SHUT IT

WARRANTY, CARE & MAINTENANCE

• Blinds • Veri Shades • Zipscreens • Awnings •
Privacy Screens • Infill Panels • Retractable Screens
• Roller Shutters • Internal Polymer Shutters
• Internal Timber Shutters • External Shutters








WARRANTY, CARE AND MAINTENANCE

Indoor Blinds and Veri Shades

This Warranty is in addition to other legal rights you have under the Australian Consumer Law:

- This warranty is not transferable and only the original purchaser of the products can make a claim under this warranty.
- Subject to the conditions of this warranty, Shut It Solutions warrants the following products to be free from defects in design, material and workmanship at the time of installation, for a period of three years from the date of purchase.
- This warranty specifically covers Indoor Blinds & Veri Shades supplied by Shut It Solutions.
- Approved child safety devices are supplied with our interior products and must be fitted for a warranty claim to be made.
- Products must be cleaned and maintained as per cleaning instructions.
- To maintain your warranty, regularly clean and maintain your indoor blinds. Avoid operating blinds in front of open windows, keep them dry and vacuum them every few months.

Covered under this warranty:

- Panel Glide Blinds 3 Years
- Roller Blinds 3 Years
- Venetian Blinds Aluminium 3 Years
- Vertical Drapes 3 Years
- Roman Blinds 3 Years
- Sheer Vision Indoor Blinds 3 Years
- Venetian Blinds Timber and PVC 3 Years
- Veri Shades 2 Years

Blinds :- We warrant these products free from defects within the following Acceptable Standard Guidelines:

- If a defect is visible with the naked eye in natural daylight at a distance of 1.2 metres, it is not acceptable.
- If a defect is not visible with the naked eye in natural daylight at a distance of 1.2 metres, it is acceptable.

Motorisation:

- Acmeda 240V Motors & Pulse 7 Years
- Acmeda Battery Powered Motors & Controls 5 Years
- Somfy Motors and Controls 5 Years

- Batteries are not covered under warranty

Not covered under General Warranty for Interior Blinds:

- A call out fee of $280.00 that covers the first 20 mins and will do any servicing and adjustments etc., But does not include products / parts that need replacing. Every minute thereafter is $70 inc GST per 15 minute increments.
- Normal Wear and Tear
- Misuse or abuse
- Use of components not supplied by Shut It Solutions
- Any alterations made to the blinds as supplied that has not been carried out by a Shut It Solutions service technician
- Incorrect or insufficient care, Cleaning and Maintenance – Refer Cleaning Instructions
- Exposure to the elements (e.g. sun damage), or discolouration over time;
- Blinds that shrink or expand due to weather conditions;
- Exposure to high humidity (resulting in mould & mildew or 'warping') – e.g. kitchens, bathrooms and natural variations in grain, colour and texture for timber venetian blinds and other timber products
- Holes or runs in, or fraying of, the material that occur more than three months after installation;
- Broken chains, cords or mechanisms which occurs more than three months after installation;
- Puckering of material where material is over 2 metres in width;
- The most common cause of damage to blinds is a window being left open whilst the blind is in the down position.

This action will void your warranty:

- Electrical works completed by your licensed electrical contractor.

Honeycomb Cellular Blinds:

All Honeycomb Cellular blinds supplied by Shut It Solutions are covered by factory warranties. These vary from 1-10 years depending on the product. This warranty covers the original purchaser for as long as you own the blinds in a residential application. We guarantee that all Honeycomb Cellular blinds supplied by Shut It Solutions will be free of defects for that period of time. In the event of any defects, repairs or replacement will be speedily provided.

Warranties do not cover:

- Incorrect installation - Normal wear and tear - Misuse or abuse of products - Exposure to the elements

All materials can deteriorate after long periods of exposure to sunlight. Plastics can crack, cords will wear out. These are things that are considered normal wear and tear and are not covered by the above warranty. If our products are found to be defective during the warranty period we will repair or replace the defective product.

Warranties with respect to the type of Honeycomb Cellular blinds you are purchasing from Shut It Solutions are provided to you directly by the manufacturer of these products and are incorporated into your order. If a specific warranty applies to the Honeycomb Cellular blinds you have ordered, Shut It Solutions have a 'Care and Warranty' section or link on the product's information page.

WARRANTY, CARE AND MAINTENANCE

Indoor Blinds and Veri Shades

CLEANING INSTRUCTIONS
Fabric and bottom rail can be vacuumed with brush attachment to remove surface dust. A damp cloth can be used to wipe bottom rail and panel glide/Roman blind battens.

Marks on fabric can be treated with mild detergent, warm water and soft cloth. Be sure to test the effect of the cleaner on a discreet piece of the fabric to ensure the material is not stained or bleached by the cleaning product.

