



Important Information

11.3
Warranty

11.3 | WARRANTY

Verosol Australia Pty Ltd (Verosol) has a long tradition of manufacturing premium quality window furnishing across Australia and around the world. Verosol Blinds, Curtains & Shutters come with up to a seven (7) year limited nationwide back to base[^] warranty across the entire range of products, covering component failure and manufacturing issues.*

WHAT THE WARRANTY COVERS

This warranty covers the repair or replacement of any defective material or component in Verosol's Blinds, Curtains & Shutters. Verosol provides a manufacturer's warranty that your Verosol Blinds, Curtains & Shutters will be free from defects in material and workmanship for up to a maximum of up to seven (7) years from the date of Verosol invoice. Our products come with guarantees that cannot be excluded under the Australian Consumer Law. You are also entitled to have the product repaired or replaced if the product is defective.

Minor failures to comply with a consumer guarantee can normally be fixed or resolved in a reasonable amount of time.

For information on Australian Consumer Laws, please visit Australian Consumer Law website at www.consumerlaw.gov.au.

This warranty is valid when payment for the Verosol Blind or Shutter has been paid in full and proof of purchase is provided to Verosol.

EXCLUSIONS TO THE WARRANTY

This warranty supersedes all previous and existing materials relating to warranties published by Verosol.

All installation, return and ancillary costs are the sole responsibility of the Verosol Distributor / Specialist Dealer.

The Warranty does not cover:

- the cost of access equipment (e.g. Scaffold, cherry picker, scissor lift, etc.) or electrical works necessary for repairs;
- products that are requested outside recommended sizes published in the Verosol pricelist;
- any conditions caused by normal wear and tear;
- alterations and repairs to the product, not carried out by a distributor/specialist, water damage, accidents, misuse, or incorrect installation;
- exposure to the elements (sun damage, wind or rain), discolouration over time.
- exposure to chemicals, and any type of corrosive element such as, cleaning products, insects, marine environments and salt air;
- any damage resulting from exposure to high moisture and high humidity environments (resulting in mould, mildew or fungal growths) e.g. kitchens, bathrooms;
- condensation damage; and
- failure to follow Verosol's care, maintenance and operating instructions, as featured on our website, and as detailed in the warranty videos published on the Verosol website www.verosol.com.au

This warranty is not transferrable, and only the original purchaser of the products can make a claim under this warranty.

Claims made against transit damage, short supply or visible defects to the products, must be reported within forty eight (48) hours of receipt of goods, and be accompanied by photographic evidence for assessment by Verosol.

[^] Back to base warranty requires that goods are returned to Verosol's manufacturing facility located in Revesby, Sydney NSW 2212.

* Please retain your proof of purchase in the event you need to register a service call. Use not in accordance with the care and maintenance and operating instructions, and the warranty videos published on the Verosol website (verosol.com.au) are not covered by the Verosol Warranty. The Verosol 5 year limited warranty applies to products purchased on or after the 1st January, 2009.

The Verosol 7 year limited warranty where applicable applies to products purchased on or after 1st July 2020.

WARRANTY CLAIM PROCEDURE

If you need to make a warranty request you can do so by:

1. Contacting your nearest Verosol Distributor/Retail Specialist (place of purchase); or
2. Calling Verosol Customer Care 1800 011 176 for warranty assistance.

Additional information and conditions that may affect this warranty are identified on our website under each product category. Simply follow the Care and Maintenance link to access. www.verosol.com.au

PRODUCT WARRANTY MATRIX

Verosol offers up to a seven (7) year* nationwide back to base[^] warranty.

Refer to detailed scope below:

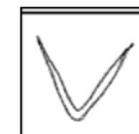
Scope of Warranty	Year 1	Year 5	Year 7
System Components			
• Pleated Blinds (Including lifting mechanisms)			✓
• Roller Blinds (Including chain drives & springs)			✓
• External Blinds (subject to corrosion warranty limits on page:10)		✓	
• Panel Glides (Including cord & wand mechanisms)			✓
• Roman Blinds (Including lifting mechanisms & cords)			✓
• Venetian Blinds (Limited manufacturer's warranty. Including Lifting mechanism, tapes, bearing & ladder cords)	✓		
• Curtain Tracks		✓	
• Ambience Shutter Systems (Refer to Shutter Warranty Guide & Product Limits Table Below) [variable warranty by system type]	Variable Warranty		
All Products			
Refer to the WSAA published standards for industry guidelines on viewing distances [#]	Normal viewing distance All products = 1200mm Shutters = 1500mm		
• Fabric (limited manufacturer's warranty, no warranty on rolling performance)			✓
• Curtain Fabrics: (limited manufacturer's warranty) by Range:			✓
• Opulent Living Collection			✓
• SilverScreen Living Collection			✓
• Everyday Living Collection		✓ 3 years	
• Motors (limited manufacturer's warranty. Not covered if water damaged or burnt out)		✓	
• Electronics and Controls (limited manufacturer's warranty)		✓	
• Batteries and Battery Packs (limited manufacturer's warranty)	✓		
• Electrical disconnection and reconnection	No warranty		
• Charge for hire of access equipment for repair (even when product is under warranty)	No warranty		
• Consequential damage or loss	No warranty		

