

## Warranty & Maintenance Information Sheet

### General Warranty

Barrierscreens agrees to abide by the "Consumer Guarantee Applying to Goods" as set out by the Office of Fair Trading. In doing so, Barrierscreens urges the Customer to ensure that they have read the product specification sheet for any product intended for purchase to ensure that the product is suitable for the Customer's intended use.

In addition to the consumer guarantee, Barrierscreens expressly warrants each product to perform for the periods stated herein from the date of purchase except where goods have been misused, wilfully damaged, or worked on or tampered with by any person not authorised by the company to do so. It is also a condition that the care and maintenance advice for the product has been adhered to.

As part of this warranty, Barrierscreens will repair or replace parts where necessary for the duration of the warranty. Where a product is required to be replaced, an allowance for fair wear and tear as well as ageing will be calculated as per the tables shown below. These tables show the amount Barrierscreens will contribute to the replacement cost of the product.

<b>3 Year Warranty</b>	<b>5 Year Warranty</b>	<b>10 Year Warranty</b>	<b>20 Year Warranty</b>
Year 1 - 100%	Year 1-2 - 100%	Year 1-2 - 100%	Year 1-3 - 100%
Year 2 - 50%	Year 3-4 - 50%	Year 3-5 - 70%	Year 4-6 - 70%
Year 3 - 20%	Year 5 - 20%	Year 6-7 - 40%	Year 7-9 - 40%
		Year 8-9 - 20%	Year 10-12 - 20%
		Year 10 - 10%	Year 13-20 - 10%

Where any product supplied by Barrierscreens is covered by a supplier warranty for a period greater than expressed here then Barrierscreens agrees to assign that warranty to the purchaser.

All warranties offered herein are non transferable and only apply where the goods have been paid for in full. Proof of purchase will be required prior to any claim being lodged.

Barrierscreens strives to provide the best products, manufactured from only quality components however, no warranty or guarantee is offered on the performance of any product in the event of wilful damage or misuse.

## **Care & Maintenance For Powder-Coated Products**

The effects of ultra violet light, pollution, dirt, grime and salt deposits are detrimental to a powder-coated surface as they accumulate over time. To comply with warranty requirements and extend the life of your Barrierscreens products a very simple maintenance program should be implemented. As a general rule, cleaning of the powder-coated surface must take place regularly however, in areas where pollutants are more prevalent, especially in coastal or industrial areas, a cleaning program should be carried out on a more frequent basis. See Definitions of Environments and Maintenance Intervals below.

To clean the powder-coated surface:

1. Carefully remove any loose deposits with a wet sponge.
2. Use a soft brush or cloth and a mild household or carwash detergent to remove other deposits. Do not use steel wool, scrapers, scouring liquids or powders as they will permanently scratch the coated surface.
3. Rinse off with clean water.

Please note that detergents that recommend the use of gloves when handling should be avoided as this is a good indication that the detergent is harsh, and therefore unsuitable for cleaning the powder-coated surface.

## **Definitions of Environments & Maintenance Intervals**

**Mild:** Being rural, away from the coast and remote from industry and urban activity. (6 Months Maximum)

**Moderate:** Being mainly urban, inland away from heavy industrial activity.(3 Months Maximum)

**Severe:** Being coastal or marine, within 15kms of the coast or subject to salt deposition. Close proximity to industrial activity.( 2-4 Weeks Maximum )

## **Individual Product Warranties**

### **SecureView Care & Maintenance**

Please follow the "Care and Maintenance For Powder-Coated Products" guide. In the event that "Care and Maintenance For Powder-Coated Products" has not been adhered to, the warranty will be void.

- Structural performance of Secureview Mesh and frame - 11 Year Secureview Warranty.
- Powder-Coating - 3 Years
- Locks, rollers and closers - 1 Year
- All other components - 1 Year

### **7mm Barrier Products & Flyscreens Care & Maintenance**

Please follow the "Care and Maintenance For Powder-Coated Products" guide. In the event that "Care and Maintenance For Powder-Coated Products" has not been adhered to, the warranty will be void.