Regular vacuuming of venetian products is recommended to avoid dust build up. Use the brush attachment for ease of cleaning. For stubborn dirt, a mild detergent, warm water and soft cloth can be used.

Timber products should not be immersed in water due to possible warping. If timber becomes damp, ensure product is dried out quickly.

Veri Shades:
The surface of Veri Shades® fabric and tracks may collect a layer of dust over time, as the fabric is polyester, dirt and grime is very easily removed with little effort. Depending on the issue, marks may be removed by sponging, or hand washing and can be soaked in products such as Napisan (check colour suitable) if required. Veri Shades® fabric can also be ironed with a cool iron or steamed to remove creases. If spraying insecticides or any harmful chemicals the blinds must be placed in a raised position. **These chemicals must not come in contact with the blinds.**

CAUTION:
Never machine wash, use harsh cloths, harsh abrasives, chlorine or ammonia based chemicals or cleaners on any Veri Shades surface as they may affect the appearance, longevity and warranty of the product.

If just a few folds are dirty at the bottom, for example near a pet door, they can be washed while hanging using a bucket on a step ladder or bar stool. If removing the folds, ensure the curtain is in the OPEN position across the opening. Press each hanger up and twist away from the barb in the peg, in sequence, across the opening, supporting the detached folds as you go. See outline of peg below. For pegs facing this direction, push up and twist the top of hanger gently to the right (clockwise) to remove the hanger and fold, from the track.

Do not remove the hangers or unclip them. Thread a string through the hangers and loosely tie them together to make handling easier. Wash by dunking/soaking, a little light rubbing on specific marks and rinsing carefully. Shake as much water off as possible. Once damp, but not dripping, hang back up by pressing each hanger into the pegs in sequence. Leave in the open, unstacked position, don't stack until completely dry.

IMPORTANT INFORMATION:
*** The following is not covered by this Warranty:**

Fabric "V"ING
Large width roller blinds larger than 2400mm and/or longer than 3000mm, could show the effect of "V'ing. This effect is predominant on all large blinds. To reduce this effect, consider splitting the blind into smaller widths and/or multi-linking blinds together.

Patterns
Textured or directional fabrics may not have the warp (vertical) or weft (horizontal) yarns travelling perfectly perpendicular to each other. Some deviation from the pattern or texture will exist. You should expect to see variations of up to 30mm in the direction of the pattern from one side of the blind to the other.

Railroading and Cupping
Selected fabrics can be railroaded. Railroading fabric often leads to curling or cupping of the outer edges of the blind. Railroading of the fabric changes the appearance of the blind, which is more pronounced in textured fabrics. Cupping of fabric at the outer edges of the blind is more pronounced on wider width roller blinds.

Light Gaps
All roller blinds allow light to pass around the sides of the fabric (even when block out fabric is used). This is because the overall width of the blind including its brackets is always wider than the fabric width. Light Gaps are most prominent when a blind is fitted inside a window recess. Face fitting may be a better option than reveal fitting, however, the only way that light gaps can truly be minimised is to use hardware systems that utilise side channels. All venetians allow light to pass around the sides of the slats. Light can also reflect off the slats; therefore; venetians are not a complete block out product.

Large Venetian Blinds
Large venetian blinds can be quite heavy to raise and lower. Due to the weight, keeping the blind raised in the open position for an extended period of time may permanently damage the shape and appearance of the blind. Raise large blinds with the lift cord and assist with your other hand to reduce the tension on the cord. Significant bowing may occur for blinds with width over 2000mm and drop of 1800mm.

Puckering
Some wider width roller blinds will exhibit a deviation across the width of the fabric at the base rail. This can be minimised via selection of base rail options.

WARRANTY, CARE AND MAINTENANCE

Outdoor Blinds & Awnings

This Warranty is in addition to other legal rights you have under the Australian Consumer Law:
• This warranty is not transferable and only the original purchaser of the products can make a claim under this warranty.
Subject to the conditions of this warranty, Shut It Solutions warrant our products to be free from defects in design, material and workmanship at the time of installation, for the specified time periods stated below:

• **Aluminium Privacy Screens**	**5 Years**
• **Auto Roll-Up Fabric**	**3 Years**
• **Café Blind**	**3 Years**
• **Cord and Pulley**	**3 Years**
• **Crank Operated Straight Drop**	**3 Years**
• **Drop Arm Fabric**	**3 Years**
• **Fixed Canopy**	**3 Years**
• **Folding Arm - Australia**	**5 Years***
• **Folding Arm - Turnils FA40 Series**	**5 Years***
• **Folding Arm - Feng**	**5 Years***
• **Folding Arm - Piuma**	**5 Years***
• **Heavy Duty Channel**	**3 Years**
• **Louvre - Aluminium**	**5 Years**
• **Louvre - Steel**	**2 Years**
• **Multi Stop Channel**	**3 Years**
• **Wire Guide**	**3 Years**
• **Wire Guide Extreme**	**5 Years**
• **Zipscreen - Mesh/Acrylic**	**5 Years***
• **Zipscreen - PVC**	**2 Years**
• **Zipscreen Extreme**	**5 Years***

