

## CommandeX Outdoor Roller Blinds Warranty Policy

### One (1) to Five (5) Year Limited Warranty

#### MATERIALS OF CONSTRUCTION

##### Aluminium extrusions and roll formed sections – 5 years Limited Warranty

CommandeX Outdoor Roller Blinds aluminium extrusions and aluminium roll formed components are covered by a 5-year warranty when installed correctly under normal operating conditions

##### Fabric Material – 5 years Limited Warranty

CommandeX Outdoor Roller Blinds fabric curtains are covered by a 5-year warranty when installed correctly under normal operating conditions. A uniform slight fading or a mild colour change over the warranty period may occur under certain climatic conditions which is normal and not considered a failure of the Product and is not covered under the warranty policy.

##### Other components including Springs, Axle assemblies and miscellaneous plastic and metal components

CommandeX Outdoor Roller Blinds miscellaneous components are covered under the 5 year Limited Warranty policy. Specifically, components are warranted to perform correctly without breakage or failure over the warranty period when installed and operated correctly under normal operating conditions.

##### Surface Coatings – 5 - years limited warranty

All CommandeX Outdoor Roller Blinds coatings have been designed to perform satisfactorily under normal use in Standard outdoor environmental conditions\*. This includes to the ability of the coating to resist substantial material changes in appearance and performance after being exposed to normal climatic conditions over prolonged periods of time.

*Surface coatings covered under the warranty include pre-painted aluminium extrusions, pre-painted roll formed sections and powder coated extrusions and roll formed components. The paint integrity and finish of any customised colours over-coated at the Buyers request are not covered under this Limited Warranty*

\*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. 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 CommandeX Outdoor Roller Blinds Products used in these conditions.

### **Motorised Control Systems – One (1) to Five (5) years 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 CommandeX's Pty discretion).

### **E-SERIES Controls The E-Port Control has a 1 year Limited Factory Warranty from the date of sale.**

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

### **Other E-SERIES Products**

All other E-SERIES products other than specified above are covered under the CommandeX Outdoor Roller Blind Limited Warranty for 3 years from the date of sale. The warranty covers replacement of the product or compensation only (at CommandeX Pty Ltd's discretion).

### **Batteries**

All Batteries used for CommandeX Outdoor Roller Blinds Products are covered under the CommandeX's Pty Ltd's Limited Warranty for 6 months from the date of sale.

### **SOMFY Tubular motors**

All Somfy® motors and mechanical accessories supplied by CommandeX Pty Ltd carry the Somfy® Five (5) Year Limited Warranty. All Somfy® controllers and electrical accessories supplied by CommandeX Pty Ltd carry the Somfy® Two (2) year Warranty

### **Warranty Policy Limitations:**

The following are exclusions from warranty, subject at all times to adherence of relevant Consumer Laws & Consumer Protection Legislation:

1. If CommandeX Pty Ltd's Products have been used to perform functions other than the functions they were designed to handle, namely enclosing domestic window, Verandah and carport openings.
2. If CommandeX Pty Ltd's material is used with componentry and/or accessories that have not been previously approved in writing by CommandeX Pty Ltd.
3. If CommandeX Pty Ltd is requested by the Buyer to over-coat

4. If a CommandeX Pty Ltd Product has a defect or failure is a result of any alteration, accident, misuse, abuse of any type or neglect.
5. If CommandeX Pty Ltd Products are subjected to damage from storms, lightening, hail damage, flood, wind, fire, earthquake or other extreme events
6. Deterioration due to normal fair wear and tear is not considered a failure or the Product nor is it covered under the Limited Warranty policy.
7. Paint fade or fabric fading including uniform or mild fading or slight changes in colour over the warranty period are not considered failures of the Product nor are they covered under the Limited Warranty policy.
8. Unauthorised or improper installation, maintenance and handling or including overloading of the blind will void this warranty.

### Fabric care and maintenance guide

The fabric is a PVC coated high tensile polyester mesh designed for all outdoor applications. It's high UV and water resistant characteristics make it the ideal outdoor fabric for all weather applications. Fire rated and abrasion resistant fabric offers great shading solutions without restricting airflow or cross ventilation and comes with a 10-year performance warranty.

**To obtain maximum life of the fabric, the following tips should be observed:**

- Keep the fabric clean by brushing regularly both sides of the fabric using a soft-bristle brush and hosing occasionally with clear and cold water.
- Do not apply detergents, cleaning fluids, soaps or any types of insecticides and garden sprays.
- Do not allow foreign matter; dirt, bird droppings, tree sap etc, to remain in contact with the fabric.
- Do not allow petrochemicals or solvents to come into contact with the fabric.
- Avoid harsh scrubbing or rubbing otherwise the surface of the fabric may damage.
- Before stowing away your shade solution, ensure that the fabric is thoroughly dry.

### Removing stubborn stains:

- Mix a weak concentration of household detergent with lukewarm water to a ratio: 1 part detergent, 20 parts water. The detergent must not contain solvents.
- Apply the detergent and water mix to the fabric using a soft cloth, sponge, soft-bristle brush or soft mop. After cleaning, rinse off ALL residue with plenty of fresh clear, cold water.

### Preventing the spread of mildew:

- Mix a weak concentration of diluted chlorine bleach with lukewarm water to a ratio; 1 part bleach, 20 parts water.
- Apply the bleach and water mix to the fabric using a soft cloth, sponge, soft-bristle brush or soft mop. After cleaning, rinse off ALL residue with plenty of fresh clear, cold water.

CommandeX Pty Ltd takes no responsibility for the performance of any cleaning agent or potential damage caused by the use of such. These cleaning instructions are universal for PVC fabrics and are to be used as a guide only.