- Powder-Coating - 3 Years
- Locks, rollers and closers - 1 Year
- Structural - 5 Years
- Fly Screening - Not Applicable

### **PerfX & Xceed Care & Maintenance**

Please follow the "Care and Maintenance For Powder-Coated Products" guide. In the event that "Care and Maintenance For Powder-Coated Products" has not been adhered to, the warranty will be void.

- Powder-Coating - 3 Years
- Locks, rollers and closers - 1 Year
- Structural - 5 Years

### **Aluminium Shutters & Privacy Panels Care & Maintenance**

Please follow the "Care and Maintenance For Powder-Coated Products" guide. In the event that "Care and Maintenance For Powder-Coated Products" has not been adhered to, the warranty will be void.

- Powder-Coating - 3 Years
- Locks, rollers and closers - 1 Year
- Structural - 5 Years

### **Care & Maintenance for Internal Blinds & Shutters**

The effects of ultra violet light, pollution, dirt, grime and salt deposits are detrimental to the components of internal blinds and shutters as they accumulate over time.

To comply with warranty requirements and extend the life of your blinds and shutters a very simple maintenance program should be implemented. As a general rule, all blinds require regular dusting, however, in areas where pollutants are more prevalent, especially in coastal or industrial areas, a cleaning program should be carried out on a more frequent basis.

**Please note that this is a guide only and that not all fabrics will react the same way to cleaning. Always test in an inconspicuous area first and allow to dry completely to see how the fabric is going to react. The best policy for cleaning blinds is to use a professional blind cleaning company.**

### **Sunscreen & Blockout Fabrics**

- For removal of dust from your blind please use a vacuum on a gentle setting with a brush attachment or try to remove the mark with adhesive tape before rubbing.
- For small marks on the blind, the use of an art gum rubber will remove most of these.
- For larger marks a damp cloth or the use of mild soapy water will also work. Ensure that you wipe out the soapy residue with water and leave the blind in the down position until completely dry.

### **Light Filter Fabrics**

- For removal of dust from your blind please use a vacuum on a gentle setting with a brush attachment or try to remove a mark with adhesive tape before rubbing.
- For small marks on the blind, if the vacuum or tape does not work, the use of an art gum rubber will remove most of these.
- For larger marks remember to test in an inconspicuous area first and allow to dry to see how the fabric is going to react as it may watermark. Wipe with a damp cloth and mild soapy water. Ensure that you remove the soapy residue with water and leave the blind in the down position until completely dry.

### **Sheer Fabrics**

- For removal of dust from your blind please use a vacuum on a gentle setting with a brush attachment.
- For removal of all marks we recommend using a professional blind cleaning company.

### **Metal Back Fabrics**

- The metallic coating is fragile and must be handled with care to avoid damage.
- To remove dust use a feather duster, do not vacuum.
- Do not scrub. Do not use tapes, solvents or abrasive cleaners which could damage the fabric coating. Clean with a damp soft cloth using a mild detergent. Rinse with clean water and allow to completely dry with the blind in the down position.
- The best policy for this fabric is to use a professional blind cleaning company.

### **Fauxwood, Timber & Aluminium Venetians**

- The use of a feather duster or similar will remove dust.
- For heavier marks use a soft cloth and mild soapy water. Dry with a soft cloth.
- A furniture polish will generally remove more stubborn marks, however caution must be taken to ensure you are not left with shiny patches.

### **Fauxwood Shutters**

- The use of a feather duster or similar will remove dust.
- For heavier marks use a soft cloth and mild soapy water.
- A furniture polish will generally remove more stubborn marks, however, caution must be taken to ensure you are not left with shiny patches.

### **Basswood & Paulownia Shutters**

- The use of a feather duster or similar will remove dust.
- For heavier marks use a soft cloth and mild soapy water and dry with a soft cloth.
- A furniture polish will generally remove more stubborn marks, however caution must be taken to ensure you are not left with shiny patches.

### **Vertical Drapes Care & Maintenance**

Please follow the “Care and Maintenance of Your Internal Blinds” guide.

The application of a silicone based lubricant to the carrier rod (located in the track) is recommended. Regular dusting of the fabric will ensure no build up of dust and grime occurs. Professional cleaners using ultrasonic cleaning methods are recommended. Any other form of washing the blinds is not recommended. It is recommended that the slats be rotated on a regular basis to ensure that any natural fading of the blinds occurs evenly.