***Warranted under Shut It Solutions's Supplier Warranty**
We warrant these products free from defects within the following Acceptable Standard Guidelines:
• If a defect is visible with the naked eye in natural daylight at a distance of 1.2 metres, it is not acceptable
• If a defect is not visible with the naked eye in natural daylight at a distance of 1.2 metres, it is acceptable

Motorisation:

• **Acmeda 240V Motors & Pulse**	**7 Years**
• **Acmeda Battery Powered Motors & Controls**	**5 Years**
• **Somfy Motors and Controls**	**5 Years**

- Batteries are not covered under warranty

Fabrics:
Products are available in a wide range of fabric options depending on the requirements.

Fabric Options include:

• **Docril Acrylic Fabric**	**10 year warranty***
• **Docril Acrylic Nautica Fabric**	**10 year warranty***
• **Eziview**	**10 year warranty***
• **Outlook Fabrics**	**10 year warranty***
• **PVC – CLEAR or TINTED**	**2 year warranty***
• **Visiontex**	**10 year warranty***

***Products must be cleaned as per cleaning instructions.**

Paint Finish:
All powder coated products are warranted for colour fastness for 5 years

WARRANTY, CARE AND MAINTENANCE

Outdoor Blinds & Awnings

GENERAL INFORMATION

- Our products are designed to protect from the sun in calm weather. In strong winds your product should be retracted.
- Our products are not designed as wind breaks or shelters from rain with some exceptions.
- Awnings should not be allowed to hold water and please don't hang anything from your outdoor blinds or awnings.
- We recommend the use of wind, rain and motion sensors but these are not infallible and of course this does not apply to manual products.
- It is highly recommended that products be retracted when unattended.
- If motorised, your motor is usually pre-set and adjusted by your installer and does not require any adjustment by the consumer.
- If your motor is used repeatedly in a short period, it will overheat and automatically cut out until it cools down. This is a normal function and a safety override on your motor. Please avoid direct wetting of the motor.
- Do not press the remote control buttons repeatedly as this may alter the pre-set limits on the motor. We recommend that you clean the spinner on your wind and remote sensors regularly.

MAINTENANCE AND CARE OF OUTDOOR BLINDS:

FABRIC MAINTENANCE

- Acrylic canvas fabrics are natural products whose appearance may change over time and in varying weather conditions.
- These changes, including waffling, veining and folding, are normal and consistent with the manufacturer's specifications.
- If the awning is retracted when wet, then extend the awning at the first opportunity to allow the fabric to dry so as to discourage the growth of algae, mildew or other fungal growth.
- To maintain the appearance and life of the fabric, clean the fabric by brushing regularly with a soft, dry brush. Occasionally hose down with clean, cold water on sunny days.
- Do not allow dirt, dust, grime, leaf litter and bird matter to remain on the fabric as these are mediums for bacterial growth.
- Rinse the fabric as soon as possible to remove foreign matter.
- Avoid cleaning the fabric during humid weather as this can encourage mould to appear.
- Do not use strong bleaches, solvents, alcohol (spirits) or abrasive cleaning agents
- For fibreglass or polyester based materials with a polymer coating, use a clear coloured cleaner such as Spray and Wipe. Be sure to test the effect of the cleaner on a discreet piece of the fabric to ensure the material is not stained or bleached by the product.
- For difficult marks, fabric cleaners are available which can be sprayed on and wiped off with a clean rag. Shut It Solutions recommends Swiftee Outdoor Blind Cleaner- available for purchase through Shut It Solutions, request order via email.
- Recycled water can leave traces of lime scale; adding a small amount of vinegar to the water will prevent this from occurring.
- Ensure the fabric is completely dry before retracting the awning.
- Do not use pressurised water cleaners, rotary brushes or steam cleaners.
- Incorrect cleaning will ruin or reduce the protection of the fabric finish and will not be covered under warranty.

