



# SILENCIO OWNER MANUAL

SUPERIOR OUTDOOR LIVING  
PROVIDERS SINCE 1866

**JC**  
*Johnson & Cousins*

**SKYLOUVRES™**





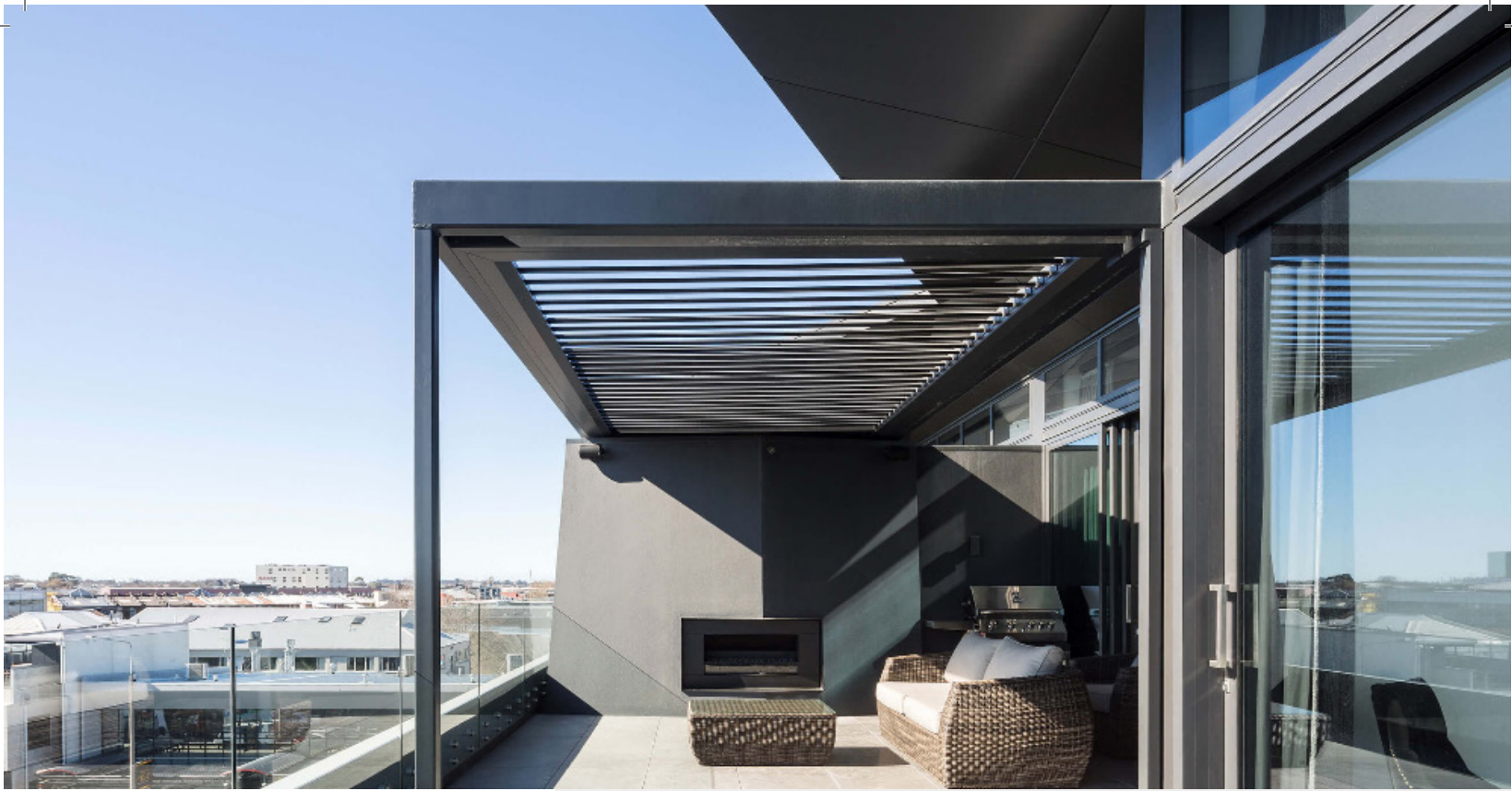


# CONGRATULATIONS AND THANK YOU FOR YOUR DECISION TO INSTALL A JOHNSON & COUZINS SKYLOUVRE SYSTEM

Johnson and Couzins' Silencio SkyLouvres are the market leader in style, functionality, and reliability. At the touch of a button you can rotate your Silencio SkyLouvre up to 120° to reveal the warming sun, or close to protect your outdoor area from the elements, making Silencio SkyLouvres the ideal choice for your outdoor living area.

Our Silencio SkyLouvres are designed with longevity, serviceability, and style in mind, with their innovative design ensuring all moving parts are tucked away out of sight. We recommend any required maintenance and servicing of your SkyLouvre be carried out by one of our trained technicians.

**SKYLOUVRES™**



## REMOTE OPERATION

You have been provided a remote to operate your Silencio SkyLouvre.

