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LOW CARBON  
ECO-INNOVATORY



Make it  
Safe



Intellectual  
Property  
Office



## CUSTOMER WELCOME PACK & USER MANUAL

Flutter Shutter Ltd.™

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Company Number: 11368091

[www.fluttershutter.org](http://www.fluttershutter.org)

[contact@fluttershutter.org](mailto:contact@fluttershutter.org)



### MAINTENANCE & OPERATION



Dear Customer,

Welcome to your new Flutter Shutter™. This new energy saving product has been designed to cut emissions, lower your ever rising fuel costs, help conserve heat and help the environment, whilst improving the look of your home with its beautiful and decorative design. The benefits of having a Flutter Shutter™ installed in your home are endless. Here are just a few.



Save money on bills



Heat saving



Increased comfort



Draught proofed



Easy to clean



Noise pollution reduction of up to 80%



Privacy increased



Durable

Please familiarise yourself with this user manual to ensure you get the maximum benefits out of the product and can enjoy years of trouble-free operation.



## OUR ENVIRONMENTAL OBLIGATIONS

We endeavour to provide our clients and their customers with the most environmentally conscious solutions that the market has to offer at any given time.

We are a part of the SME Climate Hub meaning we have committed to reduce our emissions and are counted in the United Nation's Race to Net Zero campaign.

Our shutters are created from a combination of MDF covered in an extruded polypropylene coating and 97% natural wood harvested from managed forests in New Zealand and Australia, which are environmentally friendly and approved for fire safety. We also install only the most technologically advanced "Green" shutter in the world.

We aim to reduce landfill by helping to mitigate the waste that is accrued from replacing windows which need replacing every 15-20 years whereas our Shutters have a lifespan of up to 30 years subject to environmental conditions, with proper care and ongoing parts and maintenance.



Landfill Reduction Aim



Environmentally Conscious Solution



"Green" Technologically Advanced Materials



# WARRANTIES & WHO TO CONTACT

In the event of ... please contact your Social Housing Provider

Flutter Shutter™ warrants that the product supplied at the time of delivery will be

- ◆ Of acceptable quality
- ◆ Fit for its purpose
- ◆ Match any description you have been given
- ◆ Be safe, durable and reliable

Flutter Shutter™ warrants that your shutter shall be free from defects in material or workmanship for five years on Polymer provided that such products were correctly installed, maintained and such products were made or assembled exclusively from original materials and components.

Any purposeful damage, such as, abrupt or aggressive use of the shutter and improper cleaning and maintenance unfortunately do not fall under the terms of the warranty. This warranty does not apply to conditions caused by normal wear and tear.

Flutter Shutter™ has the right to perform an inspection before agreeing a warranty claim.



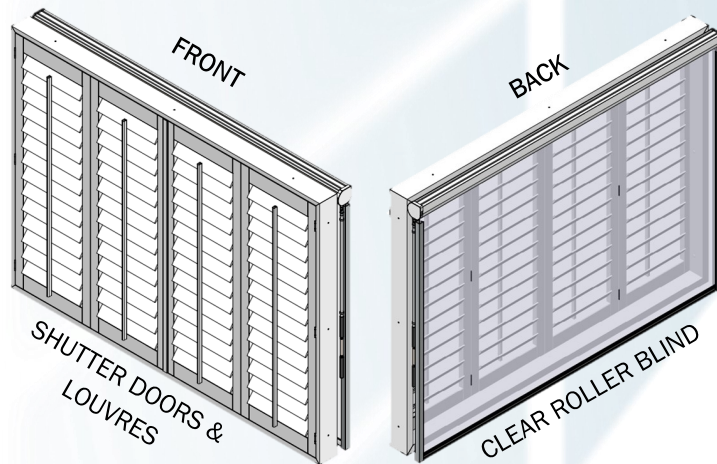
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# KNOWING YOUR FLUTTER SHUTTER™

In order to get the maximum benefit from this new, cutting edge energy solution, it is important to understand all the moving parts and components. We have worked hard to make the mechanisms as simple and easy to use as possible.



Flutter Shutter™ is an extremely robust and durable energy feature, however, it is vital that customers treat it with the care and respect it deserves. Details of how to look after Flutter Shutter™ are listed on **page 8 & 9**.