FRAME & HARDWARE MAINTENANCE - POWDER COATING

- As awnings are fixed outside they will get dirty over a period of time. This will not reduce their usability but it is recommended that the powder-coated parts are cleaned regularly with a soft woollen cloth to maintain optimal colour.
- To maintain your warranty, please don't allow dirt or salt to accumulate on the powder coating (or fabric for that matter).
- You should wash the powder coating with mild detergent every 6-12 months.
- In coastal areas, breezes can form whirlwinds transporting grains of sand and salt water. This creates a 'sandpaper' effect, which can reduce the thickness of the powder coating on the structure and components. Coastal areas are considered 'aggressive environments'; therefore, it is recommended that regular cleaning and maintenance be carried out using fresh water and mild detergents to increase product life expectancy
- Please avoid allowing things like paint, concrete, harsh cleaning materials, solvents etc. to come into contact with your powder coating or fabrics. If this occurs, please rinse with cold water and mild detergent or natural soap immediately.
- Try to avoid water getting on or around your motors. We recommend the use of Silicone spray on your moving parts avoiding the fabric and motor. This should be done annually or as necessary.
- For mechanical/moving parts and stainless steel components it is recommended to use a protective lubricant spray (CRC Marine 66®, Innox® or WD40®), followed by a light wipe with a dry cloth to remove excess.

WARRANTY, CARE AND MAINTENANCE

Outdoor Blinds & Awnings

WIND AND RAIN CONDITIONS

- Our Outdoor Blinds, Pivot Arms and Folding Arm Awnings will generally withstand winds up to around 35 km per hour. Notwithstanding this suggestion, it is the responsibility of the customer to retract the awning in windy conditions.
- We suggest that if the wind is gusty and it's uncomfortable outside, awnings in particular should be retracted.
- Our products are not intended to be waterproof. Water will generally not damage an outdoor blind or awning; however, if you need to retract them when they are wet, they should be extended as soon as practical and allowed to dry.

TECHNICAL LIMITS OF FABRICS:

Mould

• Due to the high level of pollutants in the air, awnings can be attacked by micro-organisms which will make them impossible to clean afterwards. If the awning or roof is installed near roads, air ducts or trees which drop resin or leaves it is important that regular cleaning and maintenance be carried out.

Creases

• Cobweb effect can form when the fabric is being created. Particularly for light colour fabrics these creases can become darker marks, however the quality and operation of your product will not be affected.

Waves/Ripples

• When the awning is rolled up, a double thickness is produced along the joins and side seams, this may cause the single layer of fabric between the joins and side seams to ripple or waffle. These anomalies are 'visual defects' that do not diminish the quality of the product.

Fraying & Abrasion

• In the event your awning is exposed to continuous strong winds it may show signs of wear, fraying or abrasion. This is less likely to occur in polyester fabrics.

Water-repellence

• Acrylic fabrics are not waterproof, and like any other fabric they have microscopic porous holes where the threads cross over. Further to a special impregnation treatment for outdoor use, the acrylic and polyester fabrics are dirt, water and oil repellent. This means that any drops of water will run off the awning fabrics due to their inclination. The effectiveness of this finish does gradually reduce over time due to weather and environmental factors.

Resistance to Decomposition & Environmental Factors

• Awning fabrics are generally made from synthetic fibres, which do not contain any biodegradable substances and therefore are resistant to decomposition. A build-up of dirt and organic substances on the surface of the fabric combined with humid conditions can encourage mould to appear. If the fabric is rolled up while still damp the layers of fabric cannot dry and discolouration can occur. Damage of this nature is caused by failure to adhere to the recommendations and is not covered under warranty.

Side edges & sewing

• The awnings are made up from strips of fabric, where each row of sewing and edge is reinforced. When the fabric is rolled up, the lines of sewing and the edges are rolled on top of each other causing added tension on the area. This tension can cause waves in the material to appear.

Fabric joins

• Some Awnings sizes may require fabric to be joined. Depending on the fabric and type of join used, this may result in either visible pinholes through the join, or a solid band across the width of the join.

PVC – Clear / Tinted

• Clear PVC is susceptible to degradation due to exposure of UV light and pollutants. PVC will turn yellow and brittle over time. Clear PVC can scratch if not maintained properly and can shrink up to 3%.

WARRANTY, CARE AND MAINTENANCE

Roller Shutters

Shut It Solutions Roller Shutter Warranty Statement

Shut It Solutions provides an extensive warranty on all Roller Shutter & home automation products, and warrants the products will be free from defects in materials and workmanship under normal and proper use for the prescribed warranty periods.

All Shut It Solutions roller shutter & home automation products will remain structurally sound, provided the product is not subject to physical abuse, misuse, neglect or exposure to extreme weather conditions.

This warranty is for the benefit of the original purchaser and is not transferable.

This warranty does not cover any situation arising where damage to the Roller Shutter or home automation product has occurred through failure to follow Shut It Solutions prescribed instructions with respect to measurement, installation, cleaning or maintenance, unauthorised repairs or alterations, accidents, misuse, abuse, acts of God or normal wear and tear including normal colour fading over time.

