



## Roll-A-Way Storm and Security Shutters Limited Warranty For Metal Mesh

Your Roll-A-Way Storm and Security Shutters metal mesh are warranted to be free from defects as follows:

Qualitas Manufacturing Inc. d/b/a Roll-A-Way Storm and Security Shutters warrants that the Roll-A-Way Storm and Security Shutter system and each of its component parts are free from defects in manufacturing, materials and workmanship, subject to and on the terms and conditions hereinafter set forth.

### Twenty (20) Year Limited Warranty for Metal Mesh, Five (5) Year Limited Warranty on Other Metal Mesh Products, One (1) Year Limited Warranty on Labor

Metal mesh installed by Roll-A-Way Storm and Security Shutters or any of its authorized dealers are warranted to be free from defects in manufacturing, materials and workmanship for a period up to twenty (20) years from the date of installation as shown in the coverage period table herein. Other products are warranted to be free from defects in manufacturing, materials and workmanship for the time periods set forth in the coverage period table.

This limited warranty only applies to metal mesh and other metal mesh products. This limited warranty only applies to metal mesh and other metal mesh products purchased on an installed basis from Roll-A-Way Storm and Security Shutters or any of its authorized dealers. This warranty applies only to the original purchaser of a warranted product (unless transferred as subsequently described herein) and only when purchased from Roll-A-Way Storm and Security Shutters or any of its authorized dealers after October 26, 2009.

If there is a defect in the warranted product, Roll-A-Way Storm and Security Shutters or any of its authorized dealers will remedy the defect pursuant to the terms of this limited warranty. The remedy will consist of repair or replacement of the warranted product, at the option of Roll-A-Way Storm and Security Shutters or its authorized dealer, at a cost to you as shown in the coverage period table herein. Such replacement parts or repairs are warranted for the remainder of the original warranty period.

### Coverage Period Table

Twenty (20) Years	Metal mesh and each of its components (except as otherwise provided below)	<p><b>Up to Year 2:</b> No cost to you for material</p> <p><b>Years 2 through 5:</b> You pay 25% of retail list price for material</p> <p><b>Years 6 through 10:</b> You pay 50% of retail list price for material</p> <p><b>Years 11 through 15:</b> You pay 75% of retail list price for material</p> <p><b>Years 16 through 20:</b> You pay 95% of retail list price for material</p>
Five (5) Years	Structural integrity of the frame. Structural integrity of the mesh/frame attachment system. Freedom from paint chipping, cracking, or delaminating on the frame. Frame corner failure.	<p><b>Up to Year 2:</b> No cost to you for material</p> <p><b>Years 2 through 5:</b> You pay 25% of retail list price for material</p>

If Roll-A-Way Storm and Security Shutters receives notice of a failure or defect after one (1) year from the date of installation, labor, travel and service call charges and all special equipment charges to the provide the servicing (e.g., scaffolding, etc.) will be charged at normal rates.

### One (1) Year Limited Warranty on Installation

Installation of your metal mesh by Roll-A-Way Storm and Security Shutters or any of its authorized dealers is warranted for a period of one (1) year from the date of original installation. During this period, should your shutter fail to perform according to its specifications due to improper original installation. Roll-A-Way Storm and Security Shutters or any of its authorized dealers will bring the workmanship up to our professional standards, at no cost to you.

The following sections provide an itemization of conditions and events not covered by this limited warranty, and an explanation of how to obtain help under this limited warranty.

### General conditions and exclusions

The limited warranty set forth in this document is the only warranty (whether written or oral) applicable to your Roll-A-Way Storm and Security Shutters products, and no one is authorized to modify or expand these written warranties. All warranty claims must be made during the applicable warranty period.

**ROLL-A-WAY STORM AND SECURITY SHUTTERS EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, EXCEPT THE LIMITED WARRANTY SET FORTH IN THIS DOCUMENT AND EXCEPT AS MAY BE REQUIRED UNDER APPLICABLE STATE OR FEDERAL LAW. IN NO EVENT SHALL ROLL-A-WAY STORM AND SECURITY SHUTTERS BE LIABLE TO ANY PURCHASER OR OTHER WARRANTY HOLDER FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, AND ITS LIABILITY WILL IN ALL INSTANCES BE LIMITED TO REPAIR OR REPLACEMENT OF THE DEFECTIVE PRODUCT(S), COMPONENT(S), OR INSTALLATION.**

This limited warranty is only applicable in the USA (i.e., the fifty states and the District of Columbia). This limited warranty gives you specific legal rights, and you may also have other rights which may vary from state to state.

