



ISSEY WARRANTY STATEMENT

Effective August 2016

ISSEY WARRANTY STATEMENT	<p>Issey guarantees that all our systems are free from material and assembly defects provided the product is used in the manner for which it is designed. This warranty does not include any protection of consequential or economic damages whatsoever that may have arisen from the defective item.</p> <p>Access equipment (e.g.: scaffold, cherry picker, etc.) or electrical work necessary for repairs is at the expense of the customer, even when the repair or replacement is covered by warranty.</p> <p>Labour is included in the service for the first year of warranty. After this, labour will be charged accordingly.</p>
CONDITIONS OF WARRANTY	<ul style="list-style-type: none"> • Issey services, systems and all other goods supplied by Issey will not pass to purchaser until they been paid in full. Warranty is void under these circumstances. • Warranty period starts from the invoice date (the day/date installation commences), not from the date of any subsequent service. The warranty is not transferrable. • Warranty does not cover any damage or material failure resulting from, but not limited to: <ul style="list-style-type: none"> ○ normal weathering or wear and tear ○ exposure to adverse conditions ○ oxidation, corrosion or rust ○ accidental and/or intentional damage ○ windblown objects ○ fire; flood; wind, rain or hail storm ○ salt spray or chemical pollutants ○ mildew ○ structural defects ○ negligent maintenance, misuse or abuse • Warranty is void if damage is caused by (but not limited to): <ul style="list-style-type: none"> ○ installation of incompatible or non-recommended components/accessory items ○ failure to follow size recommendation, measurements, cleaning and maintenance instructions ○ installation by a third party (i.e. unauthorized installer or do-it-yourself installation) or any occurrences beyond the control of Issey ○ electrical work carried out by an unlicensed person ○ harmful cleaning compounds to clean the product ○ product being altered or adapted in any way • The warranty claim must be accompanied with the invoice as well as details regarding the nature of the problem. • Warranty is limited to the repair or replacement of the defective material or component as Issey deems necessary. • The following shall not be considered defects in material or workmanship: <ul style="list-style-type: none"> ○ stitching coming apart (this is considered wear and tear after 3 years) ○ variation in gloss factor of paint ○ variation in powder-coating colours ○ veins or white traces on acrylic fabric ○ general sagging of fabric • Should warranty service call be requested and subsequently found NOT to be covered under the terms of this warranty, Issey will charge a service/labour fee plus parts and travel. Such charges to be paid at the time of call out.

Bespoke sun shade solutions for Australia's unique environment

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Issey Pty Ltd trading as Issey Sunshade Systems • ABN 52 088 699 594



SCOPE OF ISSEY WARRANTY	Residential Installations	Commercial Installations
	Years	Years
Roof Systems – (exclude Topstar)	5	3
Roof System – Topstar only	5	2
Framework – Awning Systems (excludes oxidation, corrosion or rust)	5	5
Framework – Internal Systems (excludes oxidation, corrosion or rust)	2	2
Powder-coating (refer to Dulux website for exclusions)	5	5
Systems Components	5	5
Fabric: Dickson Diklon (limited Manufacturer’s warranty)*	5	5
Fabric: Dickson Sunworker (limited Manufacturer’s warranty)	5	5
Fabric: Soltis (limited Manufacturer’s warranty)	5	5
Fabric: Sattler (limited Manufacturer’s warranty)	5	5
Fabric: Ferrari (limited Manufacturer’s warranty)	5	5
Fabric: Internal Blinds Fabric	2	2
Fabric: Stitching or Welding	3	3
Somfy Motor (limited manufacturer’s warranty; not covered if water damaged or burnt out)	5	5
Somfy Electronics and Accessories (limited manufacturer’s warranty)	2	2
Led Lights and Transformer	1	1
Electrical Disconnection and Reconnection	No Warranty	
Labour (assembly, repair and call out)	No Warranty	
Service Warranty of Total Removal of Product for Repair	1	1
Installation and Reinstallation of Product	1	1
Charges for Hire of Access Equipment for Repair (even when product is under warranty)	No Warranty	
Consequential Damage or Loss	No Warranty	
ISSEY PRODUCT DELIVERY WARRANTY	Client must notify Issey within 7 days from delivery date, in writing, details of the faulty product; incorrect delivery and or damage caused, if delivered goods are not in accordance with original quote specifications. Once delivered the client is responsible to ensure that the delivered product is stored safely and securely, until installed.	
*PERFORMANCE OF THE ACRYLIC FABRIC	Scarcely detectable irregularities (listed below) are inherent in the nature of acrylic fibre. In spite of today’s level of technology, these irregularities cannot be completely excluded. Please note that they have no effect on the performance of your sun shade.	

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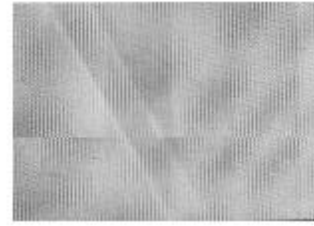
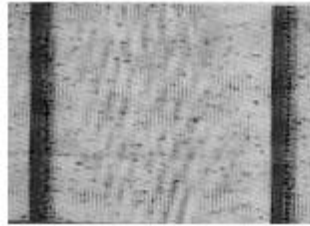
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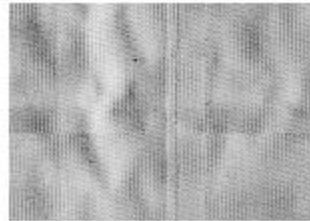


**WAFFLE-BUILDING,
VEINING OR WHITE
TRACES**



Subsequent to handling during sewing, fabrication and assembly, acrylic fabrics treated with resins containing fluoride may present “veining” or small white traces. This is visible against the sunlight due to an optical effect (differences in the refraction of light). These traces look like dark lines, especially when it is a pale-coloured fabric.

FOLDS



When rolling the canvas, folds may appear in the centre or along the stitching. This occurs as fabric is doubled on the seams, causing diameter variance when rolled up. The material may also display “waviness” when water pockets form during rain. This usually occurs when there is inadequate slope for water run off.

WATER RESISTENCE

Acrylic fabric is not waterproof; it is shower-proof. A treatment is applied to the fabric during the finishing process and its water repellent ability will be retained if well cared for and if the awning is pitched at a recommended slope of 20°. During longer periods of rain or heavy rainfall, the awning must be retracted to avoid damage.

Note: If Acrylic fabrics are used for rain protection, it has a higher tendency of creasing.

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WARRANTY REGISTRATION

Customer name: _____

Customer Contact Number: _____

Address of Installation: _____

Issey Product name(s): _____ (5 years warranty)

Accessories: _____ (2years warranty)

Installation date: ____ / ____ / ____

Job/Invoice no: _____

Customer acknowledgement & concurrence of General conditions & Warranty Statement

Sign/Date

Filename: Issey Warranty Statement v2.1

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