In the event of a warranty claim, the Owner must notify the retailer in writing within thirty (30) days after the defect first appeared. Such notification must contain the following:
• Name and address of the Owner • Date of installation • A brief description of the defect • Proof of purchase

Roller Shutters
5 Years Aluminium Shutters & Manufacturing, Paint Finish
2 Years Hardware & Accessories

SIMU Tubular Motors & Control Systems
5 Years Tubular Motors & Control Systems

Home Automation Systems for Roller Shutters
5 Years Motors
1 Year Solar Panels, Batteries & Controllers
1 Year All Electronics

Caring For Your Roller Shutter

Regular inspection and cleaning of your Roller shutters is important and highly recommended, with a non-abrasive cloth or sponge and mild soapy water.

For any external applications it is important to remove salt residue, gum and tannins that may drop from trees or any other residue spills, as these may contain corrosive properties.

Stainless steel, aluminium and powder coat finishes can be affected by salt air conditions, where corrosion can build up on these surfaces, so regular cleaning is critical. In high salinity areas, it is necessary to clean and maintain your shutters every 2-4 weeks.

When cleaning, ensure water does not enter the pelmet especially if your shutters are operated electronically to prevent damage to the motor.

Do not use grease or regular lubricants, as these attract dust and grit, which increases wear and tear. Instead, a dry silicone lubricant is recommended.

This will ensure your roller shutters will look great for years, following the above instructions.

WARRANTY, CARE AND MAINTENANCE

Polymer & Timber Plantation Shutters

We warrant that the product supplied at the time of Installation will be:

- Of acceptable quality
- Fit for its intended purpose or use
- Close match to the sample or demonstration model you were shown
- Safe, durable and reliable

Shut It Solutions warrants that our shutters shall be free of defects in material and workmanship for 10 years on Timber products, 30 years on Polymer products, provided that such products were correctly installed, maintained (Please refer to the Care instructions) and such products were made or assembled exclusively from original materials and components.

Shut It Solutions warrants the structure of our panels for 15 years.

Any hardware used on the product (such as hinges, screws, tracking components) is warranted to be free of manufacturing defects for a period of 5 years. Any stainless-steel hardware is warranted to be free of manufacturing defects and moisture related defects(rusting, oxidising etc.) for a period of 3 years based on proper use and maintenance. Please refer to the Care instructions.

Any paint/stains used on the product is warranted to be free of defects, including cracking, peeling and hazing for a period of 5 years. The timber substrate under a stained finish is subject to natural change of colour, from influences beyond human control. This change in color is expected, and cannot normally be claimed as a defect under warranty. If Raw finish is supplied the warranty will be void.

The limit of liability under this warranty is to repair or replace the shutters or shutter components found to be defective at Shut It Solutions sole discretion. The warranty does not include any labour costs for re-measuring, costs for removal or costs for reinstallations.

Shut It Solutions has the right to perform an inspection before agreeing a warranty claim. The shutters must not be altered or modified in any way, shape or form and all original components must be used and installed by an experienced installer. This will be decided upon at Shut It Solutions discretion.

Installation errors are not covered by the warranty; however, at our sole discretion we may make reasonable endeavours to help resolve installation issues that may occur from time to time. The warranty only applies to shutters correctly installed in the designated opening as originally intended and shall not cover bow or nonalignment in the frame or jamb in which the shutter is hung. This warranty does not cover any shutter which exceeds the limitations as described in the product manual.

Timber is a natural product, and may have some noticeable differences in the grain, pattern, paint or stain effect. This is considered an enhancement to the beauty of natural timber products and is not considered as a material defect. This means that Shut It Solutions cannot guarantee exact matches for subsequent or follow up orders.

Life expectancy of a shutter will vary according to the environmental conditions and the quality of the maintenance applied. Generally speaking, timber products such as Cedar in an external application will require more maintenance compared to metal products such as Aluminium. Extreme conditions such as heat, moisture or extreme changes in these conditions may affect the shutters and the applied finish. Such extreme conditions may result in Paint (or lacquer) cracking, peeling or colour and stain variation.

No returns will be accepted for reasons other than defects in workmanship or material. They are only accepted if authorised by Shut It Solutions and are notified within seven days of original receipt of goods. Proof of Installation date must be provided and goods may only be returned by a transport provider approved by Shut It Solutions. All Shutters remain the property of Shut It Solutions until full payment of the invoice has been made.