**What is not covered by this limited warranty**

Product failure or damage due to improper installation or modification including

- Failures due to product modifications (e.g., security systems, improper painting, etc.)
- Units improperly assembled by others
- Failure due to application of non-Roll-A-Way hardware (e.g., locksets, closers, etc.)
- Settlement of the building

**Damage caused by the following**

- Improper maintenance or use
- Exposure to conditions beyond published performance specifications
- Water infiltration other than as a result of a defect in manufacturing, materials or workmanship
- Others such as brickwash, use of razor blades, use of sealants, sanding or improper washing especially use of bleach, chlorine or otherwise abrasive chemicals
- Painting or staining any portion of a product.
- Chemicals or airborne pollutants, such as salt or acid rain
- Delivery by others
- Accidents
- Acts of God
- Normal wear and tear

**Additional items excluded from this limited warranty**

- Any warranted product that was altered or serviced by anyone other than the original authorized installer
- Labor and materials required install or repair the finishing or other materials that were applied to or adjacent to the warranted product after the initial installation
- Labor and materials required to paint or stain any repaired or replaced product, component, trim, or other carpentry work
- Minor sticking or minor warping. Roll-A-Way Storm and Security Shutters or any of its authorized dealers may defer actions on any claim for sticking or warping for a period of up to twelve (12) months from the date of the claim in order to permit conditioning and equalization to humidity and temperature conditions
- Minor scratches or other imperfections in the surface that do not impair structural integrity
- Tarnish or corrosion to hardware finishes
- Stress cracks
- Service trips to provide instruction on product use
- Applicable taxes and freight
- Access to jobsite
- Labor and material to make an unsafe jobsite into a safe work environment

- Custom colors. Contact us concerning the limited warranty on custom colors
- Buildup of iron, calcium, magnesium, or other mineral deposits on mesh caused by sprinklers or other irrigation systems, and which may cause white residue or a rust-like appearance.
- Removal and re-installation of a previously installed product into a different structure

**How to register your Roll-A-Way Storm and Security Shutters limited warranty**

Roll-A-Way Storm and Security Shutters or any of its authorized dealers will explain how to register your products and receive your warranty certificate. By registering, you will expedite any warranty service you may have in the future. In addition, you can receive product information updates, safety notices and special offers regarding new products, as well as information regarding enhancements for the products you have registered.

**How to transfer your Roll-A-Way Storm and Security Shutter limited warranty**

This warranty applies only to the original owner of a permanent installation of a metal mesh and only when purchased from Roll-A-Way Storm and Security Shutters or any of its authorized dealers after October 26, 2009; provided, however, this warranty may be transferred during the term hereof to each subsequent owner of the permanent installation, provided that Roll-A-Way Storm and Security Shutters receives written notice of the transfer of title to the permanent installation within 30 days after the transfer of title and provided that Roll-A-Way Storm and Security Shutters receives payment within 30 days after the transfer of title. Notice and payment must be sent to: Roll-A-Way Storm and Security Shutters, Limited Warranty Transfer, 1661 Glenlake Avenue, Itasca, IL 60143. Payment shall be \$150.00 for 1-3 metal mesh, \$200.00 for 4-6 metal mesh, \$250.00 for 7-9 metal mesh, and \$300.00 for 10 and more metal mesh.

**How to get help**

For further information or to make a claim within this limited warranty period, please contact your sales representative or the nearest showroom of Roll-A-Way Storm and Security Shutters or any of its authorized dealers or call our service center at 800-683-9505. We will contact you to investigate your claim within approximately two weeks after notification, and arrange for appropriate action.

**When you call, please:**

- Describe the product such as its date of purchase, exterior color, unit size, and type of operator:
- Completely describe the problem you have experienced:
- Completely describe any attempts that have been made to correct the problem; and
- Provide the address where the defective product can be inspected and your name, address (with ZIP Code) and telephone numbers so that we can contact you.

If the limited warranty period has expired or for repairs not covered by warranty, many replacement parts are available for purchase. When warranty coverage is unclear, Roll-A-Way Storm and Security Shutters or any of its authorized dealers may charge an inspection fee for any on-site product inspection. If the inspector determines the product has a defect covered by this limited warranty, the inspection fee will be waived.