

Warranty

Maintenance and Cleaning Instructions

The shutters require little maintenance.

NON-MOTORISED Shutters

The surfaces of the shutters will collect a layer of surface dust over time. Normal dusting with a damp soft 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.

MOTORISED Shutters

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

DO NOT hose down motorised shutters with running water.

DO NOT allow soap, water or liquid cleaning solutions to come into contact with the motor or battery wand.

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 to clean the LOUVRES and FRAME.
- Mild, water-based, household cleaners can be used on dirt and stains which are more difficult to remove from the LOUVRES and FRAME.
- The COVER protecting the battery wand (which is located in a cavity) may be wiped with a damp soft cloth.

CAUTION

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



Manufacturer's Warranty Against Defects

Luxaflex® PolySatin® Shutters, PolySatin® Shutters,
Polyresin Shutters and Vogue Shutters

This manufacturer's warranty against defects is given by:

Hunter Douglas Limited (ABN 98 009 675 709) (HDL)
Business address: 338 Victoria Road, Rydalmere, NSW, 2116
Telephone number: 1800 804 827

To what products does this warranty against defects apply?

This warranty applies to Luxaflex® PolySatin® Shutters, PolySatin® Shutters, Polyresin Shutters and Vogue Shutters that are installed in Australia or New Zealand, **and have been manufactured to our product and size specifications printed in our Product Manual.**

To whom do we give this warranty?

We give this warranty to you only if you purchased the goods specified above from us or a dealer or reseller as new goods.

This warranty is in addition to other legal rights you have under the law:

The benefits to you given by this warranty are in addition to other rights and remedies you have under law.

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:

- to cancel your service contract with us; and
- to a refund for the unused portion, or to compensation for its reduced value.

You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.

What we promise to do (and how we honour this warranty):

We will either repair our goods, or replace our goods with new goods, at our option, if:

- the goods have a defect in the materials or workmanship, or the goods fail to operate as intended; and
- you make a claim under this warranty as provided below, within the time periods set out below.

Replacement parts or repairs:

We reserve the right to discontinue or change the goods as currently manufactured. If an exact replacement part of a good is not available, we reserve the right to substitute parts of equal quality at our sole option.

What this warranty does not cover:

For the purposes of this warranty, "defect" does not include (and we will not replace or repair goods suffering from) damage caused by:

- normal wear and tear, including an accumulation of surface dirt or stains caused by exposure to air pollutants and normal atmospheric conditions;
- abuse or misuse including a failure to perform reasonable or necessary maintenance and cleaning (including in accordance with the cleaning instructions in the Maintenance and Cleaning section below);
- use of motorised shutters for external applications;
- settlement or structural defects of the building or structure in which the goods are installed;
- wind, hail, lightning, or other acts of God, intentional acts, accidents, negligence, or exposure to harmful chemicals or pollutants;
- modifications made by any person other than an authorised representative of HDL; and
- use or installation that is not in compliance with the installation instructions provided with the product, or otherwise provided by HDL.

Batteries are not covered under this warranty.

We note that the goods are intended to provide light control only. Varying levels of light penetration between the louvres may occur. The goods are not intended to, and there is no guarantee that the goods will, provide block out conditions when closed.

The period in which this warranty applies:

This warranty applies to defects which appear and which you notify us (following the procedure below) of within twenty (20) years from the date of installation of the shutter frames and shutter panels, and five (5) years from the date of installation of the shutter hardware. Motorisation has a warranty period of five (5) years from the date of installation.

Procedure to make a claim under this warranty

If a defect appears in the goods within the period specified above, to make a claim under this warranty you must, before the warranty period (see above) expires, and at your cost:

- submit details of your claim to, in the first instance, the address of the original place of purchase (or if you do not know or you are not able to find the address of the original place of purchase, to Hunter Douglas Limited at the address above) including:
 - your name, address and phone number;
 - what you consider to be the defect and the circumstances in which the defect appeared and that you wish to claim under this warranty; and
 - proof of your purchase of the product and details of the date and place of purchase.
- and
- provide us with all other information we reasonably request about the circumstances in which you consider the defect was caused (including sending us the goods you allege are defective if requested to do so).

We will then arrange for the goods to be inspected and determine whether they are defective and if, acting reasonably, we agree they are defective we will (at our option) either repair the goods, or replace the goods with new goods. A call out fee will be charged for inspection, however any call out fee that we charge you will be refunded if we determine that the goods are defective.