What this warranty will not cover:

- This warranty does not apply to conditions caused by normal wear and tear. Shut It Solutions shall only repair or replace, at our discretion any warrantable defective product or part that is returned to Shut It Solutions or has been inspected by Shut It Solutions.
- Shut It Solutions will not provide a warranty on Oversized panels.
- Shut It Solutions will not provide a warranty on Face Fit Sliding openings where no Sideboards are ordered.
- Shut It Solutions will not provide a warranty on Bi Fold openings where no Bottom Track is ordered.
- Shut It Solutions will not provide a warranty on Double Hinged shutters where no bottom frame is ordered. Due to the weight of two panels on a single set of hinges it is usual for Double Hinged panels to sag when opened – and you may need to lift them back into the frame when closing the panels. This is normal and is not considered a product fault.
- Shut It Solutions will not provide a warranty for damage to the framing where the Catch plate has not been installed and/or the end client has not been informed of the correct method to open/close the panels.
- Shut It Solutions will not provide a warranty on the colour fastness (fading) for custom colours in dark colours. It is expected and considered normal that dark colours will fade more quickly than light colours. Shut It Solutions will not accept a warranty claim on Color mismatch or Colour variation after Thirty Days of installation. Any claim on Colour mismatch or Colour variation must be reported within thirty days of Installation.
- During normal usage the stile and rail joints will experience flexing, vibration and movement (caused by climatic change). This can sometimes cause a minor paint fracture to appear along the joint edge. This is considered normal and not a structural failure.
- Shut It Solutions shutter products are not a 'blackout' window covering. Please see the Blackout section of Terms and Conditions.
- Shut It Solutions does not warrant damage caused to the shutter, window or window frame from installation, incorrect measurements, abuse, misuse (such as repainting, reconfiguration of shutter), mishandling, accidents, flood, fire, storm (or other acts of nature), unapproved repairs, cleaning, maintenance or damage caused by moisture(including exposure to rain).
- This warranty is valid only to the original purchaser and is not transferable. Claims arising under this agreement will be governed by the laws of Queensland. Shut It Solutions excludes all liability for consequential or incidental damages for any cause whatsoever. All other rights are governed by state law in which state the shutters were originally purchased, and may vary from state to state. Some states do not allow exclusion or limitation of implied warranties, or incidental or consequential damages, so the above limitation may not apply to your state.
- Please check local state law.

Current product specifications are dated 01/07/2021 but may be updated from time to time at Shut It Solutions's discretion. We reserve the right to make changes to our products without incurring any obligation to similarly alter products purchased previously.

WARRANTY, CARE AND MAINTENANCE

Polymer Plantation Shutters

Plantation shutters are beautiful additions to any home – they bring a certain elegance and grace to a home and can add value to the home.

To keep your plantation shutters in top condition Regular maintenance is essential to keeping your plantation shutters in excellent condition. Please follow these simple care instructions.

Polymer Shutters

- Keep free of dust with a soft cloth, feather duster, microfiber wand or gently vacuum with a soft bristle brush attachment.
- Use a small soft brush/feather duster to dust cracks and hard to get at places.
- Spot clean with a soft damp cloth when necessary – quickly wipe dry. If soap and water must be used then use a small amount of PH neutral soap in lukewarm water.
- Regularly rotate Blades for even UV exposure. Use of transparent UV film on windows is also a great idea, especially for dark coloured shutters.
- NEVER allow water to remain standing on the shutters. If water is able to penetrate the surface it may cause the timber to warp, create hairline cracks or damage the finish.
- NEVER use a silicon-based product, abrasives or harsh cleaning products for cleaning your shutters.
- Repair any damaged surfaces to prevent premature deterioration.
- Ensure that panels are properly fitted to catches or supports at all times.
- Centre Tilt Rod - Always tilt the blades by using the Tilt Rod to reduce the chance of staples pulling loose. Do NOT open the panel by pulling on the Centre Tilt Rod.
- Bi-Fold Panels – When opening please remember to close the blades to prevent damage.
- Sliding Panels – When opening please remember to close the blades unless the panels are designed to slide with blades open.
- Regular vacuuming of Bi-Fold and Sliding tracks will keep them free of grit for easy action.
- Please remember, even on well-maintained shutters all finishes will fade over time - fading cannot be reversed or original tones rejuvenated.
- Slight hairline paint fractures appearing in the stile and rail joints are normal. There are some simple techniques that can be used to tidy these. Slide your fingernail or even just blunt knife along the joint – this can conceal it straight away. If the fracture is a little larger, repeat the initial step and then using your finger, apply a very small amount of white or coloured water-based gap filler to fill the fracture. Wipe away any excess with a lightly moist cloth.
- Please be careful when operating your shutters whilst wearing jewellery – any metal object rubbed against the shutters can leave a dark mark, scratches or damage the paint finish.

