and rail sizes identical for each opening, so that the divider rail location, split tilt location, louver count/spacing, and rail heights will be consistent across all of the windows.
- Where this is not possible, Customer Service should be contacted to discuss how best to achieve visual alignment.
- Working these issues out ahead of time can prevent customer dissatisfaction and costly remakes.

## Short Panels

- When ordering smaller panels, be aware that ordering 4" rails will limit the number of louvers within the panel. For panels with 2½" louvers, excessive louver overlap may prevent panels from being fabricated with HiddenTilt™ or louvers from fully closing. For best results, consult Customer Service or the Shutter Visualization Tool in DirectConnect® for the exact louver count and rail size.

**Note:** Only 4" rails are available on Palm Beach™ shutters with PowerView® Gen 3 Automation.



# MEASURING AND SPECIFYING

## Specialty Shapes

- Palm Beach™ specialty shapes are designed with horizontal louvers which have visual “blocks” or “steps” that occur where the louver meets an angled edge.
- Vertical supports are required on specialty shapes greater than 30" wide. For a more consistent look, consider ordering shutter below and arch above with the same number of panels and sections, so the T-Posts and vertical supports are aligned.
- See the Palm Beach Reference Guide for details, or contact Customer Service for assistance aligning vertical elements.

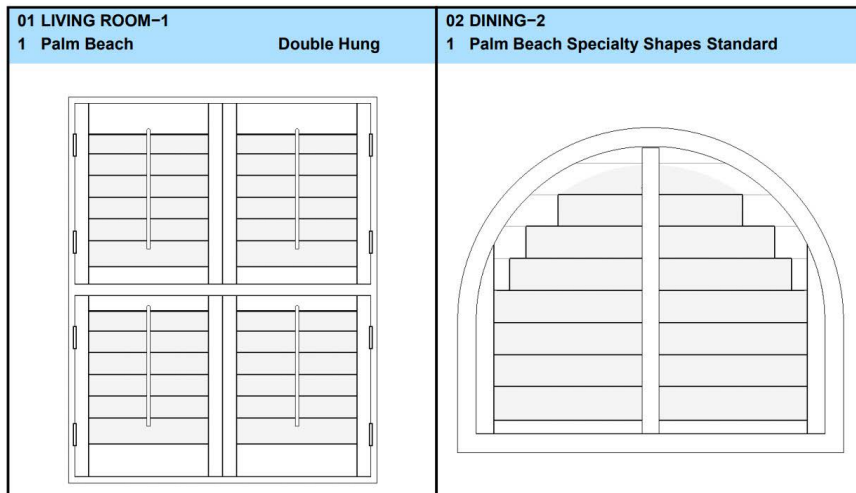
**Note:** Specialty shapes are not available with PowerView® Gen 3 Automation.

## Product Training Videos

- Please visit [thelink.hunterdouglas.com](http://thelink.hunterdouglas.com) and the Hunter Douglas Learning Center to view valuable how-to videos on measuring, specifying and ordering Palm Beach specialty shapes.

## Shutter Visualization Tool

- The Shutter Visualization Tool in DirectConnect® will help visualize all applications for Palm Beach shutters, including café style, double-hung shutters and specialty shapes.
- Once the order or quote has been saved, select Reports, Visual Render, then Generate for visual rendering and order details.
- A visual rendering is also sent with every order confirmation. Always check the rendering and order details carefully so any mistakes can be corrected before the shutters are made.





# PRODUCT OPERATION, CARE AND CLEANING

## Operating Systems

- **Traditional Front Tilt**—Offers a more traditional look, with a tilt bar connecting the louvers on the front of the panel. Available in the center, hinge side, or opposite hinge side.
- **TruView™ Rear Tilt**—Tilt bar is discreetly integrated into the backs of the louvers, providing nearly unobstructed view-through and easy cleaning. Available on hinge side or opposite hinge side.
- **HiddenTilt™**—Gear-driven system hidden inside the stile, for unobstructed view-through and easy cleaning.
- **PowerView® Gen 3 Automation**—Available with HiddenTilt or Traditional Front Tilt.