[#] Link to guide is available for viewing on the Verosol Website under the Warranty section www.verosol.com.au/warranty

IMPORTANT INFORMATION FOR YOU AND YOUR CUSTOMER

Fabric "V"ING

Large width roller blinds larger than 2400mm and/or longer than 3000mm, could show the effect of "V"ing. This effect is predominant on all large blinds. To reduce this effect, consider splitting the blind into smaller widths and/or multi-linking blinds together.



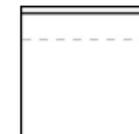
Railroading and Cupping

Selected Verosol fabrics can be railroaded. Railroading fabric often leads to curling or cupping of the outer edges of the blind. Railroading of the fabric changes the appearance of the blind, which is more pronounced in textured fabrics. Cupping of fabric at the outer edges of the blind is more pronounced on wider width roller blinds. Please refer to the Verosol pricelist for specific details of non-rail-roadable fabrics.



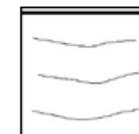
Fabric Joins

Some roller blind sizes may require fabric to be joined. Depending on the fabric and type of join used, this may result in either visible pinholes through the join, or a solid band across the width of the join. Please refer to the Verosol pricelist for specific details of fabric joins.



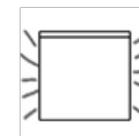
Patterns

Textured or directional fabrics may not have the warp (vertical) or weft (horizontal) yarns travelling perfectly perpendicular to each other. Some deviation from the pattern or texture will exist. You should expect to see variations of up to 30mm in the direction of the pattern from one side of the blind to the other.



Light Gaps

All roller blinds allow light to pass around the sides of the fabric (even when blackout fabric is used). This is because the overall width of the blind including its brackets is always wider than the fabric width. Light Gaps are most prominent when a blind is fitted inside a window recess. Face fitting may be a better option than reveal fitting, however, the only way that light gaps can truly be minimised is to use hardware systems that utilise side channels.



Puckering

Some wider width roller blinds will exhibit a deviation across the width of the fabric at the base rail. This can be minimised via selection of base rail options. Please refer to the Verosol pricelist for available base rail options.



SHUTTER WARRANTY GUIDE & PRODUCT LIMITS

PRODUCT	INSTALLATION METHOD	WIDTH			HEIGHT		PANEL BREAKS			STRUCTURAL WARRANTY	PAINT/FINISH WARRANTY	HARDWARE	
		MIN	MAX	MAX Non Warranty	MIN	MAX	Mid-Rails Required	Split Rotation by Blade Size					
								64	89				114
POLYRESIN SHUTTERS	Hinged: All Types	250	900	950	400	2700	1800	1100	1300	N/A	25 Years	10 Years - Standard Powdercoat Finish 5 years - Custom Finish	3 Years
	Double Hinged		400	450									
	Panel Only		900	950									
	Fixed		900	950									
	Sliding		900	950									
	Multi-Fold		550	600									
HARDWOOD SHUTTERS PAINTED	Hinged: All Types	250	1050	1200	400	3000	1800, 2700	1100	1300	1200	25 Years	10 Years - Standard Powdercoat Finish 5 years - Custom Finish	3 Years
	Double Hinged		600	700									
	Panel Only		1050	1200									
	Fixed		1050	1200									
	Sliding		1050	1200									
	Multi-Fold		600	700									
HARDWOOD SHUTTERS STAINED	Hinged: All Types	250	850	900	400	3000	1800, 2700	1100	1300	1200	25 Years	2 years - Stain	3 Years
	Double Hinged		550	600									
	Panel Only		850	900									
	Fixed		1050	1200									
	Sliding		850	900									
	Multi-Fold		550	600									

