

## SOMFY MOTORS & ACCESSORIES- MANUFACTURER'S WARRANTY

This product is covered by a manufacturer's warranty. This warranty is in addition to and sits alongside any rights already covered by current consumer guarantees, which cannot be excluded. It provides you with additional peace of mind in the purchase of this product.

We recommend that you immediately inspect the product that we provide to you, to ensure that the product is of acceptable quality and matches the description we have provided. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law.

For the purpose of this warranty, "defect" does not include (and we will not replace or repair products suffering from) damage caused by:

- Normal wear and tear.
- Abuse, misuse or accident.
- Exposure to the elements
  - (sun damage) or discolouration over time
  - Installations subject to salt spray or marine influences
  - Severe industrial or corrosive environments.
- Failure to follow care instruction with respect to cleaning and/or maintenance.
- Extreme weather events or other acts of God
- Modifications made by any person other than a representative of Sydney Blinds & Screens that is not in compliance with the product, otherwise provided by Sydney Blinds & Screens.

### What is covered by this warranty:

Our warranty covers — including electrical components, motors, (excluding batteries), sensors, controllers, and all moving mechanisms.

All Altus Somfy RTS Controls sold by Sydney Blinds & Screens are backed by our 3 year warranty.

All Altus Somfy RTS Motors sold by Sydney Blinds & Screens are backed by our 5 year warranty, except as limited or described below.

## Connexoon Window RTS

The Connexoon RTS Box is warranted to be free from defects in material and workmanship under normal use for a period of 2 years.

Sydney Blinds & Screens does not warrant that the operation of the Connexoon RTS Box or the Connexoon Window RTS Service will be uninterrupted or error-free.

## We warrant that the product will be

- Fit for its intended purpose
- Safe and durable

## The product is not covered by this warranty if you:

### **Change your mind**

- Please choose carefully, as refunds or exchanges are not provided if you have simply changed your mind or made a wrong selection.

### **Didn't explain what you wanted properly**

- Realise it isn't appropriate or isn't what you visualised.
- Use the product in an abnormal manner, or it is damaged by misuse or accident – including events beyond human control that happened after the product was supplied.

Use the product for other than its normal intended purpose (unless we specifically advised otherwise)

### **Cannot show that you purchased the goods from us**

- Proof of purchase can be provided by supplying your original purchase number.
  - Other forms of proof may be taken into consideration where suitable.

# SYDNEY BLINDS & SCREENS®

## It is also NOT covered for:

*Damage caused by moisture, other than is found in normal atmospheric conditions*

## If you need to make a claim, the following steps should be followed:

Contact our Customer Service Team by one of the following methods

Phone: 9636 1555

Email: [sales@sydneyblinds.com.au](mailto:sales@sydneyblinds.com.au)

- Place a warranty repair or replacement request
- Provide details of the issue, and any relevant order numbers and job name so that we can identify your particular order and assist you better.

If the goods need to be inspected first, the Customer Service Team will organise this with you.

## WHAT WE WILL DO:

Your goods will be inspected/repaired/replaced as we deem necessary, within a reasonable time. This time may vary, depending on reasons such as parts availability, incorrect fault description etc.

In some circumstances, goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

If the problem is deemed to be a major failure, a replacement or refund is available to you. If a refund is provided to you, it will be made by the same method of payment that you used to make your purchase. Refunds will normally be processed within 7 days.

There may be circumstances where you are not entitled to a remedy. Where the product is assessed and found that it does not breach the consumer guarantee or the conditions of this warranty, you may be required to pay costs incurred for the assessment.

The product will be returned to you at your original installation address, unless it is being replaced, or it is no longer required / wanted.

## MOTOR CARE LABEL

### To avoid Motor damage

- **Do not retract a wet awning. Wait until completely dry.**
- **Avoid wetting the motor area.**
- **Avoid thermal overload on the motor.**
- **Repetitive use can cause the motor to overheat.**
- **The motor will disable itself for a 15-20 minute cooling period depending on the environment - in the meantime, you should move the switch to the "OFF" position.**
- **After the motor has reset itself, it is operational again.**
- **Do not try to fix a malfunction yourself as this may cause damage to the motor.**

Remote - controlled motorised blinds, curtains & awnings are the most convenient and easy to use. If, after time, the motor stops working, the issue is usually electrical.

- **Replace the small battery in the remote (hand-held or in-wall).**
- **Check if all the breakers in the breaker box are switched on.**  
Look for any GFCI or AFCI outlet that has been triggered – these outlets have "Test" and "Reset" button and often just pushing the "Reset" button will work.
- **If you unplug your motor or have a power surge or failure, you may need to re-set the settings.**
- **Check the internal limit switch on the motor to see if it has moved by a small amount. If this is the case do not operate any further.**
- **In most cases, damage to the limit switch may initially be small and unnoticed, but in time this will become a problem and the limit switch will eventually fail.**
- **Do not try to fix a malfunction yourself as this may cause more damage to the motor.**