

Warranty Information

This warranty is applicable for all orders placed between 1 June 2017 & 13 November 2024.

Warranty Information For Ezy-Fit D.I.Y Roller Shutters

Your Warranty is an important document that comes with your Ezy-Fit Roller Shutters, because knowing what you are covered for and when your Warranty expires gives you peace of mind in the unlikely event that something should ever go wrong with your shutters.

What Is Covered?

Ultimate Shutter PTY LTD (ABN 92 054 550 417) warrants that for a designated period of time as set out under the section titled 'Roller Shutter Warranty Period', Ultimate Shutter will replace any part/component of the roller shutter (except for those items listed under the section titled 'what Is Not Covered') which proves to be defective in materials or workmanship free of charge, subject to the terms and conditions of this warranty.

The warranty period begins on the date of product dispatch.

Warranty part replacements or product replacement will be sent to the customer when initial product is returned, or when identified component has been shown to be defective

Roller Shutter Warranty Period

Different components of the Roller Shutter have different warranty periods.

Slimline Shutter Installed		
Item	Years	
	Residential Install	Commercial Install
Main Roller Shutter Kit	10	1
AC Electric Motor	5	1
DC Battery Motor	2	1
Battery Backup/DC Handset/Any Batteries/Remote/Switch	1	1
Labour	1	1

Manual Push Pull Shutter Installed		
	Years	
Item	Residential Install	Commercial Install
Main Roller Shutter Kit	5	1
Labour	1	1

Fortress Shutter Installed		
	Years	
Item	Residential Install	Commercial Install
Main Roller Shutter Kit	2	1
AC Electric Motor	2	1
DC Battery Motor	-	-
Battery Backup/DC Handset/Any Batteries/Remote/Switch	1	1
Labour	1	1

Bal29 Shutter Installed		
	Years	
Item	Residential Install	Commercial Install
Main Roller Shutter Kit	10	1
AC Electric Motor	5	1
DC Battery Motor	2	1
Battery Backup/DC Handset/Any Batteries/Remote/Switch	1	1
Labour	1	1

Bal40 Shutter Installed		
	Years	
Item	Residential Install	Commercial Install
Main Roller Shutter Kit	3	1

AC Electric Motor	3	1
DC Battery Motor	-	-
Battery Backup/DC Handset/Any Batteries/Remote/Switch	1	1
Labour	1	1

Bal FZ Shutter Installed

Item	Years	
	Residential Install	Commercial Install
Main Roller Shutter Kit	3	1
AC Electric Motor	3	1
DC Battery Motor	-	-
Battery Backup/DC Handset/Any Batteries/Remote/Switch	1	1
Labour	1	1

Titan shutter Installed

Item	Years	
	Residential Install	Commercial Install
Main Roller Shutter Kit	3	1
AC Electric Motor	3	1
DC Battery Motor	-	-
Battery Backup/DC Handset/Any Batteries/Remote/Switch	1	1
Labour	1	1

Cyclone Shutter Installed

Item	Years	
	Residential Install	Commercial Install
Main Roller Shutter Kit	3	1

AC Electric Motor	3	1
DC Battery Motor	-	-
Battery Backup/DC Handset/Any Batteries/Remote/Switch	1	1
Labour	1	1

Polycarb shutter Installed

Item	Years	
	Residential Install	Commercial Install
Main Roller Shutter Kit	3	1
AC Electric Motor	3	1
DC Battery Motor	-	-
Battery Backup/DC Handset/Any Batteries/Remote/Switch	1	1
Labour	1	1

Patiomate shutter Installed

Item	Years	
	Residential Install	Commercial Install
Main Roller Shutter Kit	3	1
AC Electric Motor	3	1
DC Battery Motor	-	-
Battery Backup/DC Handset/Any Batteries/Remote/Switch	1	1
Labour	1	1

Max Span shutter Installed

Item	Years	
	Residential Install	Commercial Install
Main Roller Shutter Kit	3	1

AC Electric Motor	3	1
DC Battery Motor	-	-
Battery Backup/DC Handset/Any Batteries/Remote/Switch	1	1
Labour	1	1

