

# Product Warranty

## EXTENT OF WARRANTY

- Venetian Blinds
  - 25mm & 50mm Aluminium: 5-year Warranty
  - Woodefex PVC: 5-year Warranty
  - Timber Marupa: 5-year Warranty
- Roller Blinds
  - Acmeda Hardware: 5-year Warranty & Fabrication
  - Fabric: 5-year Warranty (or longer where fabric manufacturer allows)
  - All Somfy Motors: 5-year Warranty
  - Alpha Wired Motors: 7-year Warranty
  - Alpha Battery Motors: 3-year Warranty
  - Acmeda Wired Motors: 7-year Warranty
  - Acmeda Battery Motors: 5-year Warranty
- Shutters
  - Bermuda 2000, 1500 & 1000 Series – 10 Years on the product and the powdercoat finish, 5 Years on the hardware and components
  - Riviera AL Series – 10 Years on the product and 5 Years on the finish and components
  - Provence series – 10 Years on the product, 5 Years on the components, 3 Years on the Paint Finish and 2 Years on the Stain Finish

## WHAT IS NOT COVERED

- Normal wear and tear
- Batteries powering blinds or remotes
- Misuse or abuse
- Product failure due to improper installation
- Performance issues and/or abnormal wear & tear issues relating to products that exceed manufacturers size recommendations
- Normal variations in colour grain or texture of natural products, slight warping of wood products, and natural colour changes to materials that take place over time
- All costs associated with product removal and re-installation
- Alterations or repairs that are not authorised
- Exposure to chemicals or corrosive elements such as a marine or salt air environment, cleaning products or insects
- Exposure to high humidity environments resulting in mould, mildew or fungal growths
- Water Ingress into motors
- Water damage to Provence Shutters
- Magnetic components
- Due to the nature of shutters being made with a small panel frame in various materials, some panels may require a lift when closing the panel. This is not a product fault
- Acceptable levels of fading. Due to timber properties stained timber may fade at varying rates
- Imperfections not visible to the naked eye at a distance of greater than 1.5m

## PLEASE NOTE THE FOLLOWING

Aluminium, PVC and Timber Venetian blinds are covered under this warranty with the following special conditions: They must be properly cleaned at least twice per year and dusted at least once per week. In addition, if exposed to damp or salt laden air (i.e. situated within one kilometre of an ocean beach, or in a bathroom) or other corrosive elements, aluminium Venetian blinds must be properly cleaned quarterly.

If there are multiple products in the same room, only the defective product will be repaired or replaced. Every effort will be made to match the original product, but if this is not possible, the product will be matched as closely as possible.

There are no warranties that extend beyond this express written warranty, except the implied warranties of merchantability and fitness for a particular purpose. Under no circumstances shall the manufacturers and/or suppliers of the products be liable for lost profits, or other indirect, incidental, consequential, special or exemplary damages.

## WARRANTY CLAIMS

Please contact Shade Elements with details of the problem, invoice number and purchase order number.

Should, for any reason, the blind/s or products need to be returned to the factory. The customer shall repackage and send or deliver to the address provided. The products will be checked and if faulty will be repaired or replaced asap and returned to the customer, the freight cost will be reimbursed. However, if in the factory's view, the product is not faulty the factory may charge for repairs, changes and/or freight.



## Operation Care & Maintenance

All Shade Elements products are made of high-grade materials to exacting specifications. As long as the blinds are installed, operated and maintained properly as per the instructions listed below, they should provide many years of satisfactory service. If requested at the time of installation, Shade Elements can explain the correct use of a blind, and advise how best to remove it for cleaning.

### VENETIAN BLINDS

Before raising the blind, ensure that the slats are tilted fully open and, where fitted, bottom rail retaining clips are released. When opening a window behind a blind, always raise the blind first - do not push hands through the slats as this is likely to damage the blind. When closing a venetian blind, tilt the slats in both directions first, then leave them with their top surfaces facing outwards. This lines the slats up and ensures the best possible closure.

*Keeping your Venetian blind clean is as easy as using a feather duster once a week. When it's time for spring cleaning, blinds can be removed from their brackets and washed with detergent and warm water, then rinsed and let dry off. If using a clothes line to hang the blind on for cleaning, don't do so on a windy day, and also don't allow a blind to fully dry in direct sunshine, which will cause water spotting.*

### ROLLER BLINDS

When raising and lowering a roller blind avoid "steering" the blind to either side - this will cause the fabric to rub on the edges and quickly fray. Do not let go of the blind when operating it, as it can rapidly spring up causing possible damage to itself and people nearby. Normal spring tension is set at the time of installation and should not be altered. Sidewinder operated blinds should be operated with the control chain held straight below the top unit - any attempt to pull the chain at an angle may result in fraying the edge of the fabric, and possibly jamming the operating mechanism.

*Cleaning a Roller blind is done by wiping the fabric clean with a damp cloth, or soapy cloth where there are greasy marks. Do not try to clean the top roller, and do not immerse any part of a roller blind in water. The use of any chemicals other than a little neutral soap is not recommended and may result in damage to the blind. Allow to dry before rolling up.*

### GENERAL

On windy days, close windows, or draw blinds away from the opening to prevent damage.

When opening a window behind a blind, always raise the blind first - do not push hands through or past the blind as this is likely to damage the blind.

Where metal blind components are exposed to damp air (i.e. in a bathroom), or salt laden air (i.e. situated within one kilometre of an ocean beach) or other corrosive elements, they must be properly cleaned at least twice per year.

***Please contact us for fabric care and maintenance.***