WARRANTY, CARE AND MAINTENANCE

Aluminium Shutters

Shut It Solutions warrants that its shutter panels and components will be free from defects in materials and workmanship for the stated periods from the date of purchase, subject to the provisions of this warranty, provided they were purchased after 1st January 2018 and were:

1. Manufactured or supplied by Shut It Solutions; and
2. Professionally installed according to Shut It Solutions installation procedures; and
3. The entire system supplied to the consumer is a Shut It Solutions system and not parts thereof; and
4. Maintained in accordance with our Care & Maintenance instructions available on our website. A record of cleaning should be maintained.

This warranty is limited to the repair or replacement of the defective materials and components. Repairs will be made with like or similar parts. Shut It Solutions reserves the right to discharge its obligations under this warranty by refunding the original purchase price of the defective materials or components.

Shutter products and time periods for respective shutter products included in this warranty are as follows:

1. Any/All Aluminium Shutters supplied by Shut It Solutions.
   - 10 Years* on the product and the powder coat finish, 5 years on the hardware/components
     *2 Years in Coastal Areas

This Warranty Excludes:

• Any condition or damage relating to, or resulting from, accidents, alterations, discoloration or fading over time, misuse, abuse, normal wear and tear, removal and/ or re installation, failure to follow the installation or use instructions of Shut It Solutions, or force majeure including, without limitation; storm, fire, flood, cyclone, standing water, explosion, earthquake, vandalism, riot, act of war, pollutant, act of God or other occurrence beyond the control of Shut It Solutions.
• Installations subject to salt spray or marine influences, severe industrial or corrosive environments or internal situations subject to moisture laden air, shipping charges and costs for removing, disassembling, reassembling and reinstalling the materials or components.

Special Conditions

All methods, allowances and specifications must follow the information provided in the manufacturing and installation guides as provided by Shut It Solutions. All sizes and installations must fall within the guidelines provided by the Product Specification Document. Failure to adhere to any of the above clauses will result in the voiding of all warranties.

Interpretation

This warranty shall be interpreted and applied subject to the operation of any statute applicable in Australia, the terms of which cannot be excluded by the parties, including (if applicable) relevant provisions of the Trade Practices Amendment (Australian Consumer Law) Act (No. 1) 2010 and similar State legislation. With the exception of the matters outlined in this document, all other implied terms, warranties, conditions and consequences are excluded.

Warranty Claims/Process

In the event of a warranty claim, the Owner must notify the retailer in writing within thirty (30) days after the defect first appeared. Such notification must contain the following: • Name and address of the Owner • Date of installation • A brief description of the defect • Proof of purchase

Shutter Operation, Care & Maintenance Guide

Shutter Operation - all systems

Operating procedure for blades alters depending on the control style. As a general rule, operate blades by rotating the centre of a blade in the vertical centre of the back of blades. If you have a centre or offset control bar, move the control to move the blades. To ensure a good closure of the blades, they must be shut firmly which may require a soft wipe up the whole bank of blades with your hand. The blades are tensioned for normal wind areas and when in an open position will not usually blow closed or open; however, the blades may move or the panels blow open in windy conditions. Blades can be re- tensioned after years of use by very slight tightening of the tensioning screws, found on the outside of the stiles.

Tighten very slightly using a Phillips head screwdriver equally on each side of the panel and do not over tighten. Over time very wide blades may bow slightly. Bows can be corrected by gently lifting the centre of the blade above vertical for a few seconds.

If your Sliding shutters have been installed so that the blades must be in the closed position in order for the panels to slide past each other, or if you have Bi-fold shutters, please ensure all the blades are firmly closed before moving the panels. Damage will occur if the blades are left open, and the panels are slammed together.

For Bi-fold applications, please ensure arrangements are always PULLED (never pushed). The panels should be pulled from the stacked position, by an operator stepping slowly away from the pivot point. To re-stack, the panels should be gathered, two panels at a time, by an operator standing at the pivot point pulling the panels towards him or her. Wide or large hinged panels may sit on their panel pins onto bottom frames, therefore should be lifted slightly, supporting some of the weight of the panel when pivoting the panel on its hinges, to avoid scraping the surface of the frame or otherwise damaging the panel.

Aluminium Shutter - Care

• Aluminium shutters are made from high grade aluminium. They are durable and low maintenance in most settings. As a general recommendation, the shutters should be cleaned a minimum of every 6 months. We recommend monthly cleaning in areas where it is particularly dusty or grimey. For harsh/salt water applications, please refer below for additional information.
• Clean the shutters with a sponge or non-abrasive cloth and warm soapy water. A garden hose can be used to wash down the shutters (do not use bore water) - Ensure special attention is paid to cleaning areas where the stainless-steel componentry is fixed to the panel.
• When clean and dry apply a light coat of silicone lubricant to the shutter componentry and tracks (if applicable).
• We recommend the following cleaning time frames for shutters installed close to saltwater or coastal environments:
  - Direct beachfront – Weekly
  - Within 1km – Monthly
  - 10km radius - Quarterly

• A register of cleaning / maintenance should be kept for warranty purposes.

