

# Tubular Shutters Operating & Maintenance Guide



**SeceuroShield**  
Shutters



**SeceuroDoor**  
Tubular Motors



**SeceuroVision**  
See-through Shutters

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**Date of Installation:**.....

**Installation by:**.....

**Contact details:**.....

Unique serial number / job ref.:

Item ref.	Electric* / Manual	Safety Devices Installed

Safety devices which may be installed:

**a) Safety brake**

**b) Spring as brake/double spring**

**c) Safety edge**

**d) Photo cell**

\*All electrically operated products are powered by a 240v ac motor.



To ensure compliance with the Machinery Directive this document must be given to the owner of the door and held for future reference.

## 1. GENERAL INSTRUCTIONS

Your safety is our primary concern. To that end, please read, understand and follow our advice/instructions within this manual.

Upon completion of the installation the installation company of the shutter must train you on how to operate the product safely paying particular attention to the following points;

- The shutter should only be operated when in view
- The operator must ensure there are no objects or persons in the opening before and during operation.
- You must read and follow the instructions given in this manual
- In the event of a malfunction you should follow the instructions given and if required contact the installer.
- There is a legal responsibility for the product to have a scheduled maintenance procedure in place, of which is carried out at the correct criteria and intervals (detailed below).
- Avoid the use of a pressure washer in the vicinity of the shutter, especially those close to floor level. This may cause particles to strike the coating of the shutter at high speed, this may cause micro chips that may blister over time.

### 1.1 RECOMMENDED SERVICE PERIOD

Failure to keep the door regularly and adequately maintained will compromise safety, reliability, efficiency of operation and could

invalidate the warranty. To ensure safe and reliable operation, regular inspection and maintenance is essential. The servicing and maintenance period is dependent on frequency of use and the environment in which the door is installed.

- The following are servicing period guidelines;
- Full service every 12 months, or 1,000 cycles; whichever arrives first.
- The regularity of operation should be approximated with the user prior to handing over the product and signing off the installation.
- Prompt service, maintenance and repairs will avoid unnecessary stress on components which could lead to premature wear or failure.

## 2. OPERATING INSTRUCTIONS

### 2.1 ELECTRICALLY OPERATED PRODUCTS

Only operate your shutter door when it is in view, making sure it is not obstructed. Ensure, when the curtain is running, that you and any other person stands clear of the curtain and keeps hands etc. away from moving parts.

#### A) HOLD-TO-RUN SWITCHES



**Hold-to-run single pole switch  
for operating one shutter**



**Hold-to-run dual pole switch  
for operating two shutters**



**Hold-to-run single pole key  
switch for operating one shutter**

- Make sure all windows and doors are closed.
- If your electrically operated shutter contains any manually operated locks these must be disengaged before you operate the shutter. Failure to do so will damage the motor within the shutter.
- Turn/press switch in desired direction. These are momentary switches, therefore operator must be present when opening and closing, with all openings in view.
- It is very important that the motor completes its pre-set rotation, and the motor stops. It is the motor that locks the shutter, so even though the curtain looks down it may not be locked.
- The motor must stop on its pre-set limits.

Trouble Shooting Fault	Cause	Solution
<b>The shutter/door fails to operate when the button is pressed/key is turned.</b>	1. There has been a power failure. 2. The wrong direction is been selected on the control equipment. 3. The thermal trip in the motor may have activated if the door has been operated several times recently.	1. Wait for power to come back on or operate the shutter with the manual override if installed. 2. Select the correct direction. 3. Allow the motor to cool for approximately 30minutes before attempting to operate the shutter again.
<b>The shutter/door stops before fully opening or closing, or fails to stop when reaching its final open or closed position.</b>	The limits in the motor have failed to operate or may not have been set correctly.	Contact your installer.

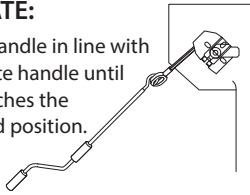
## 2. OPERATING INSTRUCTIONS continued

### B) POWER FAILURE/MANUAL OVERRIDE (IF FITTED)

In the event of disruption to the power supply, or the motor temporarily over heating (the motor is protected by a thermal cutout), the door can be operated manually. Isolate power supply to shutter before using the manual override.