# MAINTENANCE & CLEANING

## ROLLER BLIND

### Do

- ◆ Make sure the roller blind is pulled down fully to allow the material to completely dry before rolling up again.
- ◆ Regularly roll up the thermal sheet all the way and open the window for some time to allow airflow to ventilate the area preventing any moisture build up. (i.e. once per week)

### Don't

- ◆ Roll up the clear thermal roller blind whilst still wet after gently cleaning.
- ◆ Always have the roller pulled down during the warmer months as this could cause moisture build up and the over heating of your home.



# MAINTENANCE & CLEANING

To maintain your shutters finish it's essential to clean them regularly. We've put together a Maintenance & Cleaning guide for Flutter Shutter™. This will put to rest any doubts about what cleaning products to use and what to avoid for safely maintaining your shutters.

## SHUTTERS & LOUVRES

### Do

- ◆ Clean your shutters with a dry or damp microfibre cloth or duster
- ◆ You may use a mild detergent and lukewarm water to gently wipe down all parts of your shutter including the frames and louvres
- ◆ Be sure to use minimal force when cleaning the louvres as excessive force can damage the mechanisms

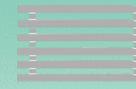
### Don't

- ◆ Use brushes or sharp edge tools to clean your shutters as you will scratch and damage the UV coating
- ◆ Use hot water or aggressive cleaners like bleach or solvents as this will cause excessive damage.



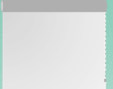
# HOW TO OPERATE

## LOUVRES



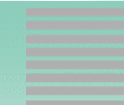
Louvres are adjustable by hand and be can easily altered to suit your desired angle.

## ROLLER



The roller blind is operated smoothly and with ease using the chord situated inside the shutters on the wall. The cord will be securely fixed to the wall so it is held permanently taut.

## SHUTTER



Shutter doors are easily opened and closed by hand. The 'click in' mechanism means the you never have to slam the doors shut or open abruptly. Please remember this to avoid damaging any parts or components.



Flutter Shutter™ are a proud member of the BBSA and the 'Make it Safe' campaign. All information outlining our safety obligations to you and your family can be found on the following website [www.makeitsafe.org.uk](http://www.makeitsafe.org.uk)



# HOW DOES IT WORK?

## TECHNOLOGY

Flutter Shutter™ has undergone 9 years of crucial product design and testing carried out by Liverpool John Moores University and the Building Research Establishment (BRE).

Through continued research and development, Flutter Shutter™ has been proven to save up to 70% of energy/heat loss escaping through windows. Coupled with the aesthetically pleasing nature of the product, it is set to be one of the leading energy measure solutions across the UK.

Thermal plantation shutters and thermal blinds already exist on the market however, they only save adequate heat or energy when the louvres are closed. Thus limiting the flow of natural light. In general, people like to allow natural light in during the day. It is for that reason we created a crystal clear thermal roller blind that insulates, draught-proofs, blocks infrared radiation, allows the flow of natural light and does all of this whilst going completely unnoticed from the inside and outside of the property. This means you can reap all the ben-



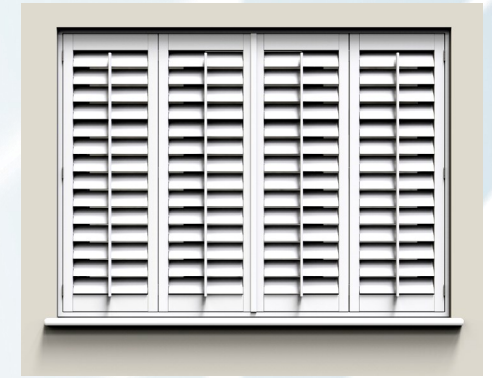
# HOW DOES IT WORK?

## TECHNOLOGY

Flutter Shutter™ has come a long way since 2014 and is now just as beneficial as installing Triple Glazed Windows. So you can now have all the benefits of Triple Glazing without the hassle and it also comes with many more features!



OUTSIDE VIEW



INSIDE VIEW

Our technology is also designed to prevent colour fading and sun damage. Flutter Shutter™ is coated with a specially formulated UV lacquer which surpasses standards for UV resistance.

At Flutter Shutter™ HQ we are always keeping up with the latest technology and innovative materials designed to ensure our customers receive the very best that the market has to offer at any time.



Intellectual  
Property  
Office

Flutter Shutter™ has been granted a full UK Patent by the UK Intellectual Property Office.

