

thermaliteTM

Made from world class quality material

The Green Choice

25 year Warranty Card

.....
Name of Present Property Owners

.....
Installation Date

.....
Installation Address

.....
Client Signature

.....
Signed or on behalf of

.....
Company Name

This warranty is only valid if signed by the supplier and customer.

25 year Warranty Card

INTERNAL USE

25 year warranty covers Thermalite Panels and Frames only.

Hardware and Paint finish is warranted to remain in good condition for a period of 10 years if cleaning and maintenance instructions are followed.

EXTERNAL USE

10 year warranty covers Thermalite Panels and Frames only.

Hardware and Paint finish is warranted to remain in good condition for a period of 5 years if cleaning and maintenance instructions are followed.

General Conditions

This warranty is the only Warranty applicable to Thermalite Shutters, 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 Thermalite Shutters.

Exclusions from Warranty Coverage

Important information:

The following are excluded from coverage under the Thermalite Warranty:

Exposure to air pollutants and normal atmospheric conditions may cause Thermalite surfaces to gradually suffer an accumulation of surface dirt and stains. These are normal occurrences and are not covered under this warranty.

Any defects, 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 the warranty card.

Any damage to the Shutters or components of the Shutter caused by settlement or structural defects of the building in which they are installed.

Any damaged 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 rail or which are wider, higher, or of greater area than the recommended sizes are not warranted.

Procedures and Conditions of Warranty

Any necessary repairs will be carried out at the manufacturers factory.

In the event of a warranty claim the Owner must notify the retailer in writing within a thirty (30) day period after the defect first appears. Such claims must include

(a) Name and address of Owner (b) Date of Installation (c) Description of defect (d) Proof of purchase

If the defect is covered by the Warranty the owner may arrange the return of the shutters to the manufacturer or retailer for repair or replacement. If the defect is not covered by the Warranty a service fee plus hourly rate will be charged.

Maintenance and Cleaning Instructions:

The materials require little maintenance. The surface of the Shutter will collect dust. Normal dusting or use of a damp cloth will remove this accumulation. If more thorough cleaning is required, please use a neutral soap and warm water to wash the surface. For more difficult stain a mild water based household cleaner can be used.

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.

IMPORTANT: Stainless Steel Hinges and Screws must be used in Coastal Areas or warranty is void.

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

Important information:

To Obtain Warranty Service

Contact your dealer (place of purchase) for warranty assistance.

Warranty is only valid when full payment has been received.

A call out fee is applicable after one (1) month.