Please note that Barrierscreens uses the latest guillotine, crush and ultrasonic fabric cutting tools depending on the type of fabric. As is industry standard, we do not side hem any fabrics. Therefore, caution must be taken when operating fabric blinds to avoid unnecessary rubbing which may cause fraying or other damage. With normal operation of a cord or chain operated blind, other than cleaning, there should be NO circumstance where anything should come in contact with the fabric of the blind. Should you notice any instance where your blinds do appear to be rubbing on anything, you must report this to Barrierscreens *immediately* so preventative action can be taken. Fraying or any other damage caused by the blind rubbing against anything is not covered by warranty.

### **Vertical Drapes Warranty**

- Track - 3 Years
- Track Components - 3 Years
- Fabric - 2 Years

To avoid disappointment please ensure the suitability of the fabric for the situation.

### **Roller Blinds & Roman Blinds Care & Maintenance**

Please follow the “Care and Maintenance of Your Internal Blinds” guide.

Regular dusting of the fabric will ensure no build up of dust and grime occurs. Professional cleaners using ultrasonic cleaning methods are recommended. Any other form of washing of the blinds is not recommended.

### **Roller Blinds & Roman Blinds Warranty**

- Installation - 12 months
- Tube, Tracks Mechanisms - 3 Years
- Fabric - 12 Months

To avoid disappointment please ensure the suitability of the fabric for the situation. Roller Blinds under 500mm, or over 2400mm wide and or 2200mm in height are not warranted against bagging of the fabric, a bow in the tube causing veering, tracking and fraying.

### **Panel Glide Blinds Care & Maintenance**

Please follow the "Care and Maintenance of Your Internal Blinds" guide. The application of a silicone based lubricant to the track and carriers is recommended. Regular dusting of the fabric will ensure no build up of dust and grime occurs. Professional cleaners using ultrasonic cleaning methods are recommended. Any other form of washing the blinds is not recommended.

### **Panel Glide Blinds Warranty**

- Installation - 12 months
- Track - 3 Years
- Track Components - 3 Years
- Fabric - 12 Months

To avoid disappointment please ensure the suitability of the fabric for the situation. Panels less than 450mm and wider than 1250mm including overlap are not warranted as to twisting and cupping that may occur.

### **Aluminium Venetian Blinds Care & Maintenance**

Please follow the "Care and Maintenance of Your Internal Blinds" guide. Regular dusting of the slats will ensure no build up of dust and grime occurs. If required, wipe with a soft cloth soaked in very mild soapy water. Sponge clean and dry. Professional cleaners using ultrasonic cleaning methods are recommended. Any other form of washing the blinds is not recommended.

### **Aluminium Venetian Blinds Warranty**

- Installation - 12 months
- Head and Bottom Rail - 3 Years
- Slats - 3 Years

### **Timber Plantation Shutters Care & Maintenance**

Please follow the "Care and Maintenance of Your Internal Blinds" guide. Regular dusting of the shutter will ensure no build up of dust and grime occurs. Any other form of washing the blinds is not recommended. It is recommended that the slats be rotated on a regular basis to ensure that any natural fading of the blinds occurs evenly.

### **Timber Plantation Shutters Warranty**

- Installation - 12 months
- Components - 5 Years
- Shutter panels - 5 Years

\*This warranty does not cover normal weathering which may cause coloured surfaces to fade or darken over time.

### **Fauxwood/PVC Plantation Shutters Care & Maintenance**

Please follow the "Care and Maintenance of Your Internal Blinds" guide. Regular dusting of the shutter will ensure no build up of dust and grime occurs. If required, wipe stains with a soft cloth soaked in very mild soapy water, sponge clean and dry. Any other form of washing the blinds is not recommended. It is recommended that the slats be rotated on a regular basis to ensure that any natural fading of the blinds occurs evenly.

### **Fauxwood/PVC Plantation Shutters Warranty**

- Installation - 12 months
- Components - 5 Years
- Assigned Manufacturers Warranty - 20 Years

\*This warranty does not cover normal weathering which may cause coloured surfaces to fade or darken over time.