#### TO OPERATE:

Hold crank handle in line with eye and rotate handle until the door reaches the open / closed position.



**Internally installed shutter with internal manual override**

#### TO OPERATE:

Externally fitted doors will need the cover cap or override lock removing and the crank handle inserting. Rotate handle until the door reaches the open/closed position.



**Externally installed shutter with external manual override**

#### TO OPERATE:

Remove lock and insert crank handle and rotate until door reaches the open/close position.



**Internally installed shutter with external manual override**

### DO NOT OVERWIND

When the main power is reinstated, ensure that the power isolator is switched back on. If applicable secure the handle back onto the wall. Remember to keep the crank handle in a convenient place.

## 2.2 MANUALLY OPERATED PRODUCTS

Only operate your Shutter when it is in view, making sure it is not obstructed. Ensure, when the curtain is running, that any other person stands clear of the curtain and keep hands etc. away from moving parts.

### A) SPRING OPERATED

A spring operated shutter may have a lock in the bottom slat or curtain, shoot bolts in the bottom slat, or pin locks in the guide rails.

Opening the shutter – Press slightly down on the handles when the shutter is in the closed position; disengage the locking mechanism(s). If applicable ensure the key is removed before opening the shutter.

**Push the shutter curtain upwards using the handles provided, to open the shutter. Do not let go of the shutter** until it has reached its fully open position.

Closing the shutter – Pull the curtain down using the handles provided. When the curtain reaches the closed position, press down on the handles and then engage the locking mechanism(s).

Trouble Shooting Fault	Cause	Solution
<b>Lock will not engage.</b>	The lock bar(s) is not correctly aligned with the lock hole.	Apply more pressure to the bottom of the curtain until the lock engages or move the curtain around slightly until it is in the correct position for the lock(s) to engage.

### B) ROD CRANK

#### Lowering the Curtain

Make sure all windows and doors are closed. To lower the curtain, pull the crank handle out of the clip and hold the handle at an angle of 45 degrees. This will enable the user to wind the curtain up with ease and also minimise the wear on the crank knuckle. Turn the handle either clockwise or anti-clockwise. If the handle is turned the wrong way it will feel tight. On no account should this be forced as it will result in damage. If it does feel tight simply reverse the rotation of the crank handle. Once the direction has been identified continue until the curtain is fully down onto the cill or doorstep and continue the rotation until the crank handle feels tight.

This means the curtain is in the locked position.

## 2. OPERATING INSTRUCTIONS continued

### Raising the Curtain

To raise the curtain, pull the crank handle out of the clip and hold the handle at an angle of 45 degrees. This will enable the user to wind the curtain up with ease and also minimise the wear on the crank knuckle. Turn the handle either clockwise or anticlockwise. If the handle is turned the wrong way it will feel tight. On no account should this be forced as it will result in damage. If it does feel tight simply reverse the rotation of the crank handle. Once the direction has been identified turn the handle. The locking mechanism will automatically be disengaged and the curtain will rise up. Do not wind up too fast as this will result in damage to the shutter lid. The buffers will stop on the lid.

### C) SWIVEL BELT

#### Lowering the Curtain

Make sure all the windows and doors are closed. Pull the grey webbed belt out of the swivel winder, which will in turn release the curtain down the guide rails. The swivel winder has a brake on it so that the curtain can be stopped anywhere down the guide. This is ideal for blocking out the sun etc. To fully close the curtain, drop the curtain down onto the window cill or doorstep. Pull the tape out about 300mm (12 inches) and place a finger onto the tape where it leaves the swivel winder. Keep the finger in place and release the slack tape. The curtain will then rotate inside the shutter box, engaging the locking mechanism. When the locking mechanism has correctly engaged it should not be possible to manually lift the curtain. The slack tape will then be taken back into the swivel box.

#### Raising the Curtain

To raise the curtain simply pull the tape downwards. This will disengage the locking mechanism automatically. The tape will coil up inside the swivel winder. Again the curtain can be left in any position e.g. halfway up. Physical stops are fitted to the bottom slat to prevent the curtain from lifting out of the guide rails. Do not lift the curtain too fast or vigorously as this may cause damage to the box lid.

Trouble Shooting Fault	Cause	Solution
<b>Lock mechanism will not engage.</b>	The final 300mm of curtain has not been lowered with sufficient speed to engage the locking mechanism.	Repeat the process described above for lowering the final 300mm of curtain.

