Thermalite shutter warranty

Thermalite plantation shutters from blinds4u.co.nz

25 year paint finish warranty on shutter frames and shutter panels

The shutter frames and the panel members of Thermalite Shutters are warranted by the Manufacturer against defects in material that might result in blistering, peeling, flaking, corroding and fading for a period of twenty-five (25) years from the date of installation.

This Warranty shall remain in effect only if normal cleaning practices are followed periodically, as described in the Maintenance and Cleaning Instructions accompanying this Warranty.

5 year limited warranty on shutter hardware

The painted hardware supplied with Thermalite Shutters is warranted by the Manufacturer to remain in good operational condition for a period of five (5) years from the date of installation.

General conditions

To the extent permitted by law, this Warranty is the only warranty applicable to the Shutters and it excludes all other express or implied warranties. No person is authorised by the Manufacturer to give any further representation or warranty or to assume any further obligation with respect to the Shutters. This Warranty is for the benefit of the original purchaser of the Shutters (the "Owner").

1. Product use. The Warranty applies only to Thermalite Shutters installed in Australia and New Zealand and used strictly for the purpose for which they were intended. The Shutters are intended to provide light control only. Varying levels of light penetration between the louvres may occur. Thermalite Shutters are neither intended nor guaranteed to provide complete block out conditions when closed.

2. Warranty limitations. The Manufacturer's liability is limited solely and exclusively to repair or replacement, at its option, and under no circumstances will the Manufacturer be liable for incidental or consequential damages such as, but not limited to, labour costs for any purpose, inconvenience, damage or injury to persons or to property, or any other expense.

3. Replacement parts or repairs. The Manufacturer reserves the right to discontinue or change any Shutter as currently manufactured. If an exact replacement part is not available, the Manufacturer reserves the right to substitute parts of equal quality at its sole option.

Exclusions from warranty coverage

The following are excluded from coverage under this Warranty:

- Exposure to air pollutants and normal atmospheric conditions may cause Thermalite surfaces to gradually suffer an accumulation of surface dirt or stains. These are normal occurrences and are not covered under this Warranty.
- Any defect, malfunction, or failure to perform which has occurred because of unreasonable use, improper application, or failure to perform reasonable or necessary maintenance.
- Shutters which have not been cleaned in accordance with the instructions in the Maintenance and Cleaning section of this document.
- Any damage to the Shutters or components of the Shutters caused by settlement or structural defects of the building in which they are installed.
- Any damage caused by wind, hail, lightning, or other acts of God, intentional acts, accidents, negligence, or exposure to harmful chemicals or pollutants.
- Damage caused by improper handling or installation.
- Any Shutter which has been repaired or modified by any person other than a duly authorised representative of the Manufacturer.
- Shutters made without divider rails or which are wider, higher, or of greater area than the recommended sizes are not warranted.

Procedure and conditions of warranty remedy

Any necessary repairs will be carried out at the Manufacturer's factory. Shutters must be transported to the retailer from which the Shutters were purchased and then to the Manufacturer's factory. Neither the Manufacturer nor the retailer will be responsible for any costs incurred in transporting the Shutters nor for any other costs related to removal or reinstallation of the Shutters.

In the event of a warranty claim, the Owner must notify the retailer in writing within thirty (30) days after the defect first appeared. Such notification must contain the following:

- Name and address of the Owner.
- Date of installation.
- A brief description of the defect.
- Proof of purchase.

If the Owner is of the view that the defect should be covered by this Warranty, the Owner may, at his or her own expense, arrange for delivery of the Shutters to the retailer and in turn to the Manufacturer's factory for repairs. Upon inspection, the Manufacturer 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 discretion of the Manufacturer.

If the defect is not covered by the Warranty, the Manufacturer will inform the retailer of costs and options related to the defect. Retailer authorisation is required before the Manufacturer will repair, modify, or replace a product not covered by the terms of this Warranty. Any costs or charges will be charged by the Manufacturer to the retailer. The retailer will be responsible for collecting these charges from the Owner.

Maintenance and cleaning instructions

The materials require little maintenance.

The surfaces of the Shutter will collect a layer of surface dust over time. Normal dusting with a damp cloth will remove this accumulation.

If more thorough cleaning is required, then the following procedures should be followed.

- Washing with mild soap and water or a mild household dishwashing liquid, using a soft cloth, generally will be sufficient.
- Mild, water-based, household cleaners can be used on dirt and stains which are more difficult to remove.
- External Shutters should be hosed down regularly and washed with a mild soap solution to remove salt and air pollutants. Shutter hardware should be sprayed regularly with a silicon spray.

CAUTION: Never use harsh abrasives, chlorine-based cleaners and cleaners containing organic solvents on Thermalite Shutters as they may affect the surface appearance and durability.