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Warranty Information

SHUTTERS – INTERNAL PVC AND BASSWOOD, EXTERNAL – ALUMINIUM

Internal – Fusion Plus Shutters

The shutters are warranted for performance as fit for the purpose for which they were designed and for their intended use, and apply to shutters properly installed and maintained in the designated opening as intended. If a defect is visible with the naked eye in natural daylight at a distance of 1.2 metres, it is not acceptable; if a defect is not visible with the naked eye in natural daylight at a distance of 1.2 metres, it is acceptable.

Extrusion: 25 Years Warranty

Metal Components: 5 Years

Colour Fastness of Paint Finish: 5 Years

This warranty does not apply:

- To metal componentry beyond one (5) year
- To colour fastness of paint finish beyond three (5) years
- To shutters installed in external situations
- To normal wear and tear
- To installation damage to the window(s) or premises
- If application, operation, maintenance or care and maintenance is not aligned
- If the shutter has been opened, dismantled or returned with clear evidence of abuse, misuse or other damage, or tampered with in any manner whatsoever by a person other than an approved installation technician
- To marks or imperfections not visible with the naked eye in natural daylight from a distance of 1.2 metres
- To the use of components not supplied by the original supplier
- To any alterations made to the original shutter panels as supplied
- If the shutter has been incorrectly or insufficiently cleaned and maintained
- To the use of silicon-based sprays or abrasive cleaning agents on product

- To damage beyond the control of the supplier including but not limited to fire, flood, storm and natural disasters or Acts of God


Use, Care & Maintenance of Internal Fusion Plus Shutters

Fusion Plus Shutters are unsurpassed for quality in appearance and structure and are manufactured to last. Like all home furnishings however, they need proper care and regular maintenance in order to prolong their life.

Operation and Use

- Before opening hinged panels or operating sliders or Bi-Fold, ensure louvres are closed to prevent damage.
- When sliding Bypass panels, ensure louvres are closed to prevent louvres from clashing.
- When opening Bi-Folds, start in the centre or the end of the stack, and stack the panels together as you go.
- Glides and magnetic catches are installed to help compensate for movement of panels within the frame.
- Panels will naturally flex when opening and closing and should be assisted by slightly lifting the panel against the magnetic stop.
- Do not force or slam shutters closed as this will cause damage to both the shutter and the framework.
- Never swing or place any weight on the shutter.
- When adjusting louvres by hand, move two louvres simultaneously and stop if you feel any resistance.
- Never tilt one louver on its own as you may cause damage to the clear view mechanism or louver.

Maintenance

- Rotate louvres daily.
 - Keep any tracks free of dirt and grit weekly; use a silicone spray lubricant if necessary.
 - Regularly clean louvres with a soft slightly damp cloth to remove dust.
 - NEVER USE hot water, alcohol, silicon-based sprays, solvents, chlorine-based cleaners, steel wool, scourers, or abrasive cleaners on the shutters as they may affect the surface appearance and durability.
 - Do not use undue weight or pressure on the louvres whilst wiping.
 - If any louvres come loose, use the tension screw to tighten again (located at the side of the shutter panel).
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External – Aluminium Shutters

Subject to the conditions of guarantee, the Company warrants the structural integrity of the aluminium profiles and all extrusions incorporated in the product for 10 years from date of supply. Powder Coated surfaces are warranted for 10 years or as otherwise published by the relevant paint suppliers (Dulux or Interpon) from date of handover. All other components and accessories are guaranteed for a period of 12 months from date of supply. Workmanship, including installation, is guaranteed for 12 months.

Conditions of Guarantee:

1. All powder-coated aluminium must be frequently cleaned and maintained as outlined in the “Maintenance of Powder Coated Aluminium” section of this manual.
2. The Company expressly excludes liability for damage caused by reason of an act of God, lightning, fire, earthquake, storm, flood, explosion, maltreatment, and interference or failing to operate the product strictly in accordance with the product specifications and technical data parameters.
3. The Company expressly excludes liability for damage caused by reason of expansion or contraction of the building itself, or by way of “building shift” of the structure.
4. The Company’s liability under the guarantees or for a breach of a condition or warranty implied by Law is hereby limited to:
 - (a) The replacement of the product in accordance with this guarantee
 - (b) The repair of the product in accordance with this guarantee
5. Nothing in these conditions shall be read or applied so as to exclude, restrict or modify or have the effect of excluding, restricting or modifying any condition, warranty, guarantee, right or remedy implied by law and which by law, cannot be excluded, restricted or modified.

Aluminium Shutters are manufactured from the highest quality materials including extruded aluminium, glass reinforced nylon and stainless steel fixings. Apart from occasionally washing down the shutter, the product is maintenance free. We discourage the application of grease or lubricants to the moving components of the system as they attract dirt and grit, which creates friction and unnecessary wear and tear.

Operation & Maintenance Instructions

The following instructions are issued as a guide and, if followed, should result in an easy and trouble free operation of your shutter installation.

Swinging Installation

Release the catches and swing the shutter in or out, depending on your hinging configuration. When closing the shutter, re-engage the catch to secure it in the closed position

Sliding/Stacking

If you have adjustable louvre blades, close them to **Installation** the point where the finger grip will pass by the second shutter without infringing on the sliding operation. Disengage the lock and hold the shutter securely, approximately two thirds of the way up the shutter. Slide to the desired position and/or stack the shutters away, and engage the lock as necessary.

Bi-fold Installation

If you have adjustable louvre blades, close them to the point where the finger grip will not infringe on the second shutter during the folding operation, and disengage the lock if installed. Slide the Bi-folding shutters to the area that they are to be stacked and bi-fold that pair, before sliding and stacking the next pair.

Do Not's

Do Not slide shutters in the folded position.

Do Not slide more than one pair of shutters in any one motion.

Do Not attach anything to the shutters

Do Not swing, stand on or interfere with any part of the shutters

Maintenance of Powder Coated Aluminium

Deterioration of the coating occurs mainly as a result of grime deposition and attack by contaminated moisture. In a coastal environment, salt and sulphur compounds are more prevalent, intensifying the contamination. The frequency of cleaning required is dependant on the severity of the environment, however as a general rule, it could be assumed that with outdoor applications, powder coated aluminium should be cleaned with the same frequency as window and door frames.

The cleaning of powder-coated materials should be performed using hand cleaning and rinsing techniques. This should be achieved by using clean water and small amounts of detergent. ***(Do not under any circumstances use an abrasive type cleaning agent, as this will severely damage the surface of the material)***. Thoroughly rinse off any detergent with clean water. Dry preferably with a chamois or alternatively a soft cloth.

Severe Environments (coast, marine, tropical) - may require monthly attention. The top track is to be sprayed as required with silicon spray to maintain smooth operation. The bottom track needs to be vacuumed or cleaned of all debris on a regular basis.