



This warranty covers any defects in materials or manufacture. This warranty applies only in case of following the operational rules written on the "User Guide" (QR code on the last page) and does not cover external circumstances, mechanical damage that occurred without any fault on the part of the manufacturer, ordinary wear and tear, routine maintenance or damage caused by alteration or improper installation, use, or maintenance of the Product.

Electrical motors and electronic accessories are warranted for Five or Seven (5 or 7) years depending on the manufacturer. **Roll Pro<sup>®</sup>** is not responsible for material failure due to inadequate or faulty installation.

**Roll Pro<sup>®</sup>** reserves the right to inspect, repair or replace any defective material provided.

This warranty runs for **Five Years** from the invoice date to its original distributor/ dealer.

**Roll Pro<sup>®</sup>** will not repair or replace any Product that does not conform to this warranty.

All repairs to equipment are to be performed at **Roll Pro<sup>®</sup>**'s manufacturing facility unless otherwise decided by **Roll Pro<sup>®</sup>**.

All replacement parts required as a result of any such defect will be supplied free of charge during the warranty period.

The warranty is issued to the original customer and is non - transferrable.

### **LIMITATIONS & EXCLUSIONS**

- **Roll Pro<sup>®</sup>** will not be responsible for incidental or consequential damages, including loss of use or profits.
- This warranty does not apply if the Product is used with accessories not approved by **Roll Pro<sup>®</sup>** or when other than **Roll Pro<sup>®</sup>** Replacement Parts have been installed on the Product.
- **Roll Pro<sup>®</sup>** reserves the right to provide refurbished parts in response to a warranty claim.
- Parts supplied in response to a warranty claim are warranted only for the remainder of the original warranty period.

- **ATTENTION!** Please note that **Roll Pro<sup>®</sup>** is not liable for any damages to roll shutters caused by strong winds and other extreme weather conditions. Extreme weather (e.g. storm-like gusts of winds) is an occurrence that is beyond the company's control and can cause damage to our products. We would like to emphasize that despite our best practices and product quality, we cannot guarantee the stability of our roll shutters in extreme weather conditions. We cannot know the wind speed at the end user's location, which makes it impossible to guarantee protection against such conditions. Customers should order the product type taking into account the required wind resistance where the **Roll Pro<sup>®</sup>** product will be installed. In the event of necessity, the client may rely upon our consulting services, as well as the procurement of materials and repairs at preferential rates.

## **DISTRIBUTOR/DEALER RESPONSIBILITIES**

- Distributor/Dealer is responsible for communication expenses, meals, lodging, and incidental costs incurred by Owner or employees of Owner as a result of warrantable failure.
- Distributor/Dealer is responsible for Down Time expenses, cargo damage, and all business costs and losses resulting from a warrantable failure.
- Distributor/Dealer must give notice of a warranted failure to **Roll Pro<sup>®</sup>** and may be required to deliver the product to **Roll Pro<sup>®</sup>**.

## **PRODUCT INSTALLER RESPONSIBILITIES**

- Distributor/Dealer is responsible for installing the product in accordance with **Roll Pro<sup>®</sup>**. Specifications and installation instructions.
- Distributor/Dealer is responsible for advising the owner of proper use, operation and maintenance of the equipment.
- Distributor/Dealer is responsible for keeping such records as are necessary to locate the product and determine its installation date.
- Distributor/Dealer is responsible for removal and re - installation of warranty items.
- Distributor/Dealer will hold Roll Pro harmless for improper installation..

USER GUIDE LINK & QR CODE:  
[https://rollpro.ca/wp-content/  
uploads/2023/04/User-Guide.pdf](https://rollpro.ca/wp-content/uploads/2023/04/User-Guide.pdf)



Any Questions? Contact us at  
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**Roll Pro<sup>©</sup> Shutters**

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