

### Operating Shutters

- Note that wide shutter panels may require to be assisted when closing them by lifting the panel up into the frame against the magnetic catches. This is not a product fault but a normal result due to the weight of the shutter.
- With any shutter regardless of substrate, it is important to make sure louvres are closed before stacking bifolds, and sliding bypass closed panels to avoid breakage.
- Never slam panels closed.
- Always use a two-handed motion to open louvres. This avoids creating a stress point at the tilt rod screw site that occurs by using just one hand in the centre of a louver.
- Close louvres by pushing the edge of a louver closed and sweep your hand upward. Due to the nature of clearview shutters having play in the tilt rod, it may be necessary to push close individual louvres after the sweeping motion. Note that shutters are not a blackout product so there will always be light seepage through moveable parts.
- Always open panels to gain access to window locks and handles. Avoid accessing the window between louvres as you risk marking or damaging the paint finish with jewellery or watches.

### Cleaning Shutters

- Always use a soft sponge or cloth to clean your shutters and avoid the use of harsh, abrasive or caustic cleaning agents.
- Although wood shutters are a hardwood, they are not advisable for wet areas and any damage caused by exposure to water or moisture will not be covered under warranty, so avoid water when cleaning, spots may be treated with a slightly damp soapy cloth.
- Aluminium and polymer (PVC) shutters are water resistant, so cleaning with water and a mild nonabrasive detergent is the recommended method. Just be sure to dry them immediately after.
- Gumption or a cleaning product like the Chux Magic Eraser are suitable for spot cleaning to remove light marks such as scuff marks made with jewellery whilst operating the panels and louvres. Even car polish or toothpaste is effective for removing heavier marks.



### Caring for Curtains & Blinds

- Most curtain fabrics can be given a light vacuum with a soft brush attachment, however be mindful of delicate, lightweight fabrics. They may require a gentle shake instead. Be sure to vacuum the top of curtain tracks to keep runners operating smoothly.
- For washing and drying instructions, be sure to check the fabric house website. Capitol Shutters partners with reputable fabric houses only, who publish detailed Care Label Reference Sheets online for special care instructions.

### Caring for Blinds

- Spot-clean individual stains or patches on most fabrics with a dry sponge, or mild detergent and warm water. Be sure to allow sufficient drying time before rolling the blind up again.
- When a heavier cleaning is required for dirt build-up, ensure you refer to the fabric house website for detailed Care Label Reference Sheets before you wash or dry your blinds.

### Structural Warranty

Capitol Shutters products are sold with a Structural Warranty that covers manufacturing defects or faults arising from a failure in Capitol Shutters' manufacturing process or materials that cause the product to materially fail to meet its intended specification, function, structural integrity, durability or applicable cosmetic finish requirements. Manufacturing characteristics, minor variations and cosmetic imperfections that fall within Capitol Shutters' stated acceptable manufacturing tolerances are not considered manufacturing defects. Warranty periods vary based on the product category and begin in accordance with the conditions listed below, from their date of shipping from Capitol Shutters facilities for the period of time indicated below.

| Product Line                      | Warranty Period |
|-----------------------------------|-----------------|
| Polymer (PVC) Waterborne Shutters | *Lifetime       |
| Wood Shutters / Handcrafted PVC   | 5 Years         |
| Internal Aluminium Shutters       | 25 Years        |
| External Aluminium Shutters       | 10 Years        |
| Fabric Blinds inc. Verishades     | 2 Years         |
| Curtains and Tracks               | 2 Years         |

\*For the purposes of this warranty, "Lifetime" means the reasonable service life of the product from the original date of shipment, subject to the conditions and exclusions contained in this warranty.

The buyer or their installer/builder is responsible for inspecting, prior to installation, the colour, finish, dimensions, configuration, layouts, operation, quantity, product type, visible damage and visible manufacturing imperfections detecting if the product has any defect or manufacturing fault, and for ensuring the product meets surface appearance, aesthetic and product specification requirements.

It is important to note that installation constitutes acceptance of the product's visible condition, subject to latent defects and statutory rights. Any visible manufacturing defects, incorrect sizes, incorrect configurations or damage identified prior to or during installation must be reported to Capitol Shutters before the product is installed or altered. Failure to report a visible defect before installation may affect the availability of a warranty remedy where installation proceeds despite the known defect.

