

CommandeX Roller Shutter Product Warranty

1 Roller Shutter Coatings.

CommandeX Pty Ltd Roller Shutter Coatings carry a Five (5) Year Limited Warranty for replacement only. All CommandeX Pty Ltd standard* coatings have been designed to perform satisfactorily in the window roller shutter industry under normal environmental conditions. This refers to the ability of the coating to resist material changes in appearance after being exposed to normal climatic conditions over prolonged periods of time.

Standard coated materials in the CommandeX Pty Ltd product range include and are limited to:

- (a) Roll-Formed Aluminium Foam filled and pre coated ABR slat profiles.
- (b) Roll-Formed Aluminium and pre-coated head box materials
- (c) Extruded Aluminium Guide and Bottom Bar Materials.

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 Pty Ltd Products used in these conditions. The paint integrity of any customised colours and over coated materials at the Buyers request are not covered under this Limited Warranty.

These products are warranted for the above-mentioned period for compensation or replacement only (at CommandeX Pty Ltd's discretion).

2 Manual Controls and Rollers.

CommandeX Pty Ltd's Manual Control Systems and Control Tape Rollers carry a One (1) Year Limited Warranty. The manual control systems, including the manual winder control and manual strap control as well as the control tape rollers have been designed to perform satisfactorily in the domestic roller shutter under the CommandeX Pty Ltd size limitations. These products are warranted for the above-mentioned period for compensation or replacement only (at CommandeX Pty Ltd's discretion) against structural malfunction causing the product to be inoperable.

3 Aluminium Axle System.

CommandeX Pty Ltd's Aluminium Axle System carries a Three (3) Year Limited Warranty. The aluminium axle system including the aluminium axle, axle insert and the seal bearing which has been designed to perform satisfactorily in the domestic roller shutter under the CommandeX Pty Ltd size limitations. These products are warranted against corrosion for the above-mentioned period for replacement or compensation only (at CommandeX Pty Ltd's discretion).

4 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 Pty Ltd's discretion).

5 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 Pty Ltd discretion).

6 Other E-SERIES Products

All other E-SERIES products other than specified above are covered under the CommandeX Pty Ltd 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).

7 Batteries

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

8 Limitations:

The following are exclusions from warranty, subject always to the Consumer Law:

1. If written specifications are not properly applied by the Buyer with regards to size and weight limitations.
2. If CommandeX Pty Ltd's material has been used to perform functions other than the function it was designed to handle, namely enclosing domestic window openings
3. If CommandeX Pty Ltd material is used with componentry and/or accessories that have not been previously approved in writing by CommandeX Pty Ltd.
4. If CommandeX Pty Ltd is requested by the Buyer to use any customised colours or to over coat materials then this will void Item 1, Roller Shutter Coatings
5. If CommandeX Pty Ltd is requested by the Buyer to insert other profiles into a shutter (i.e. AE 401 into AR 401) then this will void the shutter due to the incompatibility of profiles
6. If the defect is a result of alteration, accident, misuse abuse or neglect.
7. Deterioration due to normal fair wear and tear.
8. Damage from weather and/or the environment including hail, wind, rain, lightening, flood, salt and similar.
9. Please Note: 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.

Unauthorised/improper installation, maintenance and handling or overloading will void this warranty.