CUSTOMER GUIDE

Fitting your shutters with confidence

A clear, step-by-step guide to assembling the frame, fixing it square, hanging the panels and achieving a clean finish.



Read this guide fully before drilling

Your shutters are made to your confirmed measurements and are supplied ready for self-fitment. The wall construction, fixings and final installation remain the customer's responsibility. If anything is unclear, pause before making holes and contact Shutter Pros.

STEP 1

Before you start

A calm, organised start prevents most fitting problems. Keep every window's parts together and read the full sequence before opening the drill case.

The order of work

1 CHECK → 2 BUILD → 3 DRY-FIT → 4 FIX → 5 HANG → 6 FINISH

Before-you-drill checklist

- [ ] The correct labelled frame and panels are in the room.
- [ ] Handle, lock, vent and inward-opening window clearance has been checked.
- [ ] The frame has been assembled flat and all corners close neatly.
- [ ] The drilling route has been checked for concealed pipes and cables.
- [ ] The frame orientation and room side are confirmed.
- [ ] Fixings and drill bits suit the actual wall or reveal construction.
- [ ] A dry fit shows the frame can sit level, plumb and square.
- [ ] A helper is available for wide frames or heavy panels.

STOP IF SOMETHING DOES NOT MATCH

Do not modify a panel or finished frame to make it fit. Photograph the issue, keep the labels visible and contact Shutter Pros before continuing.

STEP 1

Tools, fixings and safety

The shutter is only as secure as the structure behind it. Select fixings for the actual substrate - plaster is a finish, not a structural anchor.

Useful tools

Measure and mark
Tape measure, sharp pencil and a reliable spirit level.

Drill and drive
Drill/driver, suitable bits and a hand screwdriver.

Hold and protect
Dust sheet, blanket, packers, low-tack tape and a helper where needed.

Finish
Any perimeter strips ordered, a fine-tooth saw, clean cloth and suitable fitting materials.

Match the fixing to the wall

Solid brick / concrete	Appropriate masonry plug and countersunk screw anchored into solid material.
Lightweight block	High-grip fixing intended for aerated or low-density block.
Timber	Pilot hole and suitable screw into the centre of sound timber.
Plasterboard lining	A fixing system that reaches a structural support or solid backing.

Drilling above the window

The lintel is the support above the window. Check what yours is made of before drilling. If you are unsure what is behind the plaster, send us a photo of the opening and we can talk through your shutter-fixing options.

Concrete lintel	Where drilling is permitted, use a carbide-tipped masonry bit. If you hit steel, stop. Keep reinforcing bars and prestressing wires intact.
Box-section steel lintel	Check the lintel maker's drilling guidance. Where drilling is allowed, use a sharp HSS metal bit with hammer action switched off.
Steel beam (RSJ)	Look for a suitable fixing point in solid backing away from the beam. If your fitting plan specifies a fixing into the beam, use the bit it specifies.

Shutter Pros tip: steadying the top rail with grab adhesive

On side-hinged shutters, the hinges carry the panel weight. Put screws near the hinges into solid backing, with packers behind the frame. If a long top rail only needs steadying, compatible high-grab hybrid adhesive can help prevent sag where drilling is difficult. Bond to firm, clean surfaces, support the rail while the adhesive cures and keep any top screws specified for your frame.

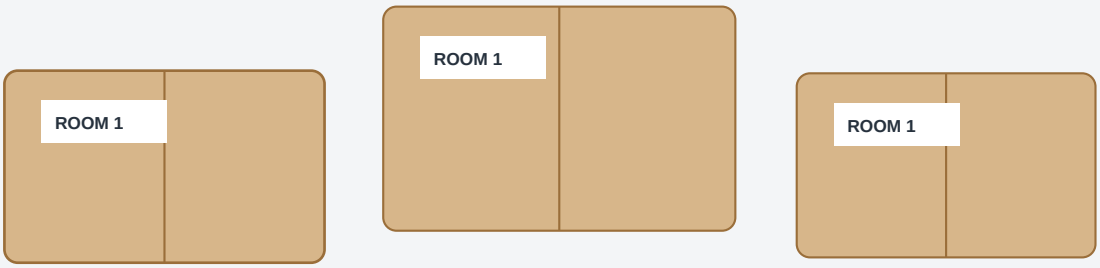
Wall fixings | Using hybrid polymer adhesive

Before you drill Check every drilling path for hidden pipes and cables. Wear eye protection, control dust and use suitable access equipment.