### What is not covered?

- Products ordered outside of Capitol Shutters specification and product guidelines.
- Wear or damage that may be associated with improper application, improper installation or improper maintenance procedures.
- A customer's 'change of heart' nor any issues that may arise from the retailer or salesperson onselling the product incorrectly or in a configuration that does not suit the application or the end users requirements, nor in the event the retailer, installer or sales person fails to clearly explain the products specifications and operation to the end user
- Normal industry colour tolerances between batches and variance to sample are to be expected and is not considered as a product defect.
- Minor manufacturing characteristics associated with extrusion, cutting, machining, drilling, assembly or finishing may occur. Characteristics that do not affect the structural integrity, operation, safety, durability or appearance of the product when assessed under the stated acceptable quality inspection conditions are considered normal manufacturing tolerances and are not defects.

## **What is not covered cont.**

- Normal wear and tear, damage or fading of colour due to exposure to extreme UV radiation, extreme weather, air pollution, harmful chemicals, geographical location of the product, or differential colour variation over time when compared to adjacent materials.
- Damage that may be associated with water or liquid.
- Products transported or stored incorrectly until installed. Shutter cartons must be stored standing up (vertical), in a dry and dust free environment until fitted, not lying flat (horizontal).
- Products that have been tampered with in any manner whatsoever, where modifications have been made after purchase or due to faulty workmanship during the installation process will not be covered by warranty. Customers cannot fix or repair any products supplied by Capitol Shutters and then send Capitol an invoice or claim credit without our written authority.
- Products incorrectly measured and the measurement was not undertaken by Capitol Shutters.
- To damage beyond the control of Capitol Shutters including but not limited to fire, flood, storm and natural disasters or Acts of God.
- Unless otherwise required by applicable law, warranty remedies are limited to the repair or replacement of the affected manufactured product or component supplied by Capitol Shutters. Labour, installation, removal, reinstallation, access equipment, travel, freight, disposal or other consequential costs are not included unless expressly approved in writing by Capitol Shutters prior to the work being undertaken.

## **Australian Consumer Law**

Capitol Shutters 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.

Where a product is determined to have a manufacturing defect covered by this warranty, Capitol Shutters will determine the appropriate remedy in accordance with this warranty and applicable law.

## **Acceptable Cosmetic Finish and Manufacturing Tolerances**

Capitol Shutters products are warranted for performance as fit for the purpose for which they were designed and for their intended use. Warranty applies to products properly sold, installed and maintained in the designated opening as intended and according to Capitol Shutters specifications and Care & Maintenance Guidelines below.

Minor variations, marks, machining impressions and other cosmetic characteristics inherent in the manufacturing process may occur and are considered acceptable where they do not affect the structural integrity, operation, safety, durability or intended performance of the product.

For the assessment of cosmetic defects, a defect is considered unacceptable where it is clearly visible to the naked eye in natural daylight from a distance of 1.2 metres under \*normal viewing conditions.

*\*Assessment of cosmetic finish is to be undertaken from the normal viewing position and viewing distance, without magnification and without deliberate close-up inspection for minor imperfections.). Assessment is not to be undertaken using magnification, photographic enlargement, flash photography or other methods that reveal minor manufacturing characteristics not visible under normal viewing conditions.*

## **Major Failure**

As wood shutters are a natural product, fine splits in the surface of timber can occur over time. This is known as surface checking and should be considered normal. Whilst checking occurs mostly on exterior wood, it can sometimes occur randomly on wood used indoors.

Surface checking has no negative affect on the structural integrity of the wood and is part of its natural character. The instance of colour variation between components or irregular nodes (knots) are also considered a natural part of wood shutters and are therefore excluded from this warranty. Polymer (PVC) shutters are by nature, a flexible product so polymer panels will flex in operation.

Larger panels may require to be assisted when closing them by lifting the panel up into the frame against the magnetic catches. This is not a product fault but a normal result due to the weight of the shutter, temperature, humidity, material characteristics and normal panel flex.

These definitions are not intended to reduce or diminish the statutory rights of any purchaser.

## **Disclaimer**

Recommendations in Capitol Shutters' literature are based on good building practice and are not an exhaustive statement of all relevant information. Information is subject to change.

Capitol Shutters reserves the right, without notice, to discontinue or alter any of its products, including the colour and finish, and Capitol Shutters shall not be liable in the event a replacement product or part may vary in colour or finish in comparison to the original Product.