### TO OPERATE REMOTE

Push to OPEN

Push to STOP

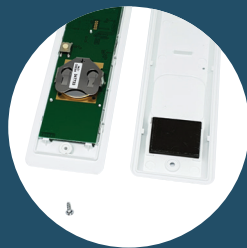
Push to CLOSE



### TO CHANGE BATTERIES



Unscrew the back of the remote case by turning the screw anti-clockwise.



Gently pry open the case to reveal the old battery. Slide the old battery out.



Insert a new CR2430 battery. Replace the back cover and tighten the screw by turning clockwise.

## OPENING AND CLOSING



Your Silencio SkyLouvre is controlled by either a supplied remote or via a home automation system.



If opening your SkyLouvre immediately after rain, rotate the fins to a half-open position. This will assist the water to drain, helping prevent your SkyLouvre from dripping.



If snow has settled on top of your SkyLouvre, wait until it has completely cleared before opening. Opening your SkyLouvre in snow conditions can lead to damage.



If frost settles on top of your SkyLouvre, wait until it has thawed before opening. Some frost conditions can cause the SkyLouvre fins to stick together. Opening your SkyLouvre in these conditions can cause damage.

## CARE AND MAINTENANCE



Clean your SkyLouvre system regularly with a damp cloth or a hose and brush. You can use a car cleaning product or any other PH-neutral cleaner. Do not use any abrasive products or petrochemical-based products as this could damage the SkyLouvre's powder coating. We suggest cleaning your SkyLouvre on a monthly basis.



Ensure gutters are free from leaves and debris, paying particular attention to the water outlet and downpipes.



If a rain sensor has been installed, ensure it is kept clean. Pollen and dust build-up can cause the SkyLouvres to close.



Ensure your SkyLouvre remote is kept away from children. Repetitive opening and closing of the SkyLouvre can cause damage.



In the event of extremely high winds, open your SkyLouvre system as much as possible to reduce potential wind damage.

# TROUBLE-SHOOTING

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## **My Silencio SkyLouvre will not open**

- Check the red LED light is illuminated on the remote when the open button is pressed. If the light is not illuminated, the batteries need to be replaced.
- Check the SkyLouvre isolating switch has not been turned off.
- Check the circuit breaker on your switchboard has not been tripped.
- If your remote is a multi-channel remote, check the correct channel has been selected.

If you have followed the above and your Silencio SkyLouvre still will not operate, please contact Johnson & Couzins.

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## **My Silencio SkyLouvre has not closed tight**

- Check the fins are not being obstructed by objects preventing them from closing.
  - Rotate your Silencio SkyLouvre to its fully open position and then close.
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## **There is water coming over the gutter**

- Check the downpipe(s) are not obstructed.
  - Clean the gutters of your SkyLouvre, removing all debris.
  - Please note that in a very high rainfall event, the gutters can get overwhelmed due to the low profile of the gutters and, during such an event, rain could be forced between the fins. If this does occur, please be assured this does not pose any risk to your SkyLouvre.
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## **Water is not draining fully out of the gutters**

- Water can pond slightly in the gutters after rain. This is caused by a slight build-up in the corners when they are sealed, which can trap a small amount of water.

If your Silencio SkyLouvre is not operating correctly or you have any further questions, please contact Johnson & Couzins.

# WARRANTY

Johnson & Couzins warrants against deterioration or damage to the Covered Product attributable to manufacturing defects for 3 years from the date supplied on your warranty documentation.

## EXCLUSIONS

The warranty applies to normal and reasonable use of the Covered Product. The following exclusions apply to the warranty:

1. Damage resulting from misuse (including failure to follow instructions regarding care and maintenance of the Covered Product), abuse, accidents, and negligence;
2. Damage resulting from external causes such as, but not limited to, water damage, exposure to sharp objects, exposure to excessive force, anomalies in the electrical current supplied to the product (if applicable), rubbing action, and extreme thermal or environmental conditions;
3. Damage resulting from work on, alterations, or improper installation of the Covered Product by someone other than someone authorised by Johnson & Couzins;
4. Damage resulting from any unauthorised additions eg; lights, heaters, signage, gas works etc;
5. Damage attributable to anything not supplied by Johnson & Couzins e.g. shade sail posts or framing that the Covered Product is attached to;
6. Fading or discolouration caused by exposure to sunlight or chemicals such as ammonia, laundry detergent, household bleach, or “spray and leave” cleaners such as Wet & Forget;
7. Rot, damage, or loss of strength to the Covered Product due to any exclusion event;
8. Any claim for consequential indirect or special damage or loss of any kind;
9. Fair wear and tear;
10. Any clear PVC.

## WARRANTY CLAIM PROCESS

If you believe that damage or deterioration of the Covered Product is covered by this warranty please contact us on **0800 664 083**.

## WARRANTY COVER

If we accept your warranty claim we will, at our discretion, repair or replace the deterioration or damage to the Covered Product, free of charge.

## **CHRISTCHURCH**

12 Avenger Crescent  
Wigram  
Christchurch 8042

## **AUCKLAND**

5/84 Onehunga Mall  
Onehunga  
Auckland 1061

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