



*"Rolco Shutters are an excellent solution for safeguarding your home or business. They are a line of defence that is almost impermeable to a potential intruder. They offer efficient operation and protect your space from tough weather conditions."*

Thank you for choosing Rolco Shutters. We know that for many years, you will enjoy your investment in security and comfort. We warrant the original purchaser that your product is free from defects in material and workmanship as of the date of the purchase.

## **Warranty Coverage**

Under normal use and proper care our industry leading warranty covers the below.

- **1-year** warranty on our installation.
- **3-year** warranty on all internal components.
- **5-year** warranty on Somfy motors.
- **7-year** warranty on Alpha motors.

Please note:

A proof of purchase is required for all warranty claims.

A warranty cannot exceed the original cost of the Roll Shutter.

## **Warranty is valid when:**

1. A Rolco Technician or a dealer has installed the product.
  - PLEASE NOTE: In the case of an authorized dealer, the dealer will be your point of contact.
2. You are the original purchaser.
3. You produce the original invoice.
4. Damage has not been caused by improper use, vandalism, acts of nature or misuse.
5. Roll shutter is operated and maintained properly as provided in the maintenance guide.

## **Exclusions:**

1. Damage caused by "Acts of Nature."
2. Damage caused by an accident.
3. Damage caused by external force or cause, including but not limited to damage by abuse, misuse, or negligence.
4. Warranty covers parts but NOT labour and kms.
5. Labour fees will apply regardless of any warranted parts.
6. Service calls are NOT covered under warranty after **1 year**, whether emergency or regular service call.

There are no representations, warranties or conditions expressed on implied, statutory, or otherwise, except those expressly set out in this warrant.

## Care Instructions to Protect Your Investment

### Daily Use

1. Always be in viewing range of your shutter during operation both directions. This will ensure that obstructions are avoided and will reduce the risk of personal injury or damage to the Rollshutter caused by the force of the roll shutters operating downward. Motors do not have obstacle detection mechanisms and will be damaged if lowered onto an obstruction. Obstructions include but are not limited to door closures, tools, furniture etc.
2. Do not operate if covered by snow, ice, or debris. Ensure these obstructions are cleared off prior to opening or closing.
3. Do not force to operate. If it is motorized, stop immediately if you hear any unusual noises. This may be the motor trying to force the shutter open or closed. **THIS WILL CAUSE DAMAGE.**
4. Do not allow children to operate without supervision.



### Regular Maintenance instructions

Periodic cleaning of the shutter is recommended as over time, dirt and debris can inhibit the shutter from working smoothly.

1. Raise the Rollshutter. Using a soft brush, clean out the area around the guides. Do this gently. Keep the guides clean of dirt and grime to ensure the Rollshutter operates smoothly.
2. Close the Rollshutter all the way and then raise it up just enough so that there is a little room between slats. Brush away any dirt and dust that may have settled over time. Sponge Off. Completely close the roll shutters. Sponge with warm water and mild detergent. **DO NOT** use anything abrasive on the roll shutters. Wipe down the shutter from the top to the bottom using only gentle pressure.
3. Rinse the shutter off without a lot of pressure. Do not get water in the top box that houses the motor and gears. Ensure the roll shutters is completely dry before closing.

4. Ensure the side rails are also clear and free of debris and use DRY LUBE if the curtain appears to be sticking at any point. DO NOT use WD40 or any other product that will 'grease' the rails. This will cause damage.