STEP 2

Unpack and identify every part

Move the labelled boxes to the correct room before unpacking. Keep each window's frame sections, panels and fittings together from start to finish.



CHECK LABELS BEFORE MIXING ANY PARTS

1 Open carefully

Cut tape at the surface only. Keep blades away from painted frame and panel faces.

2 Lay out by window

Match the top, bottom, left and right labels. If cover strips arrive fitted, remove them carefully and keep each with its frame side.

3 Check the fittings

Locate corner connectors, hinge pins, screws, magnets and any cover strips.

4 Protect the finish

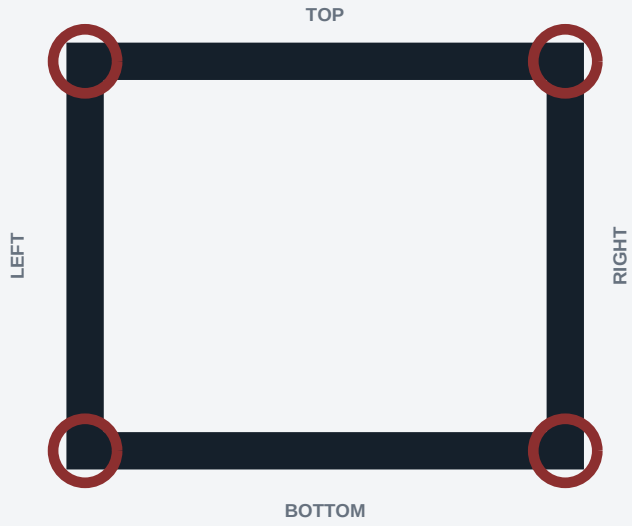
Assemble on a clean blanket or dust sheet, never directly on a hard floor.

Keep packaging until the fit is checked. If anything appears damaged or missing, photograph the labels and the part before fitting begins.

STEP 3

Assemble the frame flat

Build the complete outer frame on a protected, level surface. Do not try to join the corners while the frame is standing in the opening.



RED CIRCLES = CHECK EACH CORNER CLOSES FLUSH

1. **Remove built-in cover strips**
   If fitted, lift them out before assembling the frame. Keep each strip with its matching frame section.
2. **Lay out the supplied frame**
   Place the room-facing sides consistently. A cafe-style order may not include a top section.
3. **Fit the corner connectors**
   Insert the supplied connectors as intended and bring the joints together evenly.
4. **Fit any divider or post**
   Install a supplied tier divider or vertical post now, following the labelled order drawing.
5. **Check the rectangle**
   Measure both diagonals if needed: matching diagonals confirm the frame is square.

Refit the built-in strips last. Leave the channels open while you fit the frame and hang the shutters. Keep them open until the panels have been tested and adjusted and all fixings are secure.

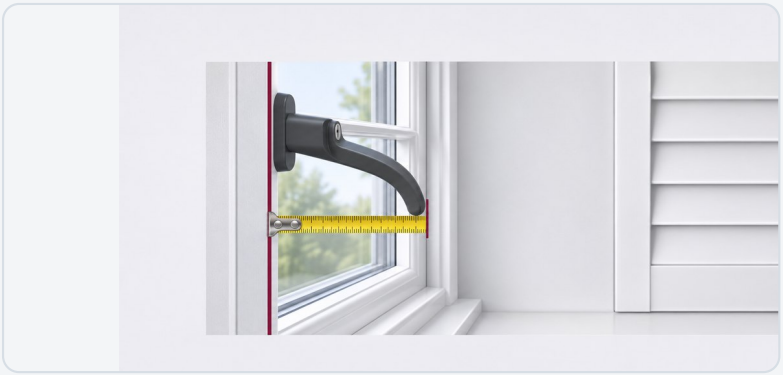
STEP 4

Dry-fit and check clearances

Do every clearance check while the assembled frame is held at the exact measured position. Do not drill or fix the frame until these checks pass.

MEASURE THE FIXED HANDLE PROJECTION

INTENDED FRAME LINE — FURTHEST FIXED POINT



Hold a straight edge at the intended shutter-frame line and measure horizontally to the handle's furthest fixed point. Keep the handle closed.

