

WARRANTY GUIDE



ROLLER SHUTTERS

Roller Shutter 5/3/2/1 - 6 (month) Year Warranty as specified below

General Conditions

The Warranty detailed in this document is the only warranty applicable to the Roller Shutters and excludes all other implied or expressed warranties. No person is authorised by The Friendlies Blinds, Screens & Awnings to give any further warranty, representation or to assume any further obligation with regards to the Roller Shutters. This Warranty is not transferable and is only available to direct customers of The Friendlies Blinds, Screens & Awnings to whom the original invoice is addressed to. The direct customer must have an active account, or the goods must have been paid for in full.

Roller Shutter Coatings

Rollashield's Roller Shutter Coatings carry a five (5) year limited Warranty for replacement only. All Rollashield standard* coatings have been designed to perform satisfactorily in the window roller shutter industry under normal environmental conditions. This refers to the ability of the coating to resist material changes in appearance after being exposed to normal climatic conditions over prolonged periods of time.

*Standard coated materials in the Rollashield product range include and are limited to:

(a) Roll-Formed Aluminium Foam filled and pre coated ABR slat profiles.

(b) Roll-Formed Aluminium and pre-coated head box materials.

(c) Extruded Aluminium Guide and Bottom Bar Materials.

Satisfactory performance of the coatings is dependent upon care being taken to maintain the coating in good condition by regular washing and by ensuring that incompatible materials or high amounts of pollution does not come into contact with the surface (refer to Shutter cleaning instructions on www.rollashield.com.au). During the limited warranty period normal weathering of the coating will occur with a reduction of gloss and a gradual uniform colour change but there will be no loss of integrity of either the metal substrate or the coatings. More rapid deterioration of the coating may occur in abnormally corrosive locations, such as areas exposed to sandstorms, caustic or acidic rains, and areas with close proximity to the ocean front. The limited warranty does not extend to Rollashield products used in these conditions. The paint integrity of any customised colours and over coated materials at the Buyers request are not covered under this limited warranty. These products are warranted for the above-mentioned period for compensation or replacement only (at Rollashield's discretion.)



The Friendlies

BLINDS, SCREENS & AWNINGS

ACN 087 649 438 / ABN 66 087 649 438

Formerly Gympie Blinds 6 Fern Street, Gympie. Qld. 4570. 07-5482 3166 info@tfdblinds.com.au

Manual Controls and Rollers

Rollashield's Manual Control Systems and Control Tape Rollers carry a one (1) year limited warranty. The manual control systems, including the manual winder control and manual strap control as well as the control tape rollers have been designed to perform satisfactorily in the domestic roller shutter under the Rollashield size limitations (refer to OzRoll product handbook*). These products are warranted for the above-mentioned period for compensation or replacement only (at Rollashield's discretion) against structural malfunction causing the product to be inoperable.

*Available for download from www.rollashield.com.au.

Aluminium Axle System

Rollashield's Aluminium Axle System carries a three (3) year limited warranty. The aluminium axle system including the aluminium axle, axle insert and the seal bearing which has been designed to perform satisfactorily in the domestic roller shutter under the Rollashield size limitations (refer to OzRoll product handbook*). These products are warranted against corrosion for the above-mentioned period for replacement or compensation only (at Rollashield's discretion).

*Available for download from www.rollashield.com.au.

E-Series Motors

The ODS motors come with our limited factory warranty;

(1) ODS (e.g. L10) – 2 years from the date of sale. #

(2) ODS DC Tubular Motors – 5 years from the date of sale.

The warranty covers replacement of the product or compensation only (at Rollashield's discretion)

E-Series Controls

The E-Port Control has a one (1) year limited Factory Warranty from the date of sale. #

The warranty covers replacement of the product or compensation only (at Rollashield's discretion).

Other E-Series Products

All other E-Series products other than specified above are covered under the Rollashield limited warranty for three (3) years from the date of sale.

Batteries

All Batteries used for Rollashield products are covered under the Rollashield limited warranty for six (6) months from the date of sale.



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Warranty Limitations

This Warranty is limited only to repair or replace at its sole discretion supplied Shutter product materials. Under no circumstances will The Friendlies Blinds, Screens & Awnings be liable for any incidental or consequential charges, such as, but not limited to, inconvenience, labour costs (of any kind), penalties, injury, or damage to persons or to property, or any other expense.

The following are exclusions from warranty, subject always to Consumer Law:

- (1) If written specifications are not properly applied by the Buyer with regards to size and weight limitations.
- (2) If Rollashield's material has been used to perform functions other than the function it was designed to handle, namely enclosing domestic window openings.
- (3) If Rollashield material is used with componentry and/or accessories that have not been previously approved in writing by Rollashield.
- (4) If Rollashield is requested by the Buyer to use any customised colours or to over coat materials then this will void Item 1, Roller Shutter Coatings.
- (5) If Rollashield is requested by the Buyer to insert other profiles into a shutter (i.e. AE 401 into AR 401) then this will void the shutter due to the incompatibility of profiles.
- (6) If the defect is a result of alteration, accident, misuse abuse or neglect.
- (7) Deterioration due to normal fair wear and tear.
- (8) Damage from weather and/or the environment including hail, wind, lightening, flood, salt and similar.

Unauthorised/improper installation, maintenance and handling or overloading will void this warranty

Procedure and Conditions of a Warranty Claim

In the event of a warranty claim the original owner must notify the retailer, who in turn will notify The Friendlies Blinds, Screens & Awnings in writing within thirty (30) days of first noticing the defect. Any production defects such as chips, scratches and dents must be claimed within thirty (30) days of receipt of goods.

Written confirmation must include the following:

- Proof of purchase, including the original invoice
- Date of installation
- A brief description of the defect, including supporting photographs

On receipt of the written confirmation The Friendlies Blinds, Screens & Awnings will determine whether the defect is covered by the Warranty. If the defect is covered by the Warranty, the product will be repaired or replaced at the sole discretion of The Friendlies Blinds, Screens & Awnings.

If the defect is not covered by the Warranty, then The Friendlies Blinds, Screens & Awnings will inform the customer, who will then need to advise the original owner of the options and costs related to the defect. Any replacement parts will be charged to the customer.



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