

# INNOTECH RETRACTABLE SCREENS warranty

Innotech products are engineered and built to create lasting value for your home, and that value is reflected in this TRANSFERABLE 10 YEAR WARRANTY for products manufactured on or after January 1, 2011 and installed in owner occupied single family homes in Canada and the USA.

## **About this limited Warranty**

This limited Warranty is not prorated; the coverage remains the same for as long as the Warranty is valid. It is also transferable within the ten year time frame, adding genuine value when it comes time to sell your home. Innotech Windows + Doors, Inc. warrants for the indicated time period all parts and mechanisms on the retractable door and window screen to be free of defect in material and workmanship. This Warranty expressly excludes the screen mesh. This Warranty is extended to the original location shown on the Warranty certificate. This Warranty applies only to residential installations (single family detached housing and detached duplex housing) and is not transferable to another party. The word "defect(s)" as used in this Warranty, is defined as imperfections that impair the utility of the retractable screen. Implied Warranty of merchantability and fitness for a particular purpose, are limited to the terms of this Warranty.

## A. Protect your purchase

The following care and maintenance instructions will protect your investment:

### Tips for Rails

1. Clean the rails every one or two months, or as necessary. Wipe clean with a cloth and gentle detergent.
2. Let the rails dry then apply an even coat of Silicon Lubricant to the top and bottom rails. Clean up any over spray.
3. Do not scrub aluminum parts as this may damage the painted surfaces of the rails.

### Tips for Screens

1. Always make sure that the screen is not riding outside of the rail. This could allow the screen to pinch itself when rolling back into the housing, causing an imperfection of the screen material.
2. To clean the screen, vacuum using an upholstery brush. Carefully vacuum the outside, then from the inside taking care not to snag the screen material.
3. Always avoid allowing animals to claw or scratch the screen material to gain access in and out of the home. (Exception made on Pet Resistant mesh.)
4. Avoid allowing the screen to open uncontrollably. The unit should always be opened while holding the handle.

## B. Specific Warranty coverage

Innotech retractable screens are warranted against defects in materials, workmanship or failure to operate, including:

- All internal mechanisms
- Components and brackets

## C. What this Warranty does not cover

This Warranty does not cover damage caused by misuse, abuse, scratching, corrosive atmosphere contaminants, lightning, windstorms, tornadoes or any other act of God, or other causes beyond the control of Innotech Windows + Doors, Inc. Also not covered:

- Any normal color change that takes place with the passage of time.
- Labor and other cost related to removal and disposal of defective products, except to the extent expressly covered.
- Service trips to provide instructions on product use.
- Replacement parts for products outside the Warranty terms and conditions
- The screen mesh is not covered by this Warranty

## D. General Warranty Conditions

This Warranty is only valid if the product is purchased from Innotech or from an authorized Innotech retailer or dealer and full payment has been made for the products and the Warranty is registered with Innotech within 15 days of installation of the product. To register your Warranty, visit [www.innotech-windows.com](http://www.innotech-windows.com).

Warranty coverage periods start from the date of purchase from Innotech or from an authorized Innotech retailer or dealer.

Notification of claims must be submitted no later than 5 days after defect first appears on the product or any other similar Innotech product purchased at the same time or for the same construction or renovation project.

Innotech alone and in its sole discretion shall determine whether a warranty claim is a defect covered under this Warranty and if any of the limitations or exclusions in this limited Warranty apply.

The limited Warranty provisions set forth in this document are the only expressed warranties (whether written or oral) that apply to Innotech products in owner occupied single family homes and no one is authorized to modify or expand these written warranties.

Innotech does not make any other representations or warranties, express or implied. There is no other express or implied warranty of merchantability or fitness for a particular purpose. In no event shall Innotech be liable for special, direct, indirect, incidental, resultant or consequential damages of any kind, including but not limited to loss of use, damage to person or property, loss of profits or of goodwill, or other commercial loss or injury, whether based on breach of contract, negligence, strict liability, or any other legal theory, even if Innotech has been advised of the possibility of such damage. In all instances Innotech's liability shall be limited to repair, replacement, or refund of the original purchase price of the defective product or component to the extent required by this limited Warranty.

No other person or entity shall have any rights under this limited Warranty as it is not intended to create any third party beneficiary rights.

This Warranty applies only to products installed in Canada and USA and gives you specific legal rights which are in substitution for any consumer protection or other rights that you may have in your jurisdiction. If this substitution is not permitted by applicable legislation in your jurisdiction, these rights are in addition to any other rights which you may have and which vary from jurisdiction to jurisdiction, but only to the extent that the substitution is not permitted.

If any part of the warranties described above are void or unenforceable in any jurisdiction of Canada or USA the remaining portions will nonetheless continue in full force and effect.

## E. Remedy

Innotech Windows + Doors, Inc. will repair or replace any part of the retractable door or window screen found to be defective in workmanship or materials without charge to you as specified in the Warranty.

## F. Your responsibility

The retractable door or window screen must be properly measured and installed by a qualified Innotech Windows Canada representative or dealer and cannot be altered in any way. It is also your responsibility to protect your investment by following the outlined care and maintenance tips.

Insect screens are not designed to prevent persons or objects from falling through opened windows or doors.

## G. How to get assistance

If you encounter a problem with your retractable screen(s), contact the dealer/distributor or contractor from whom you purchased the product(s) or contact Innotech directly by mail, phone or fax within 5 days of discovering the problem:

Mail: **Innotech Windows Canada Inc.**

Attn: Warranty Claims  
27452 52nd Avenue  
Langley, BC  
Canada V4W 4B2

Phone: 1.866.854.1122 or 604.854.1111

Fax: 604.854.1718

Email: [info@innotech-windows.com](mailto:info@innotech-windows.com)

We can respond more quickly and efficiently if you use the warranty claim form available on [www.innotech-windows.com](http://www.innotech-windows.com).

## Our commitment to you

Our commitment is to strive to provide all of our clients with prompt and friendly service. Once we receive your Warranty claim, we will send you an acknowledgement within five to ten business days and will endeavor to begin to take appropriate action within 30 days. We will do our best to keep you informed throughout the Warranty claim process to make sure your claim is satisfactorily resolved.

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