



**SCHILDR**

**LIMITED LIFETIME WARRANTY**

**THIS PRODUCT HAS BEEN MANUFACTURED AND TESTED TO THE HIGHEST QUALITY STANDARDS BY SCHILDR**

This Limited Lifetime Warranty offered by Schildr covers defects in material in new Schildr products. This warranty extends to the original purchaser and may be transferred to new owners via procedures included herein. This warranty only covers Schildr products purchased from Schildr or Authorized Schildr Dealers. This warranty is subject to limitations, exclusions, and conditions as detailed in this Warranty Certificate.

### **WHAT OUR WARRANTY COVERS**

Schildr warrants the product against defects in materials as follows:

**THE POWER COMPONENTS** (motor, power supply, receiver, and electronic controls) are warranted for five (5) years from the date of installation.

All Led Lights installed in Schildr products are warranted for two (2) years from the date of installation.

All electric components are warranted subject to the wire connections being protected and the electric controls being installed in a waterproof box in accordance with the relevant codes and protected from water and other weather conditions. They are also subject to the operation of the motorized retracting system to full opening and closing at least twice a month.

**FOR MANUAL SYSTEMS** the components (manual operator and movable components) are warranted for five (5) years from the date of installation. This excludes the manual crank arm.

**THE SUPPORT COMPONENTS** (posts, gutters, louvers, and beams) are warranted for five (5) years from the date of installation.

**THE SCHILDR OUTDOOR SYSTEM** is warranted for the lifetime against the manufacturing defects. This limited lifetime warranty applies to manufacturing defects in the components for residential and commercial applications.

## WHAT OUR WARRANTY DOES NOT COVER

Conditions, malfunctions or damage resulting from other than defects in material.

Conditions, malfunctions or damage resulting from normal wear and tear, improper installation, improper maintenance, misuse, abuse, negligence, accident or alteration.

Accessories, connected materials and products or related products not manufactured or supplied by Schildr.

Normal weathering, chalking, fading, corrosive atmosphere, contamination by chemical fumes or salt or any act of Nature.

It is important that the customer follow the CARE AND CLEANING INSTRUCTIONS published by Schildr. Schildr products are not warranted when aggressive environmental conditions are manifested. That includes but is not limited to environmental streaking on beams and louvers.

This Warranty shall not be valid or enforceable unless the Warranty is registered with Schildr via the Schildr website [www.schildr.com](http://www.schildr.com) within thirty (30) days after completion of the original installation of the product covered hereby. Complete registration instructions are on the website.

This warranty may be transferred to new owners during the life of the Warranty by adhering to the following procedure:

Fill out the Warranty information and note that this is a transfer. There is no charge for this transfer, however Schildr must acknowledge in writing that the new registration has been received.

This Limited Lifetime Warranty only applies to product(s) installed within the United States, Mexico, Canada, and the Caribbean.

## CLAIM PROCEDURE

Any claim under this warranty must be in writing and sent via mail/email/fax to:

Claims must be received by Schildr within 30 days of discovering a claimed defect and include the date of installation, the address of the installed product, the name and address of the installer and a copy of the invoice for the defective product.

As Schildr must have a reasonable opportunity to inspect the claim, do not begin any repairs prior to said inspection or the terms of the warranty could be voided.

After inspection by Schildr or its duly appointed representative, Schildr shall have thirty (30) days to deliver a repaired, or new product(s) to remedy the defective product as follows:

During the first (1st) year after installation, Schildr has the option to repair, or replace the defective product at NO COST to the customer.

From the second (2nd) year through the five(5th) year, based on the warranty period for the defective part

as defined above, Schildr has the option to repair, or replace defective components, but the customer is responsible for shipping charges and all costs for removal and reinstallation of the components.

This Limited Lifetime Warranty is made in lieu of all other warranties of merchantability and fitness for a particular purpose and the purchaser's rights are limited to the term of this warranty. Schildr shall not be liable for any incidental, special or consequential damages. The obligations of Schildr set forth herein are the sole remedies available whether the claim is for negligence, or breach of warranty.

## CLEANING STEPS

### 01

#### MODERATE DIRT

An occasional washing with clear water using a garden hose and soft-bristled brush is recommended (a long-handled, car-washing brush is ideal for this purpose).

### 02

#### HEAVIER DIRT ACCUMULATION

Wash in the manner indicated above, but use the following solution:

1/3 cup detergent (e.g. Tide®)

2/3 cup trisodium phosphate powder (also known as T.S.P.)

1 gallon water

### 03

#### MILDEW ACCUMULATION

Mildew can collect on surfaces of all types of building products and is often evident on surfaces that have not been properly maintained. Normally, mildew will appear as black spots. Mildew is easy to remove by using the following cleaning solution:

1/3 cup detergent (e.g. Tide®)

2/3 cup trisodium phosphate powder (also known as T.S.P.)

1 quart sodium hypochloride 5% solution (e.g. Clorox®)

3 quarts water

### 04

#### ENVIRONMENTAL BLACK STREAKING

Black streaking can also collect on the surface of a structure. Black streaking can be removed by using Gutter Zap 4, which can be purchased online.

### 05

#### CAULKING COMPOUNDS, TAR, ETC.

Use mineral spirits in reasonable amounts, apply directly to foreign substance. Rinse the area thoroughly with water immediately after cleaning.

## WARRANTY CERTIFICATE & WARRANTY TERMS

- All SCHILDR YAPI LİMİTED ŞİRKETİ products are under the post-assembly warranty.
- The warranty does not cover defects resulting from product assembly faults.
- The systems may exhibit window sweating or window fogging (dampening of profiles and windows). Such occurrences in the system may result from the place of application, environmental factors, and indoor-outdoor temperature differences. The warranty does not cover such situations.
- All windows used in the systems are under warranty for 10 years against manufacturing defects. The warranty does not cover the breakage of glass units.
- None of the systems (even with double-glazing) is under 100% air insulation, waterproofing and sound insulation warranty.
- Aluminum Powder Coating applied to profiles for all systems is under warranty for 10 years.
- For all motorized systems, the motor warranty period is 5 years.
- For Pergola and Zip products, construction and all fabric types are under warranty for 5 years.
- Construction and all materials (except for windows and motor) of our Compact-Guillotine system are under warranty for 2 years.
- All lights and electronics are under warranty for 2 years.
- Applicable dimensions of the systems are stated in our price lists, and the warranty does not cover systems that do not comply with these dimensions.
- Color tone differences may occur in painted and colored anodized profiles. Profiles are under warranty if color tone differences are not within tolerances.
- User manuals for the products are available on our website. Any use contrary to the terms and conditions therein will void the warranty.