### D) GEARED BELT

#### Lowering the Curtain

Make sure all windows and doors are closed. On the geared belt winder box there is a direction of rotation. Put the winder handle into the squared opening and turn the handle in the down direction. The curtain can be stopped anywhere down the guide e.g. halfway down. This is ideal for blocking out the sun etc. Lower the curtain down onto the window cill or doorstep and keep turning until the tape appears to be getting slack. Allow about 300mm (12 inches) of tape to come out of the geared box and then hold the tape at the tape exit of the box. Whilst holding the tape, pull the slack tape downwards and release it. This will rotate the curtain inside the shutter box and engage the locking mechanism. When the locking mechanism has correctly engaged it should not be possible to manually lift the curtain. Any slack tape can be wound back carefully into the geared box.

#### Raising the Curtain

To raise the curtain simply turn the handle in the upwards direction. The locking mechanism will automatically disengage and the curtain will lift up. The curtain can be stopped anywhere in the guides e.g. halfway up. Physical stops are fitted to the bottom slat to prevent the curtain from lifting out of the guide rails. Do not lift the curtain too fast or too vigorously or this may cause damage to the box lid.

Trouble Shooting Fault	Cause	Solution
<b>Lock mechanism will not engage.</b>	The final 300mm of curtain has not been lowered with sufficient speed to engage the locking mechanism.	Repeat the process described above for lowering the final 300mm of curtain.

### 3. MAINTENANCE

#### **CAREFUL USE OF YOUR SHUTTER IS THE BEST WAY TO AVOID MAINTENANCE OR REMEDIAL WORK BEFORE ANY WORK IS TO COMMENCE YOU MUST ISOLATE THE POWER FOR ELECTRIC SHUTTERS**

General maintenance for you the trained user to do on a 2 weekly basis:

- Wipe the curtain with a damp cloth and a mild detergent. This must be done more frequently in a salt air environment
- Check for foreign obstacles in the guide channels
- Marks on the paint finish can be cleaned with many types of car polish
- Chips in the paintwork should be touched up to prevent corrosion of the metal
- Do not lubricate the guide channels, the motor and curtain have been designed lubrication free
- If electric shutters turn the power back on and check the shutter runs smoothly and easily, contact your approved installer for repair if needed.

#### **Maintenance by an Approved Installer**

- Carry out above checks and maintenance
- Check the guides are secured to the building structure
- Check that the fixings from the curtain to the axle are present and secure
- Check end-plates are secured to the structure or lintel
- Check smooth operation of the shutter
- Check all mechanical fixings are secure
- If electric shutters:
  - Check motor cable is securely fastened away from moving parts
  - Check shutter travel limits
  - Check correct operation of manual override mechanism (If applicable)
  - Check correct operation of control system (if applicable)
  - Check correct operation of safety systems (if applicable)

**4. SERVICE AND REPAIR RECORD**

Date work carried out:.....

Work carried out:.....

.....

.....

Work performed by – Sign:.....

Print: .....

Company name: .....

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Date work carried out:.....

Work carried out:.....

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Work performed by – Sign:.....

Print: .....

Company name: .....

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Date work carried out:.....

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Company name: .....

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Date work carried out:.....

Work carried out:.....

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Work performed by – Sign:.....

Print: .....

Company name: .....

## 5. DECLARATION OF CONFORMITY

No.0092 CPR 07-2013

**Product Name:** SeceuroDoor, SeceuroShield & SeceuroVision Shutters  
**Identification number:** Roller Shutter P30 & Lintel Security Shutter P40  
**Manufacturer Address:** SWS UK Ltd, Hornby Road, Claughton, Lancaster, Lancashire LA2 9LA

The company above declares under its own authority that the product above is fully compliant with:

- Machinery Directive 2006/42/EC

The company additionally declares that the door is in compliance with the following directives

- 2014/30/EU – Electro-magnetic compatibility directive (EMC)
- 2014/53/EC – Radio Equipment Directive (RED)
- EN 13241:2003 + A2:2016

Signed for on behalf of the manufacturer by:

**Name:** Kevin Lindeque (Managing Director, SWS UK)

**Date:** 24/04/2018

**Signed:**

