



ROLLER BLINDS & SCREENS

*affordable and stylish blinds,
shutters & screens*

PRODUCT WARRANTY & CARE GUIDE

Roller Blinds Warranty

Warranty Terms

5 YEARS INSTALLATION WARRANTY

5 YEARS WARRANTY ON STRUCTURAL & COMPONENTS

3 YEARS WARRANTY ON FABRIC

- This warranty is for the benefit of the original purchaser and is not transferable. This warranty does not cover colour variations which exist between dye lots or batches, blinds measuring over 3m wide x 3m drop or any situation arising where damage to the blind has occurred through failure to follow prescribed instructions with respect to cleaning or maintenance; nor does it cover unauthorized repairs, accidents, alterations, misuse, abuse, acts of God, motorised devices, or normal wear and tear but not limited to fading over the lifetime of the product or exposure to unsuitable conditions or extreme outdoor elements. Please note, variable warranties apply to fabrics depending on the fabric and manufacturer. Further information can be provided upon request. Standard warranties apply to motorisation components depending on the product and manufacturer. Cleaning instructions are available at the bottom of this page.

- This warranty solely covers the replacement or repair of the Roller Blind, including the removal and re-installation. It does not cover damage to anything else including (but not limited to) furniture or walls. Please remember to ensure your windows are closed in strong wind. This will avoid any damage to the blinds as well as your furniture and walls, as this is not covered by the warranty.

- In addition, warranty does not apply to any blind that has been deemed outside of the product size limits. If this clause applies to you, you will have been informed in writing prior to you placing your order.

Care & Maintenance of Roller Blinds

- Most blind fabrics have stain-resistant protection. Cleaning and maintenance of the fabrics should be done with a vacuum and brush attachment to remove
- any loose dirt, fluff or dead bugs.
- For small wet or fresh marks, we recommend using a baby wipe, moving in a light circular motion.
- For small dry marks i.e dirt smudges, we recommend using a white pencil eraser, applied lightly until the mark is erased.
- Never use abrasive products or solvents/industrial based cleaners.

- **CAUTION: Never use harsh abrasives, chlorine-based cleaners and cleaners containing organic solvents on shutters and blinds as they may affect the surface appearance and durability**

Plantation Shutters Warranty

PVC Warranty Terms

25 YEARS WARRANTY ON STRUCTUAL

5 YEARS WARRANTY ON INSTALLATION & PAINT

Basswood Warranty Terms

4 YEARS WARRANTY ON STRUCTUAL

4 YEARS WARRANTY ON INSTALLATION & PAINT

- This warranty is for the benefit of the original purchaser and is not transferable. This warranty does not cover any condition of or damage to the window shutters or window from unauthorized repairs, accidents, alterations, misuse, abuse, act of God, motorized devices, daily wear and tear, and moisture damage, exposure to elements or excessive humidity, and failure to follow instructions with respect to measurement, installations, cleaning or maintenance.
- Improper, inappropriate, or unauthorized replacement parts, repairs or maintenance voids this warranty.
- This warranty excludes all liability for removal of the shutter and reinstallation in the same or another window, or damage to the window frame, glass or any other portion of the window. Due to manufacturing processes, natural variations in colour, grain and texture in the products, the manufacturer is not able to guarantee exact matches on subsequent orders.

Care & Maintenance of Shutters

- For general cleaning simply open the louvres (blades) and with a feather duster dust off.
- For any grime use a damp cloth for cleaning. Do not use any solvents.
- Simply wipe the damp cloth over the shutters to remove and dust and grime film.
- **CAUTION: Never use harsh abrasives, chlorine-based cleaners and cleaners containing organic solvents on shutters and blinds as they may affect the surface appearance and durability**