Prime Shutter DIY

Item	Years	
	Residential Install	Commercial Install
Main Roller Shutter Kit	3	1
AC Electric Motor	3	1
DC Battery Motor	2	1
Battery Backup/DC Handset/Any Batteries/Remote/Switch	1	1
Labour	-	-

Slimline Shutter DIY

Item	Years	
	Residential Install	Commercial Install
Main Roller Shutter Kit	5	1
AC Electric Motor	5	1
DC Battery Motor	2	1
Battery Backup/DC Handset/Any Batteries/Remote/Switch	1	1
Labour	-	-

Manual Push Pull Shutter DIY

Item	Years	
	Residential Install	Commercial Install
Main Roller Shutter Kit	5	1
Labour	-	-

Fortress Shutter DIY		
	Years	
Item	Residential Install	Commercial Install
Main Roller Shutter Kit	2	1
AC Electric Motor	2	1
DC Battery Motor	-	-
Battery Backup/DC Handset/Any Batteries/Remote/Switch	1	1
Labour	-	-

Bal29 shutter DIY		
	Years	
Item	Residential Install	Commercial Install
Main Roller Shutter Kit	10	1
AC Electric Motor	5	1
DC Battery Motor	2	1
Battery Backup/DC Handset/Any Batteries/Remote/Switch	1	1
Labour	-	-

Bal40 shutter DIY		
	Years	
Item	Residential Install	Commercial Install
Main Roller Shutter Kit	3	1
AC Electric Motor	3	1
DC Battery Motor	-	-
Battery Backup/DC Handset/Any Batteries/Remote/Switch	1	1
Labour	-	-

Bal FZ shutter DIY		
	Years	
Item	Residential Install	Commercial Install
Main Roller Shutter Kit	3	1
AC Electric Motor	3	1
DC Battery Motor	-	-
Battery Backup/DC Handset/Any Batteries/Remote/Switch	1	1
Labour	-	-

Titan shutter DIY		
	Years	
Item	Residential Install	Commercial Install
Main Roller Shutter Kit	3	1
AC Electric Motor	3	1
DC Battery Motor	-	-
Battery Backup/DC Handset/Any Batteries/Remote/Switch	1	1
Labour	-	-

Cyclone Shutter DIY		
	Years	
Item	Residential Install	Commercial Install
Main Roller Shutter Kit	3	1
AC Electric Motor	3	1
DC Battery Motor	-	-
Battery Backup/DC Handset/Any Batteries/Remote/Switch	1	1
Labour	-	-

Polycarb shutter DIY		
	Years	
Item	Residential Install	Commercial Install
Main Roller Shutter Kit	3	1
AC Electric Motor	3	1
DC Battery Motor	-	-
Battery Backup/DC Handset/Any Batteries/Remote/Switch	1	1
Labour	-	-
Patiomate shutter DIY		
	Years	
Item	Residential Install	Commercial Install
Main Roller Shutter Kit	3	1
AC Electric Motor	3	1
DC Battery Motor	-	-
Battery Backup/DC Handset/Any Batteries/Remote/Switch	1	1
Labour	-	-
Max Span shutter DIY		
	Years	
Item	Residential Install	Commercial Install
Main Roller Shutter Kit	3	1
AC Electric Motor	3	1
DC Battery Motor	-	-
Battery Backup/DC Handset/Any Batteries/Remote/Switch	1	1
Labour	-	-

Warranty Definitions

- **Main Roller Shutter (Excluding Batteries, DC Controller & Motors)**

The warranty period for the Roller Shutter kit is as outlined above for applicable shutter.

This cover includes pelmets, axle, curtain, clips, tracks, flashing, operational AC wall switch, AC wireless remotes and all mechanical parts and structural components (except the motors).

- **Alternating Current Electric Motors**

The warranty period for AC Electric motors is as outlined above for applicable shutter.

This covers the Alternating Current Electric Motors only.

- **Direct Current Electric Motors**

The warranty period for DC Battery motor is as outlined above for applicable shutter.

This covers *Direct Current* battery powered electric motors only.