Notes:
 25 year structural warranty is conditional to location and regular maintenance.
 3-year hardware warranty is conditional to location and regular maintenance.
 Please refer to pages 8 and 9 of this document for Cleaning & Maintenance information

SHUTTER WARRANTY GUIDE & PRODUCT LIMITS

PRODUCT	INSTALLATION METHOD	WIDTH			HEIGHT		PANEL BREAKS				STRUCTURAL WARRANTY	PAINT/FINISH WARRANTY	HARDWARE	
		MIN	MAX	MAX Non Warranty	MIN	MAX	Mid-Rails Required	Split Rotation by Blade Size						
								64	89	114				
INTERNAL ALUMINIUM SHUTTERS	Hinged: All Types	250	1100	1200	400	3000	1500	N/A	1200	N/A	25 Years	10 Years - Standard Powdercoat Finish 5 years - Custom Finish 5 years - Timber Grain Powdercoat Finish	3 Years	
	Double Hinged		500	600										3000
	Panel Only		1100	1200										3000
	Fixed		1100	1200										3000
	Sliding		1100	1250										3000
	Multi-Fold		550	600										3000
EXTERNAL ALUMINIUM SHUTTERS	Hinged: All Types	200	900	950	400	3400	2000, 3000	1000	1200	1200	25 Years	5 years - Custom Finish - Timbergrain Finish 10 Years - Powdercoat Finish	3 Years	
	Double Hinged		400	450										
	Panel Only		1500	1600										
	Fixed		1500	1600										
	Sliding		1500	1600										
	Multi-Fold		700	750										
LITEWOOD PAULOWNIA SHUTTERS	Hinged: All Types	250	1050	1200	400	3000	1800, 2700	1100	1300	1200	25 Years	10 Years - Standard Powdercoat Finish 5 years - Custom Finish	3 Years	
	Double Hinged		600	700										
	Panel Only		1050	1200										
	Fixed		1050	1200										
	Sliding		1050	1200										
	Multi-Fold		600	700										

Notes:

25 year structural warranty is conditional to location and regular maintenance.

3-year hardware warranty is conditional to location and regular maintenance.

Please refer to pages 8 and 9 of this document for Cleaning & Maintenance information

SHUTTER CLEANING & MAINTENANCE

SYSTEMS - POLYRESIN | HARDWOOD PAINTED & STAINED | LITEWOOD | INTERNAL ALUMINIUM SHUTTERS

Like all quality products, appropriate cleaning and maintenance is highly recommended.

- Open the louvres with the middle louvre or tilt rod.
- A damp cloth is all that is required to remove dust film and dirty marks.
- For stubborn marks, we recommend a lead pencil eraser.
- Do not use solvent based cleaners. Water and a soft cloth is sufficient for cleaning these shutters.
- When closing the shutter panel into the window, gently push the panel until it connects with the magnetic or striker plates on the frame.

COASTAL CLEANING SCHEDULE

For shutters installed in premises close to coastal or salt-water environments, the following cleaning time frames are recommended. We recommend stainless steel hardware for shutters installed in high and extreme coastal regions.

Low	20 km radius	Every 6 months
Moderate	10 km radius	Every 3 months
High	1 km radius	Every 3 weeks
Extreme	500 m radius	Every week

