

Warranty Document

intelliscreens™

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Terms and Conditions

Intelliscreens Pty Ltd offers a limited 5-year warranty on screens up to 5m in length only. Products are warranted solely to the original purchaser for as long as the screen remains in its installed location, against defects in the material or workmanship under normal use as to the products components, from the date of purchase.

The word "defects", as used in this warranty, is defined as imperfections, which impair the utility of the product. This five-year warranty excludes screen mesh, and/or cords. The mesh and/or cords is warranted for one-year only from the date of purchase. This warranty is expressly limited to the replacement of components, excluding mesh and/or cords.

If the product component is defective within the terms of the warranty, Intelliscreens will replace or repair, at its option, the component at no cost. Labour is included for a period of one-year from the date of purchase/installation and thereafter will be charged for. Freight to and from the factory for repairs is not included in this warranty.

Warranty does not cover improper operation, mishandling of products, damages caused by animals or humans, unauthorised repair or modification, damage caused by poor maintenance or lack of cleaning, use of replacement material that is not authorised by Intelliscreens, accidental or intentional damage, improper install by any installer not authorised by Intelliscreens, and/or natural disasters.

Liability for any damages, including but not limited to consequential and economic loss directly or indirectly connected to our products as well as breach of any express or implied warranties, including but not limited to implied warranties or merchantability, quality and fitness for any other purpose than as expressly stated herein, disclaimed and excluded here from to the extent such disclaimer and exclusions are permitted by law.

Care and Maintenance

Thank you, and congratulations on your purchase of an Intelliscreens product. Your new Slimline Panorama™ or Caterpillar Smart Track screen will provide an effective barrier against insects but requires a small amount of maintenance and care for it to have a long and happy life and continue to protect you and your family from insects.

1) Your new pleated retractable screen is exactly that, a retractable screen. So, when you are not using the screen (ie, when your doors are closed, etc) retract the screen back into the cassette / housing. This will help to preserve the memory of the pleats and help to achieve an extended life for your screen mesh.

2) Cleaning the bottom track – retract the screen handle back to the cassette / housing and remove any dirt with a vacuum and then a soft cloth. This will help to maintain the smooth operation of your screen. We recommend you do this at least every six months or as often as is required based on the location of your screen.

3) Cleaning the screen mesh – pull the handle all the way to the receiver and click it onto the magnet, and run a light brush, starting from the top of the screen mesh horizontally across the mesh running to the bottom. You can also use the brush attachment for your vacuum using the same motion of side to side. Moving up and down can possibly damage the cords.

If possible, you can also hose the screen down on a sunny day. Note that most of the dust will be accumulated on the outside of the screen mesh so for maximum effectiveness the vacuum / brush technique should be used on the outside, but the hose technique should be used from the inside to push the dust off the outside. We recommend this is done at least once every year or more as needed.

4) A light spray of **food grade silicone spray** on the bottom cords (for the Slimline Panorama™) and on the bottom caterpillar (for the Caterpillar Smart Track) will also be beneficial for the operation of your screen but is not essential. We use Lincoln Sentry brand.

Your screen and wind

It is possible in windy conditions that the mesh will blow out from either the top or bottom of the screen, if this happens simply retract the mesh back into the cassette / housing and the mesh should self-feed back into the top or bottom track. If not just push it back in.

In extremely gusty and windy conditions we recommend you keep the screen retracted to reduce the possibility of damage occurring.

Your screen and pets

If you have a pet, it is important to note that your pet has had unrestricted access to your door before your new screen was installed and now there is a new barrier your pet will naturally try to find a way through. When your new screen is installed leave it open approximately 300mm and lead your pet through a few times then reward them.

If you are concerned you can spray the mesh with a pet repellent spray as a deterrent against your pet trying to find a way through. *These are insect screens, not pet screens.*



Thank you from the team at

intelliscreens™
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