## Proper Operation of Louvers and Panels

- Proper manual louver operation for Front, Rear and HiddenTilt is achieved by grasping an individual louver with the hand, then tilting the louvers to the desired angle.
- Care should be taken when operating louvers attached with a front tilt bar. The tilt bar is designed to connect all louvers together, not as a handle for opening panels.
- To open the shutter panel, tilt the louvers open, grasp the stile, and pull outwards. Do not pull on the tilt bar to open the shutter panel, as this may loosen the tilt bar connectors.



Traditional Front Tilt



Opposite Hinge Side Front Tilt



TruView Rear Tilt



HiddenTilt

# PRODUCT OPERATION, CARE AND CLEANING

## Proper Operation of Bi-Fold Panels

- To open the panels on a Bi-Fold Track System, first close the louvers on all panels, then pull the panel closest to the stationary (or pivot) side outwards, followed by each successive panel, until the panel set is fully stacked.
- All Bi-Fold Track Systems require a top and bottom track to secure the panels so they fold neatly along the track. Use of a bottom track will improve panel functionality and performance.

## Proper Operation of Bypass Panels

- On Standard Bypass and Bypass Triple Track Systems, louvers must be closed in order to traverse the panels.
- A bottom track or floor guide is strongly recommended to prevent panels from swinging into each other.
- SoftClose™ for Bypass is a mechanism for opening/closing bypass panels. It automatically slows the panel as it approaches the frame on either side of the unit and gently brings it up against the frame.

## Friction Brakes for Track Systems

- In certain track installations, the panels may drift due to out-of-square window openings or settling of the home.
- The friction brake may be installed on one or more track system carriers to provide slight resistance and prevent panel drift.
- Friction brake kits are included with the installation hardware on all Bi-Fold and Bypass Track System orders. Unused friction brakes may be saved to use as needed.



Friction Brake

# PRODUCT OPERATION, CARE AND CLEANING

## Proper Cleaning Methods for Palm Beach™ Shutters

- Clean using a dry, soft feather duster, clean cloth, dust cloth or dusting mitt. A vacuum with a soft brush attachment may also be used. Spot-cleaning with mild soap and water may be used.
- Palm Beach™ Polysatin™ Shutters may be washed using a mild detergent solution. Never use ammonia-based products.

**Note:** Use extra care when cleaning Palm Beach shutters with PowerView® Gen 3 Automation. Avoid contact between motor and battery wand and any water or liquid cleaning solutions.

- Ultrasonic cleaning or use of chemical solvents, ammonia-based products or scrubbing cleansers are not recommended, as they will damage the shutters.
- Dry environment conditions at various times of the year may generate static on Palm Beach shutters. A light dusting with a dryer sheet should help reduce the static and eliminate dust.
- When cleaning any window, spray ammonia-free glass cleaner on a cloth rather than spraying directly on the window. This will prevent damage to the finish from cleaner overspray.







# ENERGY EFFICIENCY

## Understanding Palm Beach™ Energy Efficiency Star Ratings

- The star ratings are an easy way to understand and communicate product performance ratings on a variety of attributes for Hunter Douglas window coverings.
- They are intended to compare relative product performance within the Hunter Douglas product lines. In some cases, these ratings may need to be adjusted based on product operation or color.
- These charts show the star ratings for Hunter Douglas Custom Shutters and how they rank for the various attributes which are important to consumers.

### Custom Shutters

Heritage® Hardwood Shutters*	NewStyle® Hybrid Shutters	Palm Beach™ Polysatin™ Shutters
Insulation ★★★★★	Insulation ★★★★★★	Insulation ★★★
Solar Heat Control ★★★★★	Solar Heat Control ★★★★★★	Solar Heat Control ★★★★★★
Daylighting ★★	Daylighting ★★	Daylighting ★★
Ultraviolet Protection ★★★★★	Ultraviolet Protection ★★★★★★	Ultraviolet Protection ★★★★★★
Sound Absorption ★	Sound Absorption ★	Sound Absorption ★★

#### Shutters star adjustments:

- Subtract 3 stars from *Solar Heat Control* for dark colors.
- Subtract 1 star from *Daylighting* for dark colors.

\*Currently not available in Canada



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