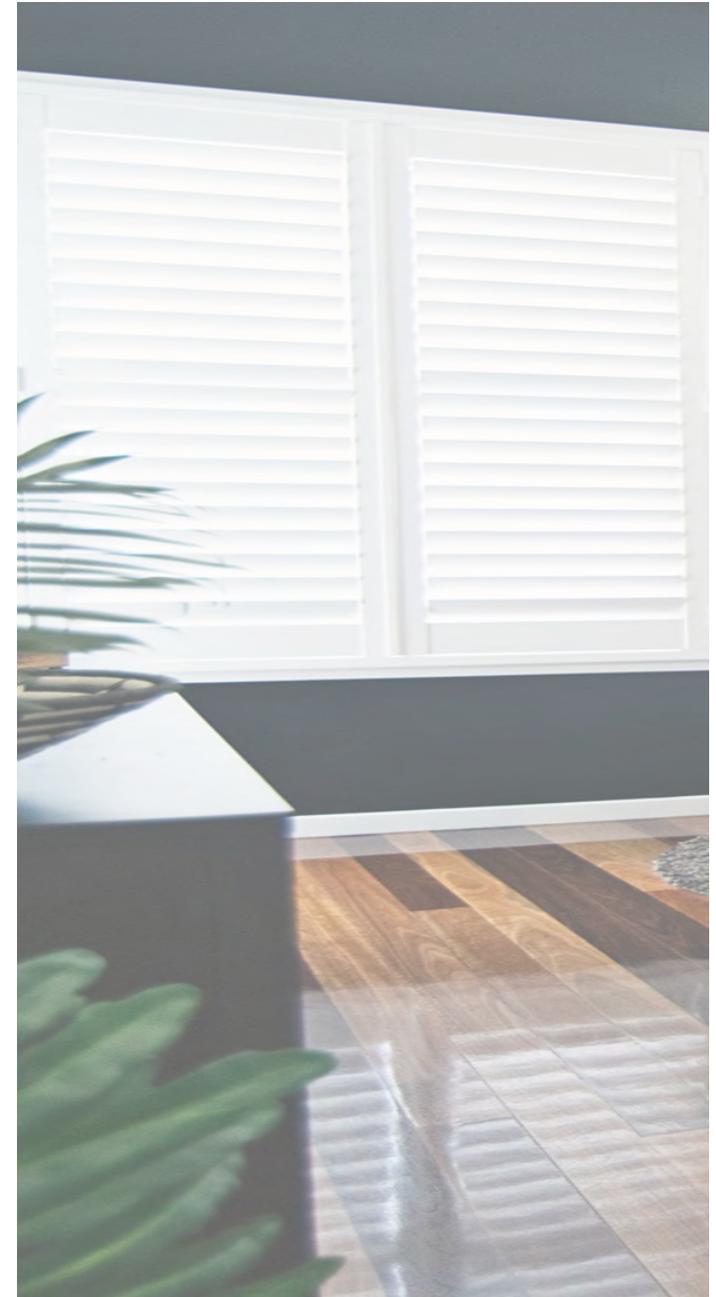
TENSIONING

If required, you can tension the drive blade.

Remove the sticker located on the side of the panel.

Place a Phillips head screwdriver into the hole and gently turn clockwise until you feel the blade has enough tension so that the blades stay in their position.

However, be very careful not to over tension the drive blade as this is not covered under warranty.



SHUTTER CLEANING & MAINTENANCE

SYSTEMS - EXTERNAL ALUMINIUM SHUTTERS

As a rule, stainless steel hardware and fittings are used to resist rust and corrosion, particularly in coastal areas. However, as for all quality products, maintaining a cleaning schedule is essential for maximum resistance to corrosion.

- Wipe over the shutters using a non-abrasive cloth or sponge with
- warm soapy water. A garden hose can be used applying the same principles.
- Concentrate on the areas where the stainless steel hardware is attached to the shutter.
- Remove any salt residue, tannin stains caused by trees and any other marks created.
- On completion of the cleaning process, spray a light film of silicone lubricant to any operational hardware such as the tracking system. Ensure these areas are fully dry prior to this application.
- Unless in a coastal area, we recommend cleaning your aluminium shutters on a routine basis every six months.

COASTAL CLEANING SCHEDULE

For shutters installed in premises close to coastal or salt-water environments, the following cleaning time frames are recommended.

Low	20 km radius	Every 6 months
Moderate	10 km radius	Every 3 months
High	1 km radius	Every 3 weeks
Extreme	500 m radius	Every week

TENSIONING

If required, you can tension the drive blade.

Place a Phillips head screwdriver on the screw that attaches the control rod to the blade and tighten half a turn.

Do this on a couple of blades, not all blades. Continue until desired tension is achieved.

However, be very careful not to over tension the drive blade as this is not covered under warranty.



WARRANTY LIMITS FOR CORROSION

Corrosivity Categories as specified in the Australian Standard AS 4312 - 2008 has been used to calculate our warranty limits.

Class	Corrosivity	Distance from Shore	Coastal Warranty
C5	Very High	0 - 100m	12 month warranty
C4	High	0 - 100m 100m - 1km	12 month warranty
C3	Medium	100m - 1km 1 km - 50km	5 years warranty
C2	Low	50km and beyond - Non heated or air conditioned building	5 year warranty
C1	Very Low	Continually heated or air conditioned building	5 year warranty



Note: The above information outlines corrosive zone classes - C1, C2, C3, C4, C5. As specified in the Australian Standard AS 4312 - 2008



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