



# Rebuild Northwest Florida

## Getting Ahead of the Storm

**The Importance of Planning Before a Threat**

September 7, 2017

### Items of Critical Importance

- 1. Have a copy of the shutter layout diagram for your home. This is given to you by the contractor who installed the shutters on your home.**
- 2. Test your shutters and make sure they fit properly on all openings.**
- 3. Be sure you are able to deploy your shutters yourself. If deploying your shutters yourself is not possible, have a plan to have them installed for you. Rebuild Northwest Florida does not deploy shutters on homes.**
- 4. Know where the wingnuts are for your shutters. The wingnuts are given to you by the contractor who installed your shutters. Your shutters will not be secure without the wingnuts firmly tightened on the panel mates.**
- 5. Some routine maintenance is required for your shutter system. Once a year you need to apply silicone lubricant to the threads on the panel mates around your windows and doors. This will help when tightening your wingnuts and also with the removal of the protective caps.**
- 6. Rebuild Northwest Florida cannot deploy your shutters.**
- 7. All shutter panels should be labeled and marked to correspond to the shutter layout diagram. If your shutters are not labeled call Rebuild Northwest Florida IMMEDIATELY!**
- 8. Our shutter systems are to be deployed from bottom to top with a slight overlap.**

#### Other Resources

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

[www.fema.gov](http://www.fema.gov)

[www.myescambia.com](http://www.myescambia.com)

[www.weather.com](http://www.weather.com)

#### Rebuild Northwest Florida

150 West Maxwell Street

Pensacola, Florida 32501

850-497-7024

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



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### Frequently Asked Questions

**1. I can't find my shutter diagram. Can Rebuild provide me with another copy?**

**A. Rebuild does not maintain copies of the shutter copies from projects. The contractor that did the work on your home does keep copies of this paperwork. They are more than happy to assist you with a copy of the shutter diagram, however, it takes time. If you cannot find your copy, we encourage you to contact the contractor from your project NOW, before there is an imminent threat from a hurricane.**

**2. I lost or do not have wing-nuts to secure my shutters. Can Rebuild provide me some?**

**A. Rebuild and our Contractors keep a limited supply of spare wing nuts. Based on demand leading up to Hurricane Irma those supplies will go quickly.**

**3. What size win-nut do I need to buy?**

**A. Most shutter bolts (Panel Mates) are 1/4" bolts specifically made for hurricane shutters. Most hardware stores carry hurricane hardware but in the event of a hurricane, supplies will go fast. The best time to get the hardware you need is now.**

**4. How do I deploy my shutters? Do I need to deploy them from the bottom or top?**

**A. Rebuild requires that the contractor provide homeowners directions and guidance on shutter deployment. This orientation should occur during construction and prior to the homeowner signing the Certificate of Completion. Our website also has detailed instruction.**

**[www.rebuildnwf.org/putting-up-your-hurricane-shutters/](http://www.rebuildnwf.org/putting-up-your-hurricane-shutters/)**

**B. There is also a video demonstrating shutter deployment at**

**[www.youtube.com/watch?v=7wusw92fsqg](http://www.youtube.com/watch?v=7wusw92fsqg)**



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The best time to find out that you don't know how to deploy your shutters is when a storm is not projected and the Construction Manager has available staff to either talk you through it or stop by and help you.

#### 5. My plastic caps are stuck on the pins, how do I remove them?

A. We recommend that homeowners remove the protective plastic caps and lubricate all shutter pins using silicone spray at least once a year. If the protective caps have been on for a long period of time, particularly in the Florida sun, they can be very difficult to remove. If they can't be removed, cutting the plastic cap and peeling them off may be the only option. After the storm, you can purchase replacement caps from most hardware stores or online.

#### 6. My if my shutters aren't labeled or numbered?

A. REBUILD requires that all shutters that our contractors install be labeled. If yours' are not labeled, contact your Construction Management Firm. If you are unsure of which Construction Management firm retrofitted your home, contact REBUILD. Again, the best time to do this is when there is not a storm heading our way.

#### 7. Who is going to come deploy my shutters?

A. Shutter deployment is the homeowner's responsibility. There may be companies or individuals that will charge you to deploy your shutters. There may also be charitable groups that will help if you are unable. We recommend you have those details prearranged. It can take even an experienced crew several hours to deploy shutters on a standard house. Homeowners can expect to spend a half a day or more and that is assuming they have their shutter diagram, have all of their hardware, and everything goes relatively smooth.



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**B. If you are elderly or disabled and have no other assistance, we suggest that you call the Construction Manager who installed your shutters and ask if they can assist you. Again, the Construction Managers have limited resources and will be very busy in the days leading up to a storm. They will do everything they can to assist, but they will likely be overwhelmed with calls for assistance and there is no guarantee they will be able to get to you. If you can't deploy them yourself, it is best to pre-arrange deployment with neighbors, family, friends, contractors, or other organizations.**

#### **8. My shutters don't fit, what do I do?**

**Our shutter installers are required to test fit every opening. Check for the possibility that the shutters are mislabeled to where you are attempting to put wrong panels on the opening. If they still do not fit, contact your Construction Manager. If the Construction Manager cannot resolve the issue and there is a problem with fit, it is likely to take a week or more to resolve the issue since shutters are manufactured and not easily cut or altered in the field.**

#### **Important Contact Information**

**R.E. Reece: (850) 444-1700**

**Emerald Coast Constructors: (850) 497-7024**

