



**Hunter Douglas Architectural South Africa (Pty) Ltd.**

Northlands Commercial Park Unit 7, Aintree Ave, Northriding. PO Box 96, Randburg, Gauteng, 2125

Tel: +27 11 251 7000 Fax: +27 11 793 6864 [www.hunterdouglas-awnings.co.za](http://www.hunterdouglas-awnings.co.za) Co Reg: 1982/000876/07 Vat Reg: 4950273518

**Hunter Douglas Architectural SA Product Warranty**

All Hunter Douglas Architectural SA (Pty) LTD products are guaranteed to be of the finest quality available, having been manufactured under strict quality control standards to international specifications. All Hunter Douglas Architectural suppliers are subject to the same exacting standards, thus ensuring that only the finest products reach you, the customer.

Products covered under this warranty include:

- Classic awnings
- Adjustable Louvre Awnings
- Velarium Awnings
- Filigree
- Sliding Shutters

If any part of a 100% Hunter Douglas product should change after delivery so that it does not function for the purpose intended, Hunter Douglas Architectural (PTY) LTD will, within the periods stated, replace the article, at their discretion, with items of the same or similar quality.

Minor Aluminium imperfections and small paint colour variations are not considered to be faults as they do not affect the sun control product's performance. Over a period of time some surface oxidation may occur as a result of atmospheric conditions and this is not covered by the warranty.

Products are by no means designed to be waterproof, or in the case of sliding shutters, to serve as a security barrier. The primary purpose of all products covered under this warranty is sun control.

**Warranty Periods**

Factory workmanship	5 Years
Aluminium panels (Inland areas)	5 Years
Aluminium panels (Coastal areas)	5 Years
Aluminium frame and components	5 Years (Subject to supplier's warranties)

All periods are measured from the date of delivery.

Fair wear and tear as well as misuse or abuse of the product is not covered under this warranty. Under no circumstances may other objects be suspended from, or placed on the products. Products are not designed to handle foot traffic and under no circumstances should anyone stand on or hang from the products.

Installation must have been carried out in accordance with the manufacturer's specifications for this warranty to take effect and the right is reserved to inspect the installation site and the quality of the installation workmanship.

It is an express condition of this warranty that products are properly maintained and regularly cleaned; do not use solvents or liquids containing ammonia or hydrocarbons. High pressure cleaning equipment may only be used on very low settings as it could damage the coating on the Aluminium or distort the panels.

With reference to adjustable awnings, it is advisable to clean the valleys in the panels regularly to remove leaves and any other possible obstructions that could cause water to overflow. Water from adjacent roofs should not empty onto the awning as this could overload the awning water management system.

Due to the nature of the product a slight variation in closure along the length of the panels may occur from time to time and an exact closure along the full length of a panel cannot be guaranteed. Once the gearbox has reached the closed position further winding will not increase the closure of the panels and damage caused by over winding could occur; this will not be covered under the warranty.

An Awning is primarily for sun protection. It is not designed to be a waterproof roof although it does have a water management system with the integral drip tray and downpipes to cater for water runoff. In adverse weather conditions such as high wind, hail or snow it is advisable to open the panels to protect the awning. Damages incurred as a result of these conditions are not covered by the warranty.

Motors and automation components are not covered under the Hunter Douglas warranty and will carry warranties of the manufacturer thereof.

Should product be shipped outside of the territory normally served by Hunter Douglas Architectural SA (PTY) LTD certain time periods may be adjusted to take into account conditions prevailing at the installation site. Details should be checked before shipping products to such destinations.

This warranty is only applicable at the registered premises of Hunter Douglas Architectural SA (PTY) LTD and any costs incurred in getting the product to this point will not be for their account.

This warranty is not transferable beyond the original user and only becomes valid after receipt of payment in full. Proof of purchase and payment must be provided when making a claim.

Hunter Douglas Architectural SA (PTY) Ltd will not be held liable for any resultant loss or damage as a result of the failure of any product item or workmanship irrespective of the cause thereof.

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T: +27 11 251 7000