CHECK BEFORE DRILLING

1. Frame held at the exact measured line.
2. Fixed handle, lock and key clear the frame.
3. Inward-opening window opens fully.
4. Vents, sensors, sill and trims are clear.

Dry-fit before any drilling

1 Offer the frame up

Hold it at the same position used for the order measurements.

2 Check the geometry

Confirm level, plumb, square and an even frame position.

3 Confirm the fixing face

Check that the supplied front- or side-fixing channel suits the opening.

4 Mark the fixing points

Mark packer positions and safe drilling points only after every clearance passes.

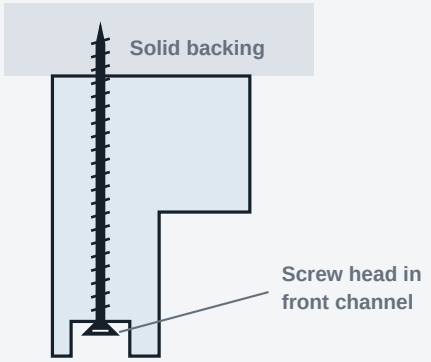
Stop before drilling if anything collides. Repositioning the frame changes the dimensions used for manufacture. Do not move the fitting line, cut a panel or alter a finished frame without first confirming the correct solution.

STEP 5

Position, square and fix the frame

Once the dry-fit and clearance checks pass, use the fixing channel provided on your frame. For fixings above the window, see the lintel guidance on page 3.

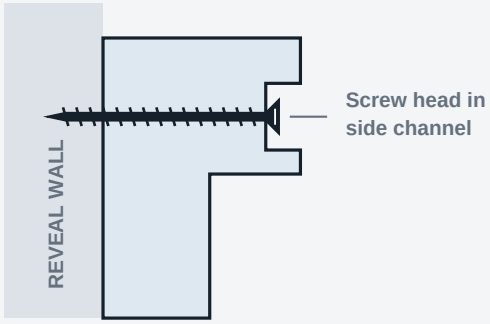
FRONT FIX TOP-DOWN CUTAWAY



Screw fixes into the backing behind the frame.

ROOM SIDE

SIDE FIX TOP-DOWN CUTAWAY



Screw fixes sideways into the reveal wall.

ROOM SIDE

Fix the frame in this order

1 Offer up and pack

Hold the frame in position. Pack behind the fixing points, especially near the hinges.

2 Check all four sides

Use a spirit level and confirm opposite sides are parallel. Re-check the diagonals.

3 Mark and drill safely

Remove the frame if required, scan for services and drill with the correct bit and depth.

4 Start, then tighten

Start every screw. Secure corners first, re-check square, then tighten gradually and evenly.

Do not fully tighten yet. Hang the panels and confirm they swing and meet cleanly first. If a screw bends the frame, loosen it, correct the packing behind that point and check again.

STEP 6

Hang, align and adjust the panels

Support each panel until its hinge pins are fully seated. Then correct small alignment issues before the frame screws are finally tightened.

ALIGN THE HINGES AND LOWER THE PIN



SUPPORT THE PANEL UNTIL EVERY PIN IS FULLY SEATED

1. **Confirm the top**
   Use the panel label or top marking.
2. **Align the hinges**
   Hold the panel square to the frame.
3. **Insert the pins**
   Seat each pin fully while supported.
4. **Test the swing**
   Open and close slowly; do not force it.

Correct alignment after the panels are hung

1 Frame

Re-check square, level and plumb.

2 Packing

Support the frame behind every fixing point.

3 Screws

Release any point pulling the frame out of line.

4 Hinges

Make small, even adjustments and fit any locking screws.

Do not plane, sand or cut a panel to cure alignment. If a closed panel stands proud, first check whether the frame is twisted front-to-back. If the frame is square and the labelled panel still will not fit, stop and contact Shutter Pros.

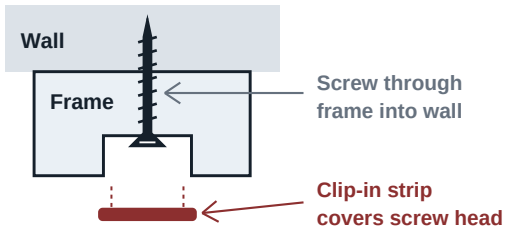
STEP 7

Fit the two types of cover strip

Fit the finishing strips only after every panel operates correctly. The built-in channel strip and the separate perimeter strip have different jobs.

