

The Complete Blind Service – Aftercare for Shutters

- **Caring for your Shutters**

Operating shutters is very simple, if you have chosen a tilt control rod then you just need to adjust the slats by hold the tilt rod and moving it up and down, if you have decided on hidden tilt then you just need to adjust the blades by touching one of the slats. Make sure you don't use brute force; a light push on the middle of the slat is substantial.

When opening and closing the doors, be careful not to let them swing around or smash into the side wall or items of furniture nearby as this may dent the doors. When closing the doors be careful to notice if the doors close in a certain direction, please do not force the doors close, take a step back and look at the step up. Forcing the doors close can cause damage to the frame, hinges, doors and astragal parts on the doors.

Make sure nothing is lent or hung on the shutter doors, frames or tilt rods as this may also damage the shutters.

- **Cleaning your Shutters**

For wooden and MDF Shutters we strongly recommend that you avoid using any water or liquid cleaning products as part of your cleaning routine. Like all wooden products, excess moisture can be detrimental to your shutter, causing them to expand and warp. Many of our wooden blinds have also been treated with special stains, paint finishes and varnishes to give you the finish you require, liquids may causing any treatments to peel away.

The quickest cleaning method is to simply close the slats in one direction and wipe over with a feather duster or dry cloth. Open the slats and close again, this time in the opposite direction and wipe down the slats as before.

If you have a low suction vacuum cleaner with a soft brush attachment, you can also use this method to clean your wooden blinds. Vacuum cleaners with powerful suction can cause damage by pulling the slats downwards.

PVC shutters can withhold excess moisture but must be dried so they don't leave water stain marks. You can use flash wipes as they are based from the same material such as Lego; we strongly recommend that you avoid heavy use of cleaning products as part of your cleaning routine however a small amount is fine. Stay away from bleach-based products as they may strip the colour from the slat.

- **Parts covered under your guarantee**

All shutters have different guarantees, so it would depend on what style you have chosen. Under your guarantee you are covered for faulty hinges, dislodged blades, issues with blades not shutting properly and finally issues with the doors opening and closing due to warpage. We will send reports to our suppliers who will issue remakes within the guarantee. We cannot confirm they will replace all shutters it may just be the parts that are faulty, but this will be case by case scenario.

If on install there are damages to your frame or shutters that can be caused in transit, we will replace these however this needs to be noted at the time of fitting. We will not accept issues that are not mentioned on or straight after the fitting appointment. These items will be standard lead times, only our supplier can express delivery on items but that is their discretion that we have no control over.

If the shutters have been misused and the blades break, are snapped or painted we can replace but it will be chargeable including fitting charges. If you remove the shutters from your windows any issues will be chargeable. Once the shutters have been removed from the window, even for decorating, we cannot guarantee they will fit. You must let us know when you are thinking of removing or adjusting the shutters and we will advise the best steps.

You shouldn't ever have issues with shutters as there is not a lot of movement operation with shutters however, we will do our best to accommodating.