- **DC Controller/Batteries**

The warranty period for these components is as outlined above for applicable shutter.

This covers the backup Battery (UPS), the DC controller handset, remote and controller batteries and any other batteries.

The Roller Shutter Warranty covers all parts and components of each new Roller Shutter except for those items listed under the section entitled 'What Is Not Covered' in the Customer Information material and further below in the relevant section.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if goods fail to be of acceptable quality and the failure does not amount to a major failure.

WHAT IS NOT COVERED

- Any roller shutter that has been relocated from its original installation area, whether or not damage has occurred to the shutter as a result of relocation.
- Any electrical components of an AC powered roller shutter that has not been connected by a fully qualified electrician who has issued an accredited electrical certificate.
- Any roller shutter that has in any way been modified, cut down or varied from how it was originally provided from us.
- Any roller shutter which has been dismantled or tampered with for any reason other than the original installation, unless you have been provided with specific written instruction from EzyFit Roller Shutters' technical department to do so.
- Any components to a shutter that has had parts added or modifications done which have not been supplied or undertaken by us. The use of non-genuine parts renders all warranties/guarantees null and void.
- Any faults or damage cause by external causes such as power surges, power spikes, tampering, criminal damage or any other external impact which may have caused a fault or damage.
- Any fault or damage caused by misuse, including overcharging or over-discharging of batteries which causes damage to the battery or handset.
- Any roller shutters that are operated whilst they are showing signs of failing or failure; or are not operating as per normal because this can potentially cause more damage to the shutter system and therefore will negate part of the warranty.
- Subject to limitations under Australian Consumer Law, EzyFit Roller Shutters excludes any and all liability for loss or damage for problems:
 - unrelated to EzyFit Roller Shutters' conduct;
 - unrelated to the goods supplied by EzyFit Roller Shutters; and
 - caused by something independent of EzyFit Roller Shutters after the goods have left its control.
- Any normal wear and tear, including the gradual reduction in operating performance of a part or parts having regard to the age of the roller shutter, the number of cycles it has done and its operating conditions. This includes normal deterioration of buttons, paint or other appearance items.
- Any issues caused as a result of failure to meet normal maintenance requirements outlined in the Maintenance and care for your new Roller Shutters pamphlet included in the box.

- Any damage or failure caused by:
 - Fuel or liquid adhesion, chemical fallout, tree sap, salt, hail, windstorm, lightning, bushfires or unusual environmental conditions and bird or animal excrement.
 - Continuing to operate the shutter after a known failure or obstruction to roller shutter.

Warranty Process

- Any warranty claim must be directed to us in writing at <https://www.ezyfitrollershutters.com.au/claims/>;
- Instructions for removal of components will be provided upon making a warranty claim;
- Any defective components must be removed by you and EzyFit Roller Shutters will not supply or reimburse any costs associated with removal of components, unless otherwise agreed;
- The defective component must be send to us for assessment;
- Any defective components will be replaced and sent to you at our cost, upon being confirmed by one of our technicians as being defective;
- If a component is found not to be defective or damage has been caused by misuse or other issue not covered by our warranty, a technician fee of \$90.00 + GST will be payable in addition to return freight costs, before the component is returned to you;
- Installation of any replacement components are to be installed by you, by reference to the instructions provided for removal. EzyFit Roller Shutters is not liable for any component installation costs.
- If you have purchased one of our Roller Shutters which we have installed for you (not a DIY Ezy-Fit Roller Shutter), We will endeavour to find you an available technician from our network as soon as possible but we cannot usually accommodate urgent warranty repairs due to technician availability. Any urgent repairs may incur additional costs, if available, which will be your responsibility. We will advise you of these fees so that you can make a decision as to whether you wish to proceed with the technician's services and urgent work fees.
- This warranty is not transferrable and applies only to the customer who purchased the roller shutter from EzyFit Roller Shutters at the original installation site.
- EzyFit Roller Shutters may allow for warranties to be transferred at it's full unfettered discretion, and will only be effective if recorded in writing on EzyFit Roller Shutters letter head or from an EzyFit Roller Shutters email address.