

## Rollshutters for Residential Applications

### TALIUS Limited Five (5) Year Warranty

Thank you for choosing Talius Rollshutters. To ensure your complete satisfaction with your Talius product, we warrant to the original purchaser that your product is free from defects in material and workmanship as of the date of the purchase and it will, under normal use and proper care, remain so for five (5) years after the date of purchase.

Talius' limited five (5) year warranty is issued to the original purchaser and is non-transferable. A proof of purchase (original invoice from a Talius Authorized Dealer) is required for all warranty claims.

To register your Talius Rollshutter, please go to [www.talius.com](http://www.talius.com).

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#### This warranty is valid when:

- Talius products are installed by a TALIUS authorized dealer in accordance with Talius installation instructions.
- The warranty claim does not exceed the original cost of the Rollshutter. Talius is not liable for any consequential damages caused by improper specification or installation of the Talius Rollshutter.

#### What is Covered

1. Talius warrants your Rollshutter against defective materials for a period of five (5) years from the date of purchase. In the event that a claim is made in writing to Talius or an authorized Talius dealer on or before the expiration of the warranty period that your Rollshutter has defective materials, Talius will provide replacement parts free of charge. Talius reserves the right to request the item to be returned for testing. In the event that the item for which the claim is made proves not to be defective, the customer or the independent authorized Talius dealer who made the warranty claim will be responsible for shipping and handling costs.
2. This warranty applies only to the original purchaser of the Rollshutter who completes and registers the customer warranty information with Talius within sixty (60) days of purchase or installation, as the case may be.
3. This warranty is issued to the original purchaser of the Rollshutter only and is non-transferable.
4. This warranty is void in the following circumstances:
  - damage to a Rollshutter caused by an accident;
  - damage to a Rollshutter caused by an external force or cause, including but not limited to damage by abuse, misuse or negligence; or
  - where a Rollshutter is operated or maintained in a manner not in accordance with the Warranty and Maintenance Guide.
5. There are no representations, warranties or conditions expressed or implied, statutory or otherwise, except those expressly set out in this warranty.

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## **General Care, Cleaning and Maintenance Guide**

### **General Care**

To ensure smooth operation of your Talius Rollshutter we recommend the following tips:

- Always be in viewing range of your Rollshutter during operation. This will ensure that obstructions are avoided and will mitigate the risk of person injury or damage to the Rollshutter caused by the force of the Rollshutter operating downward. Most motors do not have obstacle detection mechanisms and will be damaged if lowered onto an obstruction. Possible obstructions include, but are not limited to: hands, fingers, pets, outward opening windows, branches, tools, furniture or garden utensils.
- Do not operate your Rollshutter if it is covered in snow, ice, or debris. Brush off all obstructions prior to use to prevent these items from causing your Rollshutter to malfunction.
- Do not force your Rollshutter to operate. If it is stuck in the open or closed position, and is motorized, the motor may have overheated due to continuous operation. If your Rollshutter motor does not reset itself within ten to forty-five (10-45) minutes, contact your Talius Authorized Dealer for service.
- Do not allow children to operate your Rollshutter without supervision.
- When using a manual crank operator on a motorized unit, do not operate the curtain past its upper or lower limits. Over cranking in either direction may damage the motor's internal limit switches and would not be covered under then manufacturer's warranty.



Electrically operated Rollshutters operate on a regular 120 volt current, and it is strongly recommended that you shut off power to your Rollshutter via the circuit breaker on your buildings electrical panel prior to cleaning your Rollshutter with water.

### **General Cleaning**

Over time, dirt and debris can collect on your Rollshutter and may adversely affect smooth operation. This can be corrected by periodically cleaning your Rollshutter in the following manner:

#### **Front Side of Rollshutter**

- Operate Rollshutter to the down, or closed, position.
- Use a garden hose to clean the panel box, guide rails and Rollshutter curtain. Do not use a pressure washer.

#### **Back Side of Rollshutter**

- Operate the Rollshutter to the up, or open, position, completely retracted into the panel box.
- Remove the screws that hold the panel box bottom in place.
- Remove the panel box lid carefully pulling it down to reveal the Rollshutter curtain rolled up inside the panel box.
- Clean the exposed side of the Rollshutter curtain in the panel box by wiping it clean with warm water. Gently lower the Rollshutter curtain into the down position, or closed position, to reveal more of the Rollshutter and a greater cleaning surface.
- Re-install the panel box bottom by fastening the screws.