1. BUILT-IN FIXING COVER STRIP

CUTAWAY THROUGH THE FIXING

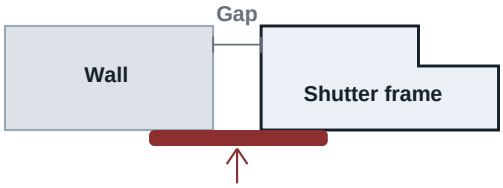


ROOM SIDE

Where this feature is supplied, press the strip into the frame's fixing channel after the screws are secure. It conceals the screw heads only.

2. SEPARATE PERIMETER COVER STRIP

CUTAWAY THROUGH THE OUTER EDGE



Separate perimeter strip
Overlaps the wall and the frame

ROOM SIDE

Use the separately ordered cover strip to bridge a visible fitting gap between the finished frame and the wall. Check the required width and length before cutting or fitting it.

ORDERING PERIMETER STRIPS

In the shutter configurator, enter the width, length and quantity for each strip size. Choose a width that spans the gap and overlaps both the wall and the frame.

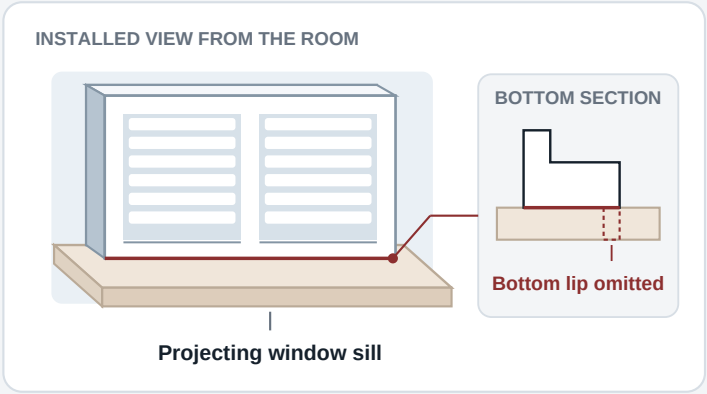
Finish in this order

1. Fully tighten while preserving frame alignment.
2. Re-test all panels, louvres, magnets and catches.
3. Fit any separately ordered perimeter strips over the wall gaps.
4. As the final step, refit any built-in strips over the fixing screws.

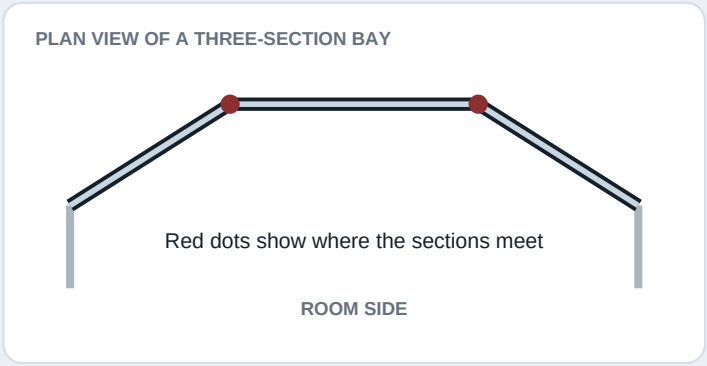
FINAL CHECKS

Special windows and handover

Some installations need an order-specific frame detail or a different assembly plan. Confirm these features before production - do not improvise them on site.



Face-fit frame sitting on a window sill
A face-fit frame can be supplied with its bottom lip omitted so the finished frame sits directly on the sill. This must be requested and confirmed before manufacture. Do not cut the finished frame on site.



Bay windows
Individual framed sections are usually easier to handle and should be positioned in the confirmed order, normally working left to right. Shared bay or corner posts can give a neat result but require exact angles and a clear lifting plan. Follow the confirmed order drawing.

Final customer check

- [ ] Frame remains level, plumb and square.
- [ ] Every panel swings without catching.
- [ ] Panel meeting gaps look even.
- [ ] Louvres tilt fully in both directions.
- [ ] Magnets and catches hold correctly.
- [ ] All screws are secure and covered.
- [ ] Any required perimeter cover strips are neat and secure.
- [ ] Labels, packaging and waste have been removed or recycled.

Need to pause? Take clear photographs of the whole frame, the affected corner or panel and the product labels, then contact Shutter Pros before altering anything.