

USE, CARE AND MAINTENANCE OF 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.

OPERATING FUSION PLUS SHUTTERS:

- 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 louvre on its own as you may cause damage to the clear view mechanism or louvre.

MAINTAINING SUNLINE SHUTTERS:

- 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).

NOTE:

Details contained herein are provided as a matter of general information and does not constitute as specific advice. You should seek your retailer's advice to ensure that any information or suggestion meets your specific requirements.

CLAIMING UNDER WARRANTY

When claiming under this Warranty to Sunline Shutters, you must:

1. Contact the original dealer if your purchase was not directly made through Sunline Shutters.
2. The original dealer **MUST** submit a **Warranty Request** by email to Sunline Shutters clearly outlining the related Sunline order number, the item number(s), the panel number(s), and the issue.
3. All claims must be substantiated with **proof** of the error or defect. This can be done by attaching a photograph to your claim.

NOTE - Please ensure you have a photograph of the **entire window / shutter and also a **close up/ detailed** photograph of the problem, sufficient to identify the problem. If the problem exists on more than one panel, you must supply a **photograph for each shutter panel**.*

4. Send the completed request to sales@sunlineshutters.com.au
5. The **Warranty Request** will be assessed by Sunline Shutters and if accepted as a defect of material or labour, will be processed and sent onto the factory of manufacture for re-supply or repaired or replaced in-house with Sunline Shutters depending on stock availability.
6. If the request is confirmed as a defect the order will be deemed a *Rework and recorded as the original order number with an RW prefix to identify it as a rework. If the request is not confirmed as a defect, it will be recorded as the original order number with an RO prefix to identify it as a **Re-Order.
7. A representative of Sunline Shutters will record the reference number on your ETA and order list with an ETA once available.

*A **Rework** is considered to be any order for repair, replacement, partial replacement, or parts that relate to a previous order, where the factory is at fault. Sunline is responsible for the cost of the replacement or parts required to complete the warranty claim.

A **Re-Order is considered to be any order for repair, replacement, partial replacement, or parts that relate to a previous order, where the customer / dealer is at fault. The customer or dealer is responsible for the cost of the repair, replacement or parts required to complete the warranty claim.

Your claim cannot be actioned if:

1. The Warranty Request is made via telephone.
2. The Warranty Request does not detail measurements, the cause and effect, the original order information and does not include the relevant photographs.
3. The original order has not been paid for in full in accordance with the purchase order.