



USER & MAINTENANCE GUIDE

Protecting your investment

ALUMINIUM AND TIMBER SHUTTERS

1. Aluminium Security Shutters

Introduction

Thank you for choosing Sequ-Door Security Shutters.

Our aluminium security shutters are designed to provide years of reliable security, privacy, light control, and weather protection. To ensure trouble-free operation and preserve your warranty, regular cleaning and maintenance are essential.

This guide outlines the recommended care procedures to keep your shutters operating smoothly and looking their best.

1.1 Safe Operation

Opening & Closing

- Operate shutters gently and smoothly.
- Never force panels open or closed if resistance is encountered.
- Ensure tracks are free from obstructions before operation.
- Keep fingers clear of hinges, moving panels, and locking mechanisms.
- Do not allow children to play with shutters or operating components.

Locking

- Always engage locks fully when securing the shutters.
 - Do not force keys or locking mechanisms.
 - Report any difficulty in locking or unlocking the shutters promptly.
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1.2 Weekly Cleaning & Inspection

Regular cleaning is the most important aspect of shutter maintenance.

Bottom Track Cleaning

At least once per week:

- Remove dust, dirt, sand, leaves, and debris from the bottom track.
- Use a soft-bristle broom or vacuum cleaner.
- Ensure the guide pin can move freely within the track.

Failure to keep tracks clean may result in:

- Difficult operation
- Scraping noises
- Squeaking noises
- Premature wear of moving components

Important: Do not apply lubricant to the bottom track.

Cleaning Shutters & Frames

Clean:

- Shutter panels
- Louvre blades
- Frames

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- Top tracks
- Bottom tracks

Using:

- Warm water
- Mild pH-neutral detergent
- Soft cloth or sponge

After cleaning:

- Rinse thoroughly with clean water.
- Dry using a clean, soft cloth.

1.3 Cleaning Louvre Blades

The louvre blades should be cleaned regularly to prevent dust accumulation.

- Wipe both sides of the blades.
- Remove dirt from around pivot points and operating mechanisms.
- Inspect blades for signs of damage or unusual wear.

Regular cleaning helps maintain smooth blade adjustment and appearance.

1.4 Six-Monthly Maintenance

Every six months:

Wheel Lubrication

Apply a non-acetic multipurpose silicone spray to all wheels running inside the top track.

Before applying:

- Read and follow the lubricant manufacturer's instructions.
- Clean the area if excessive dust or dirt is present.

Important

Do NOT lubricate:

- Bottom tracks
- Hinges
- Lock cylinders

These components are designed to operate without lubrication and unnecessary lubrication may attract dirt and cause operational issues.

1.5 Coastal & High-Corrosion Areas

Properties located near the ocean require more frequent cleaning.

Salt deposits can accumulate on aluminium surfaces and hardware and may reduce the lifespan of the finish if not removed regularly.

Recommended cleaning frequency:

Environment	Cleaning Frequency
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Inland Areas Weekly track cleaning and monthly washing

Coastal Areas Weekly track cleaning and fortnightly washing

High Salt / Industrial Areas Weekly track cleaning and weekly washing

Important: Installations within 50 metres of the ocean may not qualify for standard powder coating warranty coverage.

1.6 Preventative Inspections

Inspect your shutters regularly for:

- Loose screws
- Damaged louvre blades
- Track damage
- Wheel wear
- Locking mechanism issues
- Signs of corrosion
- Impact damage

Any defects should be reported as soon as possible.

Damage to protective coatings should be repaired promptly to prevent further deterioration.

1.7 Products & Methods Not to Use

Never use:

- Thinners
- Turpentine
- Benzene
- Solvents
- Harsh household cleaners
- Industrial cleaners
- Abrasive cleaning products
- Steel wool
- Abrasive brushes
- Abrasive sponges

These products may damage the powder-coated finish and affect the appearance and longevity of your shutters.

1.8 Warranty Protection

Your shutter warranty is subject to:

- Correct installation by authorised installers.
- Use of the product for its intended purpose.

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- Adherence to the maintenance procedures outlined in this guide.
- No unauthorised alterations or repairs.

The warranty does not cover:

- Misuse or abuse
- Neglect
- Impact damage
- Fire damage
- Improper maintenance
- Unauthorised modifications
- Normal wear and tear

Failure to maintain the shutters according to these recommendations may affect warranty coverage.

1.9 Troubleshooting

Shutters Difficult to Slide

Possible causes:

- Dirt in bottom track
- Damaged wheels
- Obstruction in top track

Action:

- Clean tracks thoroughly.
- Inspect for visible obstructions.
- Contact Sequ-Door if the problem persists.

Squeaking or Scraping Noise

Possible causes:

- Dirt build-up in tracks
- Debris interfering with guide pins
- Wheel wear

Action:

- Clean tracks immediately.
- Arrange inspection if noise continues.

Lock Difficult to Operate

Possible causes:

- Misalignment
- Wear
- Internal lock damage

Action:

- Do not force the lock.
 - Contact Sequ-Door for assistance.
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2. Timber Shutter Maintenance

Timber shutters are manufactured from natural hardwood and require routine care to preserve their appearance and durability.

Because timber is a natural product, slight variations in colour, grain and texture are normal and form part of the character of the material.

Routine Cleaning

Dust regularly using:

- A soft microfiber cloth
- A feather duster
- A soft brush attachment on a vacuum cleaner

For more thorough cleaning:

- Wipe with a slightly damp cloth.
- Dry immediately using a soft cloth.

Do not allow excessive water to remain on the timber.

Timber Protection

To maintain the natural beauty of the timber:

- Apply a suitable timber maintenance oil approximately **two weeks after installation**.
- Thereafter, reapply every **4–6 months**, depending on exposure and environmental conditions.

Timber exposed to direct sunlight or outdoor conditions may require more frequent treatment.

Always follow the timber oil manufacturer's application instructions.

Do Not Use

Never:

- Paint the timber.
- Apply varnish.
- Wax the timber.

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- Use abrasive cleaning products.
- Use harsh chemical cleaners.
- Use high-pressure cleaning equipment.

These products may damage the timber and its protective finish.

Moisture & Environmental Care

Timber is a natural material and responds to changes in temperature and humidity.

To minimise movement:

- Ensure adequate ventilation.
- Avoid prolonged exposure to standing water.
- Wipe away moisture promptly.
- Avoid exposing shutters to excessive humidity wherever possible.

Small seasonal movement is a normal characteristic of timber and is not considered a manufacturing defect.

Annual Inspection

At least once each year, inspect:

- Hinges
- Fasteners

Protecting Your Investment

Regular cleaning and maintenance are essential to ensure your Sequ-Door Security Shutters continue to provide reliable security, smooth operation, and an attractive appearance for many years to come.

Should you require assistance, servicing, or repairs, please contact Sequ-Door for professional support.