Security Doors And Screens

Warranty Terms

16 YEARS PRODUCT WARRANTY ON AMPLIMESH SUPASCREEN

10 YEARS PRODUCT WARRANTY ON AMPLIMESH INTRUDAGUARD

7 YEARS PRODUCT WARRANTY ON AMPLIMESH PRIVACYGUARD

7 YEARS PRODUCT WARRANTY ON TRANGUARD

5 YEARS PRODUCT WARRANTY ON STAINLESS STEEL/PERFGUARD / ONEWAY VISION

2 YEARS PRODUCT WARRANTY ON FLYSCREEN DOORS

1 YEAR WARRANTY ON FLYSCREENS

- Adjustments to the fit of the door and operation of the lock due to house movement are not covered under warranty. Tampering with the lock, misuse, tarnishing of brass or chrome locks are excluded from warranty. No warranty applies to the door closer.
- No warranty applies to accidental or intentional damage, product disassembly, events outside of control, repair or installation by a person who is not authorized by Roller Blinds and Screens, product alteration, damage to any mesh or insect screens, wear and tear or abnormal use of the product. Claims due to lack of maintenance are excluded from the warranty.
- Roller Blinds and Screens may repair or replace at its option any portion of the product which proves to be defective under the terms of this warranty at no further cost to the buyer. Roller Blinds and Screens shall be liable under this limited warranty only for the cost or at its option repair or replacement of defective products.
- Purchaser Responsibilities. Be able to show that:
 - The product defect or damage has occurred because of faulty products or workmanship
 - The product has been used expressly for its intended purpose
 - The product Care and Maintenance obligations have been fulfilled
 - They are the original purchaser
 - The claim is within the warranty period as set for the product

Security Screen Door Operations: Scope and Exclusions

- **Interlock Functionality:** Interlocks are designed to secure the rear edge of the sliding door into the fixed panel simultaneously as the door reaches its locking position. This mechanism ensures the door is locked on both sides for enhanced security.
 - **Frame Interlock Installation:** A frame interlock is permanently attached to the back of the sliding door during installation. It aligns with a receiving interlock mounted on the fixed glass panel to complete the locking system.
 - **Standard Inclusion:** Frame interlocks are supplied as standard with all security sliding doors.
 - **Substitution Impact:** Replacing the frame interlock with a bug seal compromises the security integrity of the screen door. While bug seals may offer insect protection, they do not provide the same locking strength.
 - **Insect Protection Limitations:** Security screen doors are effective deterrents against insects and pests. However, they are not guaranteed to be 100% insect-proof.
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- AS 5039 and AS 5041 are the Australian Standards for security screens. They relate directly to the manufacture of security screens for doors and windows in Australia.
 - AS 5040 applies to the installation of security screens and window grilles. While security screens must be manufactured to meet AS 5039, Australian Standard AS 5040 provides installation guidelines and requirements that need to be followed when installing security screen products.
 - The Standard is concerned mainly with resistance to forced entry. It does not address the important issues relating to egress in the case of emergency.

Care & Maintenance of Security Doors & Screens

- Maintenance is required to preserve the original appearance and operation of our products. Customers must take responsibility for the ongoing maintenance of all doors and screens.
- Surfaces should be inspected regularly and kept clean by prompt removal of all dust, dirt, grime and other foreign matter using a soft sponge with clean soapy water, using a mild detergent. Wash off any detergent residue with clean water and dry. Under no circumstances should you use any abrasive type of cleaning agents or caustic solutions, steel wool or scourer pads.
- **CAUTION: Never use harsh abrasives, chlorine-based cleaners and cleaners containing organic solvents on Security Doors & Screens as they may affect the surface appearance and durability**

Curtains

Warranty Terms

3 YEARS PRODUCT WARRANTY

For claims covered by the warranty, we will replace or repair any product with like or similar parts, found to be defective as a result of faulty materials.

Curtain warranty does not apply to any curtains or parts thereof which fail due to accident, alterations, improper use, abuse, neglect, normal wear, normal colour fading due to sunlight or direct exposure to salt air.

Not covered under warranty

- Abuse, accidents and improper-use;
- Normal wear and tear;
- Alterations or improper installations;
- Freight, removal and re-installation costs;
- Over exposure to the elements;
- Natural minor fading over time; and
- Improper cleaning and use of chemicals.