### **General Maintenance**

To avoid the risk of personal injury or damage to your Talius Rollshutter, Talius strongly recommends that you contact your Talius Authorized Dealer prior to performing any maintenance on your Rollshutter. Talius Rollshutters are designed to be maintenance free. Under normal operation, it is not necessary to perform any adjustments or lubrication of the components.

## **Common Troubleshooting**



Never operate a manual override motor with the crank rod handle if power is supplied to the motor

### **Your Rollshutter curtain is jammed in the panel box.**

- Cause:** The bottom profile was accidentally pushed up into the panel box, the rollshutter was lowered onto an obstruction causing it to roll up loosely, OR there may have been a light frost on the curtain last time you rolled it up. The layer of frost can increase the curtain's roll-up diameter, which will cause the curtain to roll up too high, even though the motor performs the same amount of rotations on its shaft.
- Solution:** Remove the panel box access bottom. Re-insert the bottom profile by guiding it into the guide rails. Meanwhile, you should slowly lower the curtain with the operator. Generally, this problem will not repeat itself.

### **The Rollshutter appears stuck in the "DOWN" position.**

- Cause:** Your Rollshutter's curtain bottom profile may be frozen to the window sill.
- Solution:** A little push against the bottom profile may release it. On Rollshutter units with SAFE u-sill, snow and ice may accumulate in the sill when the curtain is in the up position causing the bottom profile to freeze to the sill when the curtain is closed. To minimize these occurrences, ensure that the weep holes in the u-sill are clear, and clean out any accumulations of snow from the u-sill before closing the curtain. If the rollshutter still does not move upwards, contact your Talius Authorized Dealer.

### **The electrical Rollshutter is not moving in any direction**

- Cause A:** The breaker or fuse for the power supply of the Rollshutter has tripped off
- Solution A:** Check the components and wiring of the power circuit connected to the Rollshutter to determine what caused the breaker to trip. Once you are satisfied that there are no short circuits in the power supply, and that the power circuit is otherwise safe to re-energize, flip the breaker to the "ON" position, or replace the fuse. If plugged into an exterior plug, check if the GFI has been tripped and reset if necessary.
- Cause B:** There has been a failure, or interruption, to the power supply.
- Solution B:** A motorized Rollshutter will not operate without 120VAC power, unless equipped with a manual override motor. If so equipped attach the crank rod handle to the universal joint by inserting the shaped pin on the end of the universal joint into the slotted bell-cup connector on the end of the crank rod handle. While watching the direction of movement of the Rollshutter curtain, crank the handle clockwise to raise the curtain, or counter-clockwise to lower the Rollshutter curtain. If the curtain moves in the opposite direction of what you want, stop and begin cranking in the opposite direction. Continue to crank the curtain until you have reached the desired position. Be sure not to over-crank the curtain in the "UP" direction so that the bottom profile goes into the panel box or in the "DOWN" direction causing the Rollshutter to go slack. Over-cranking in either direction may damage the motor's internal limit switches and would not be covered under the manufacturer's warranty.

### **Your motor has overheated**

- Cause:** This happens occasionally when the Rollshutter is operated continuously
- Solution:** Rollshutter motors are designed for short operational cycles. If operated continuously for more than a few minutes at a time the motor may overheat. Your motor is equipped with a thermal overload protection switch that shuts the motor off when overheated. It will reset itself automatically when the motor has cooled off. This may take from ten to forty-five (10-45) minutes, depending on the environment and the position of the rollshutter curtain. After the motor has reset itself it is operational again. Even repeated overheating does not harm the motor in anyway.

### **The motorized Rollshutter stops too soon or too late when it reaches its completely rolled-up or rolled-down position**

- Cause:** This can be due to several causes.
- Solution:** Do not operate the Rollshutter any further. Contact your Talius Authorized Dealer.

**If you have any additional questions regarding your Talius Rollshutter pertaining to matters not covered in this guide, please contact Talius at 1-800-665-5550  
[www.talius.com](http://www.talius.com)**

