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Tomorrow's Innovative Solutions for Today's Doors & Windows

The DS Group Of Companies: Draftseal®, Kristrack®, Eclipse Architectural® & DSD Hardware

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## S1 Screen Maintenance and Warranty

### WARRANTY

Centor North America Inc warrants that for a period of five years after the invoice date, all Centor S1 Screens shall be free from material and manufacturing defects. Proof of purchase will be required to validate details when making a warranty claim.

### What Is Not Covered By This Warranty

1. Improper assembly or installation services provided by others
2. Normal wear and tear including, but not limited to progressive deterioration of finishes and materials due to exposure to sun, rain, abrasion, heat and/or cold
3. Damage to, or contamination of, screen, cloth and framing materials caused by rough handling, abrasion, cuts, penetration, hot surfaces or aggressive cleaning agents
4. Damage to the operating mechanism caused by the presence of dirt and debris from inadequate maintenance, inappropriate operation or impact
5. Materials and quality of workmanship during on site assembly and installation
  - Frame assembly
  - Frame installation
6. Damage caused by other trades or people on the building site
7. Fixings (nails, screws etc) penetrating and/or interfering with screen material or operating mechanism
  - Floor channel filled with debris
  - Staining or scratching of visible surfaces
  - Contamination by construction dust, debris etc.
8. Damage or deterioration caused by wind or other environmental impacts
9. Costs for labor, installation, removal or refinishing of the replacement product or component, and incidental or consequential damages of any kind other than as mandated by applicable state law.
10. Wood materials that have not been appropriately finished to protect it from the site conditions
11. Wood laminated product used in exterior applications.

Centor North America Inc pretests function of the complete assembled unit and supplies this product in a knocked down, prefabricated condition. Centor North America Inc does not perform final assembly and installation into the building and takes no responsibility for either the quality or extent of work carried out in the final assembly and installation process.

This warranty is offered to the customer who purchased the S1E Eco-Screen from Centor North America Inc and is extended to the owner of the building at the time when the screen is first installed. This warranty is not transferrable unless state or provincial law precludes this, in which case this warranty is valid for five years from original purchase date. This offer of warranty is subject product maintenance being carried out in accordance with Centor's published S1E Eco-Screen

maintenance instructions, given due regard to the service conditions on site.

The full extent of Centor North America Inc's obligation under this warranty is restricted to the supply of replacement components or refund of original purchase price to be determined at the absolute discretion of Centor North America Inc. This warranty does not include labour or other costs associated with the removal or installation of replacement parts. Centor reserves the right to inspect and test products to determine the validity of any claim made under this warranty.

Correct operation of the screen unit in its final location is dependent upon the quality of final installation and appropriate product maintenance for the site conditions (see maintenance recommendations). Centor is not privy to site conditions, nor to conditions of intended product use and we make no warrant of merchantability or fitness for a particular purpose to the original purchaser nor any promise of operational performance.

Product maintenance is an important element affecting both appearance and operational characteristics. Failure to carry out appropriate maintenance measures may void this product warranty. For the maintenance procedures please visit the website or contact Centor office.

#### **CentorNorth America Inc.**

toll free 877 518 6100 (inside USA) or 630-957-1000 [www.centorarchitectural.com](http://www.centorarchitectural.com)

#### **Important Legal Information**

This warranty sets forth our maximum liability for our products. We shall not be liable for indirect, consequential, incidental or punitive damages of any kind and any such claims are waived to the fullest extent permitted by law. Your sole and exclusive remedy with respect to any and all losses or damages from any cause whatsoever shall be as contained herein. We make no other warranty or guarantee, either express or implied. We provide no warranty of merchantability or fitness for a particular purpose to the original purchaser or to any subsequent use of the product, or any other warrant except as expressly contained herein.

This warranty is not a promise of future performance, but only a warranty to repair, replace or refund. In the event that state law prevents exclusion or limitation of implied warranties, the duration of any such warranty shall be subject to the same time frame and conditions as that provided in the express warranty stated herein.

#### **MAINTENANCE**

All products must be installed in accordance with accepted good trade practice (and in accordance with supplied instructions where applicable), and maintained in accordance with these procedures or else the warranty shall be void. Proper maintenance of your Centor screen will ensure that the product you purchased continues to function for many years. Some environments are more aggressive than others and it is necessary that the owner assess the level of care that is appropriate for the location. Centor recommends the following basic maintenance practices.

#### **Damage**

Screens should be rolled away completely when not in use. This will help protect the screen material from damage by the environment, animals and will also help to keep it clean.

#### **Cleaning the Screen Mesh**

The screen mesh can be cleaned with a soft brush or cloth when necessary. Using a mild detergent in water and a gentle wiping action will produce a superior finish as will a vacuum cleaner with a soft brush head.

## Wind

The Centor screen is designed to withstand reasonable wind gusts, but a large expanse of cloth is a large sail. In very windy conditions the screen must be rolled away for safe storage. Sometimes, when the wind is already blowing, it may prove difficult to roll the screen away without the cloth creasing – in this situation we recommend closing the doors before retracting the screen – this will relieve the pressure on the screen cloth, even if the screen is installed outside the doors.

## Cleaning the Bottom Track

The bottom track of the screen can collect dirt and debris which if not removed can affect the operation of the screen mechanism. Vacuuming the channel with a nozzle that can get inside the channel is the best solution. To get to the very end of the sill, it is necessary to pull the stile out from the jamb some distance and carefully insert the nozzle between the mesh and the sill. If you live in an area that has a lot of debris (beachside for example) then this needs to be a regular exercise.

## Cleaning the Frame

The screen frame is made from extruded aluminum and can be cleaned with water and mild detergent on a soft cloth. Some units will have a layer of natural wood veneer – which can also be cleaned, with either a dry or lightly dampened cloth to avoid water staining the wood surface.

## Rectifying Faults

The operating mechanism of the Centor screen is not user serviceable. If you have any concerns about the manner of operation, then please contact Centor on 630-957-1000 for further advice. Attempting to self diagnose the fault (beyond cleaning the bottom track) is not recommended, please give us a call – we'd love to have a chat.

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