Capitol Shutters' manufacturer's warranty relates to the manufactured goods supplied by Capitol Shutters and does not cover installation services performed by third parties. Any installation workmanship, installation damage or site rectification is the responsibility of the installer, subject to any rights that cannot lawfully be excluded.

As the warranties for Capitol Shutters products deal only with the manufactured goods, warranties should be sought from the installation company or individual completing the installation.

## **How to Make a Warranty Claim**

Faulty products will be repaired or replaced in accordance with the original order specifications. Changes cannot be made to material, colour, layout, measurement etc under warranty. Where only a component is determined to be defective, Capitol Shutters may replace or repair the affected component rather than the complete product. Where a warranty claim is approved, the remedy will be limited to the defective component or portion of the product where reasonably practicable. Replacement of an entire shutter, panel or assembly will only be provided where Capitol Shutters determines that replacement of the affected component is not reasonably practicable or where otherwise required by applicable law.

To evoke a claim under this warranty, communication with the retailer that the product was purchased from must be made. Proof of purchase will be required when contact with the retailer is made. No warranty replacement, credit, refund, labour reimbursement or other remedy is authorised unless approved by Capitol Shutters in accordance with its warranty assessment process.

Where a retailer/installer fails to supply sufficient evidence with a claim, Capitol Shutters reserve the right to pass the full manufacturing costs of the repair or replacement to the retailer/installer and issue a credit to the retailer/installer upon return to Capitol Shutters of goods that are deemed faulty by a Capitol Shutters Representative.

If a Capitol Shutters Representative is requested to inspect onsite to take photographs and the claim is rejected by Capitol Shutters due to an installation error or similar, not caused by Capitol or our manufacturers, a call out fee will apply.

Only if the retailer is no longer trading, direct contact with Capitol Shutters should be established by the consumer.

Submission of a warranty claim does not constitute acceptance that a defect exists or that the claim is covered by warranty. Capitol Shutters may request return of the affected product or component for inspection before determining a claim.

### **Warranty Application Process**

Capitol Shutters photographically log every order on completion of manufacturing and record any damaged cartons/packaging prior to delivery or collection so it is important the below process is followed for every warranty application to allow us to determine what went wrong and resolve issues to minimise rework rates and maintain a high level of quality control.

*A NOTE ON SHUTTERS: For items with multiple panels, top and bottom shutter frames are shrink wrapped together and left and right side frames are shrink wrapped together. For one corner of an assembled shutter frame to break in transit, it indicates all four lengths of frame would have broken due to the way they are packaged. ALL shutter panels are packaged with protective blocks on every corner and wrapped in cellular air bags. A broken corner or D mould indicates the protective corner block and carton corner would be crushed. Likewise, for damage on frames, rails and stiles, the carton and inner cellular air bag and foam sheet would be pierced. It is important that photos show the complete packaged items (all frames or panels packaged together), UNOPENED, not just the damaged area.*

### **How to Submit a Warranty Application**

- 1) Take a photo showing any damaged packaging BEFORE opening
- 2) Once opened, if you find a damaged component DO NOT unwrap and install it
- 3) If you find a product has been made incorrectly (size or other) DO NOT install it
- 4) Take a photo of the label on the carton showing the item no.
- 5) Take a photo of the inner packaging (outlined above)
- 6) Take a photo of the damaged component whilst still in the packaging/carton
- 7) \*Take a photo of the item as a whole, as well as a close up view of the issue (With a tape measure for incorrect sizes, with your thumb or finger beside a blemish, mark or flaw for perspective etc)
- 8) Submit your warranty with attached photos to [orders@capitolshutters.com.au](mailto:orders@capitolshutters.com.au)
- 9) Enter the order number and sidemark reference in the email subject title
- 10) Attach all photographs
- 11) Advise the item number and information such as shutter panel or drape number and/or applicable frame side etc of the damaged component

\*For cosmetic claims, photographs must include an image taken from 1.2 metres in natural daylight without flash, followed by a close-up image of the alleged defect.

Once approved, your warranty will be raised as a 'Rework' on the Buz platform with the original order number and a different suffix. Priority is given in our production schedule and ETA advice as soon as completion dates are determined and sea or ground transport arrangements made.

Warranty registration is available at:

[www.capitolshutters.com.au](http://www.capitolshutters.com.au) – Consumer Info – Register Warranty