Additional Information

Component	**Preventative Maintenance**
Stainless Steel, Locks & Hinges	Clean, dry and wipe (spray onto cloth) with marine grade lubricant such as CRC Marine 66, WD40 or Inox-Care taking care not to wipe or spray any painted surface
Top Tracks (with trolleys or rollers)	Apply Petroleum Jelly or WD40 to the inner lip of each side of the track. Ensure that the wheels or trolleys pass through the lubricant and it is distributed evenly along the track. Put additional lubricant around the bearings.

WARRANTY, CARE AND MAINTENANCE
EXCLUSIONS

*** The following is not covered by Warranty:**

• A call out fee of $280.00 that covers the first 30mins and will do any servicing and adjustments etc., but does not include products / parts that need replacing. Every 15 minutes thereafter is $70.00 inc GST per every 15 minutes.
• Fair wear and tear.
• Damage resulting from accidents, negligence, neglect
• Damage, including adjustment to the pitch settings of folding arm awning, resulting from storm, wind, rain, hail.
• Damage resulting from the consumer not following the Maintenance and Care instructions for the products.
• Damage to or deterioration in the performance of the goods when repairs or adjustments to the goods have been undertaken by a party other than Shut It Solutions or a technician approved by Shut It Solutions.
• Deterioration of surface finishes due to exposure to ocean salt spray or other corrosive atmosphere including hazardous industrial processes.
• When any coating agent, other than a mild detergent diluted in lukewarm water for cleaning purposes, is applied to the fabric.
• Labour, third party costs or electrical costs (other than the direct replacement of components forming part of the Automation Systems supplied by Shut It Solutions).
• Goods ordered outside of recommended specifications and goods purchased from parties other than Shut It Solutions.
• Small colour variations from powder coating colour samples and between components and profiles and variations in fabric colours from samples that are caused by industrial processes.
• Changes or variations in the fabric including veining and folding over time caused by the natural reaction of the fabric to the environment.
• Goods that fall outside the warranty period.
• Warranty claims are valid only when full payment has been made as per the invoice / quotation.
• Any attempt to alter installed Shut It Solutions products by an un-authorised person, voids warranty.
• By purchasing from Shut It Solutions you have agreed to our Terms And Conditions, which can be found on our website.

Shut It Solutions reserves the right to update its terms, conditions and warranties at any time.

At Shut It Solutions , we stand behind the quality of our products and services. We strive to provide you with the utmost satisfaction and peace of mind. Please note that our warranty and terms and conditions are also subject to the policies and guidelines set forth by our manufacturers and suppliers. We work closely with trusted partners to ensure that our offerings meet the highest standards of craftsmanship and durability. For specific details regarding warranty coverage and terms and conditions, we encourage you to consult the documentation provided by our manufacturers and suppliers. Rest assured, we are committed to addressing any concerns or issues that may arise and will work diligently to resolve them in accordance with the applicable guidelines.

At Shut It Solutions , we are committed to providing our customers with the highest quality products and services. We strive to ensure complete satisfaction and stand behind our craftsmanship.

However, please be aware that Shut It Solutions reserves the right to modify our terms and conditions, as well as the warranty, at any time without prior notice. These changes may include updates to coverage, exclusions, limitations, or any other aspect of our warranty or terms.

We understand the importance of transparency, and in the event that any modifications are made, we will make every effort to communicate those changes to our customers promptly. It is recommended that you review our terms and conditions, as well as the warranty, periodically to stay informed about any updates.

If you have any questions or concerns regarding our terms, conditions, or warranty, please do not hesitate to contact our customer service team. We are here to assist you and provide clarification on any matters you may need.

Thank you for choosing Shut It Solutions. We appreciate your trust in our products and services, and we remain dedicated to delivering exceptional quality and customer satisfaction.

Our contact details are:

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We would like to take this opportunity to express our sincere gratitude for being a valued customer of Shut It Solutions . Your support and loyalty mean a great deal to us. and we are honoured to have the opportunity to serve you. We remain committed to providing you with exceptional products. outstanding service. and a seamless experience. Thank you for choosing Shut It Solutions . and we look forward to continuing to meet and exceed your expectations in the future.

SHUT IT

WARRANTY, CARE & MAINTENANCE

• Blinds • Veri Shades • Zipscreens • Awnings •
Privacy Screens • Infill Panels • Retractable Screens
• Roller Shutters • Internal Polymer Shutters
• Internal Timber Shutters • External Shutters






