

Warranty Information For Ezy-Fit D.I.Y Roller Shutters

Your Warranty is an important document that comes with your Ezy-Fit Roller Shutters, because knowing what you are covered for and when your Warranty expires gives you peace of mind in the unlikely event that something should ever go wrong with your shutters.

What Is Covered?

Ultimate Shutter PTY LTD (ABN 92 054 550 417) warrants that for a designated period of time as set out under the section titled 'Roller Shutter Warranty Period', Ultimate Shutter will replace any part/component of the roller shutter (except for those items listed under the section titled 'what Is Not Covered') which proves to be defective in materials or workmanship free of charge, subject to the terms and conditions of this warranty.

The warranty period begins on the date of product dispatch.

Warranty part replacements or product replacement will be sent to the customer when initial product is returned, or when identified component has been shown to be defective.

Roller Shutter Warranty Period

Different components of the Roller Shutter have different warranty periods.

Main Roller Shutter Kit (15 Years)

This covers pelmets, axle, curtain, clips, tracks, flashing and all mechanical parts (except the motors)

The period for the Roller Shutter kit is 15 years from the time at which the roller shutter is dispatched.

DC Battery Motor (3 Years)

This covers the DC battery motors only.

The period for DC Battery motor is 3 years from the time at which the roller shutter is dispatched.

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AC Electric Motors (5 Years)

This covers the AC Electric Motors only and the wall switch

The period for AC Electric motors is 5 years from the time at which the roller shutter is dispatched.

AC Remote Control and Battery Backup - extras (2 Years)

This covers the AC Electric Motors optional extras only.

The period for these options is 2 years from the time at which the roller shutter is dispatched.

DC Battery Motor Handset & Any Batteries (1 Year)

This covers the DC Battery Motor handset and any batteries only.

The period for DC handset and batteries is 1 year from the time at which the roller shutter is dispatched.

The Roller Shutter Warranty covers all parts and components of each new Roller Shutter except for those items listed under the section entitled 'What Is Not Covered' in the Customer Information Booklet and further below in the relevant section.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if goods fail to be of acceptable quality and the failure does not amount to a major failure.

WHAT IS NOT COVERED

- Any roller shutter that has been relocated from its intended installation area.
- Any roller shutter that has been modified/cut down or varies significantly from the original sent product.
- Any roller shutter that has been relocated from the original property it was sent to.

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- Any roller shutter where the pelmet and its components has been dismantled
- Any non-"Genuine Ultimate Shutter" supplied parts
- Any battery/handset left constantly on charge, damage or failure of the product is not covered - that being the battery, or the handset
- Subject to s.259(4), s.271 (2) and s.271(4) and s.272(2) of Australian Consumer Law, ULTIMATE SHUTTER excludes any and all liability for loss or damage for problems:
 - unrelated to ULTIMATE SHUTTER'S conduct;
 - unrelated to the goods supplied by ULTIMATE SHUTTER; and
 - caused by something independent of ULTIMATE SHUTTER after the goods have left its control.
- Normal wear and tear meaning the gradual reduction in operating performance of a part or parts having regard to the age of the roller shutter, the number of cycles it has done and its operating conditions. This includes normal deterioration of buttons, paint or other appearance items.
- Normal maintenance such as, but not limited to, cleaning the shutter, lubricating the parts, replacement of LEDs in controllers.
- Damage or failures resulting from:
 - Misuse, such as obstructing the shutter, over-cycling the shutter, leaving the DC Battery Motor handset constantly charging etc.
 - Use of non-recommended, improper lubricants.
 - Failure to perform proper maintenance as outlined in the MAINTENANCE SECTION of instructions.
 - Alterations, tampering or improper repairs or servicing.
 - Unauthorised modifications or use of any non "Genuine ULTIMATE SHUTTER" parts, accessories or equipment.
 - Accidents and Theft Damage.
 - Fuel or liquid adhesion, chemical fallout, tree sap, salt, hail, windstorm, lightning, bushfires or unusual environmental conditions, bird or animal excrement.
 - Continuing to operate the shutter after motor limit failure, obstruction to shutter, on or after knowledge of failure.

APPLICABILITY

This warranty applies to Ultimate Shutter roller shutters at, where the shutters were actually delivered to on purchase, and to who the purchaser was. This warranty is provided to the original owners of the roller shutter only during the warranty period (this excludes subsequent owners).

This warranty does not apply to a roller shutter that is relocated from its original delivery address or intended installation area.

For warranty claims to be valid, a Certificate of Electrical Safety needs to be presented to ensure components, where necessary, (e.g. AC motors, AC switches etc.) have been wired/installed correctly and by a prescribed electrical contractor by law.

As of February 2013, these certificates around Australia are:

- In New South Wales, it is called a Certificate of Compliance Electrical Work (or simply a Compliance Certificate).
- In the ACT, it is called a Certificate of Electrical Safety.
- WA requires an Electrical Safety Certificate.
- In Queensland, a Testing and Compliance Certificate is required for electrical installations.
- In South Australia, an Electrical Certificate of Compliance is mandatory.
- In Tasmania, the certificate of electrical compliance (CEC), replaced the electrical installation notice (EIN) in 2012.
- In the NT, a FM166 Certificate of Compliance must be issued.
- The Victorian Government requires a Certificate of Electrical Safety.

*Certificate names may change, thus the current certificate by your state as per state legislation would be required.