



## Lifetime Manufacturer's Warranty

Ultra Lite Shutters offers a non-transferable lifetime warranty to the original purchaser, on any products installed on the original location, manufactured with Heroal components. Ultra Lite Shutters will warranty certified products from defect in material for the entirety of time it is installed in its original installed location by a certified dealer. Warranty can be claimed if any part of the product is found to have defects in material, except for the operator, and even if it is outside the Dealer Warranty period. Material under warranty is limited to the panel box, end caps, slats, end slat, and guide rails.

If your product is still in the Dealer Warranty period, please contact the dealer first to resolve the issue. Warranty claims must be submitted immediately upon detection of such defects that are cause for a warranty claim. A Warranty Claim form must be filled out and the proper documentation and supporting attachments must accompany any warranty claim.

If the product, or any portion of the product due to a successful Manufacturer's Warranty claim, is to be returned to the manufacturing facility, Ultra Lite Shutters will arrange return shipment of the unit at no cost to the dealer or customer.

If the cause of a failure in the product, due to either failure of the operator, improper installation, or misuse/abuse, Ultra Lite Shutters cannot warranty the product. Ultra Lite Shutters will make every attempt to resolve any issue to the best of our abilities and to the customer's satisfaction within a reasonable capacity.

## 1-Year Dealer Installation Warranty

Ultra Lite Shutters requires all authorized dealers to provide a warranty period of one year from the time of completion and successful performance. Shutters are to be presented in working condition to the specifications provided by the owner to the dealer. Any corrections or repairs will be covered under the Dealer Warranty and are not part of the Manufacturer's Warranty as provided by Ultra Lite Shutters.

The Dealer Warranty will cover any/all installation defects or errors that seriously hinder the normal operation of the shutter. Any errors in installation or operation that are a result of improper installation that do not adhere to the installation instructions and documentation will be corrected under the Dealer Warranty. The dealer, at their discretion, will cover all warranty work and parts for repair or will provide the customer a 100% reimbursement of the purchased product.

The dealer reserves the right to inspect any damaged part or equipment failure and may certify that the issues, as expressed in the warranty claim, resulted from an issue during installation. The dealer does not have any requirement to fulfill any Dealer Warranty request that falls outside the Warranty Period.

In the event that the dealer and customer cannot come to a suitable arrangement or the dealer fails to honor the Dealer Warranty, the customer has the right to request assistance from Ultra Lite Shutters. After verification and inspection, if the original installation fails to follow the instructions or does not meet the specifications as provided, Ultra Lite Shutters will intervene and provide assistance to a degree deemed appropriate by them. Ultra Lite Shutters reserves the right to have another dealer contact you and arrange for the warranty work to be completed.

## Screen Fabric Warranty

Ultra-Lite produces its finished textiles in our production facility in Calgary, AB. We take every precaution and utilize the best resources to ensure the best product is made. Ultra-Lite offers the following warranty platform for our produced fabrics.

- 5-Year Warranty for production defects
- 10-Year Warranty for manufacturer's defects

Discoloration or other degradation of the fabric solely related to general use or exposure to elements are not covered under warranty and considered acceptable results of frequent use and should happen if the fabric is fulfilling its purpose.

### Not Covered Under Warranty

- Any damaged products that were not reported at time of delivery or identified as faulty or defective immediately upon detection.
- The addition or removal of parts from the Shutter that cause the shutter to fail or function improperly.
- Incorrect electrical wiring or wiring the motors in series causing the motors to fail.
- Abuse or misuse of the product causing damage or failure.
- Any unauthorized changes to the product during the Dealer Warranty Period by a person other than the authorized dealer.
- Accidents, defects or failure of the mounting medium, acts of god, a resonating structure, vandalism, materials or chemicals present in the vicinity causing damage.
- Any defect that was present at the time of installation that was not reported immediately to the dealer.
- Any scheduled or preventative maintenance of the product.

The customer will make every attempt to resolve any warranty issues with the dealer. The dealer will make every effort to fulfill the warranty claim in a proficient and timely manner. The dealer and customer will work together to have the dealer correct any problems at all times during the Dealer Warranty period.

Warranty, as provided by the dealer, is limited to the constraints and parameters as declared within the Dealer Warranty documentation. No other warranties or obligations, either spoken, implied, written, or expressed are valid. In regards to any warranty claim submitted by the customer to the dealer, the submitter will have no authority to request any other type of reimbursement not indicated as a warranty item.

### Warranty Claim

The customer will allow access, during normal business hours, to the area the shutter is located. An adult of the age of 18 must be present to authorize any warranty work and confirm that the work is completed and the shutter is now in compliance with the customer's specifications.

If the customer has made every attempt to work with the dealer to resolve a warranty issue, the customer should contact Ultra Lite Shutters for further direction.

### Fabric Imperfections

Fabric supplied by Ultra-Lite may contain imperfections or flaws in the fabric. There are two scenarios in which fabric will be supplied to the dealer with an imperfection or blemish; (1) The flaw was not identified during the production process or (2) the blemish is within tolerance and due to the exceptionally limited visibility of the mark on the fabric, the fabric was produced in its current state. Fabric with an approved blemish will not be replaced under warranty but flaws in the fabric are eligible for warranty replacement.

A blemish that is approved by the production manager will be signed off on and approved for production. Any blemish that is reviewed by the production manager may be deemed as **D-A-R** (Dealer Approval Required). In this case, issue will be noted on the order and the dealer will be notified prior to shipping. Dealers are able to reject D-A-R issues at no additional charge however a delay in delivery may occur.