

SPECIFIED TO LAST

Limited Warranty & Care

SUNX warrants its shading systems against defects in materials and workmanship for the terms set out below. This document defines the cover, the conditions under which it applies, what it does not include, and how to make a claim. Read together with the project specification and the fabric and system tech sheets, it is the complete statement of the warranty SUNX provides.

DOCUMENT

SUNX-WAR · General

APPLIES TO

All product lines

COMMENCEMENT

From date of shipment

01

Warranty schedule.

Each part of a SUNX system is warranted against defects in materials and workmanship, under normal use and service, for the term below – measured from the date of shipment, and for installation from the date of substantial completion.



Mechanisms & hardware

Clutch and drive mechanism, roller tube, brackets, lateral channels and structural hardware.

10
YEARS

Fabric

ReFlex® performance fabric: 10 years.
Other fabric lines warranted per line – term stated on the fabric tech sheet.

10
YEARS · REFLEX®



Motors & controls

5

YEARS

SUNX Drive motors and their control devices. Battery cells are a consumable (see §7).



Sensors & accessories

5

YEARS

Sun, wind and light sensors, controls, profiles, guides and finishing hardware.



Installation

2

YEARS

Workmanship and on-site mounting of the system, when carried out or certified by SUNX or a SUNX-authorized installer.

No depreciation. Whole-part replacement.

Throughout the full warranty term, mechanisms, hardware and fabric are covered without depreciation: a covered defect is resolved by replacing the affected part, not by reimbursing a prorated fraction of its age. Year nine is covered on the same basis as year one.

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Coverage terms.

2.1 What is covered

SUNX warrants that, under normal use and service and when installed and maintained in accordance with SUNX instructions, each component listed in the schedule will be free from defects in materials and workmanship for its applicable term. A covered defect is one that affects the function or structural integrity of the component and is attributable to its manufacture, not to its application, environment or handling.

2.2 When coverage begins and ends

Each term begins on the date the product is shipped from SUNX. The installation term begins on the date of substantial completion of the installation. Each term ends on the day it expires regardless of any intervening repair or part replacement; servicing or replacing a part does not restart, extend or renew its term or any other term.

2.3 Conditions that must be met

This warranty applies only while all of the following are and remain true:

- The project balance has been paid in full to SUNX or its authorized distributor.
- The system was installed by SUNX or a SUNX-authorized installer, in accordance with the installation guides for the applicable mounting type.
- The system is operated within its rated limits – dimensions, cycles, load, voltage and environment – as stated in the system and motor tech sheets.
- The fabric and system are used in the application for which they are specified (for example, interior fabric is not used in an exterior application).
- Routine care has been carried out as described in §7, and proof of purchase and installation date can be provided.

2.4 Sole and exclusive remedy

For a valid claim on a covered defect, SUNX will, at its sole option, repair the affected component or supply a replacement part of the same or an equivalent specification. Replacement does not depreciate the cover, as stated in the schedule. Where an exact match is unavailable – for example, a fabric colour that is no longer produced – SUNX may supply the nearest available equivalent.

The repair or supply of a replacement part is the buyer's sole and exclusive remedy under this warranty. Unless agreed otherwise in the project specification, SUNX supplies the replacement part; on-site labour to remove and refit the part, and any access equipment required to reach it, are arranged and costed under the project agreement and are covered only within the installation term and only where installation was performed by SUNX or its authorized installer.

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What is not covered.

This warranty does not cover, and SUNX is not responsible for, any of the following. These are conditions of application, environment, handling or normal behaviour of the materials – not defects in manufacture.

3.1 General exclusions

- Misuse, accident, impact, forced or obstructed operation, or operation outside the rated limits of the system.
- Alteration, modification, disassembly, repair or part substitution by anyone other than SUNX or its authorized service.
- Improper cleaning, or the use of solvents, bleach, alcohol or abrasive products on any component.
- Damage from water ingress, flooding, fire, smoke, salt-laden or corrosive atmospheres, pests, or acts of nature.
- Damage caused by the building or its other trades – structural movement, settling, water leaks, electrical faults, or work by others after installation.
- Ordinary wear and tear, and any condition consistent with the published specification of the fabric or system.
- Cosmetic marks, soiling or damage arising after delivery and acceptance of the product.

3.2 Fabric — characteristics that are not defects

Textiles are manufactured to industry tolerances and behave as textiles. The following are inherent characteristics and are expressly excluded:

- **Colour variation between production lots.** Fabric supplied at different times may differ slightly in shade; SUNX cannot guarantee an exact match to a previous order or to a sample.
- **Gradual change of colour or appearance over time** from exposure to light, heat or atmosphere, within the normal behaviour of the fabric.
- Minor weave irregularities, slubs, knots and surface variation within accepted textile tolerances.
- Slight variation in fabric width, hem straightness, and minor camber or bow of the hembar within tolerance.
- Edge curl, fraying or distortion on cut edges of certain open fabrics, which is a property of the weave.
- The light gap inherent to a roller shade at the sides, top and sill, except where a sealed system (such as a side-channel system) is specified for that purpose.
- Puckering or dimpling at welded seams and hem pockets within accepted tolerance.

3.3 Systems and motors

- Normal operating sound within the published range for the motor or mechanism.
- Fabric “telegraphing” (slight horizontal lines from the roll) within tolerance.
- Consumable items, including motor battery cells, which lose capacity with use and charging cycles.
- Performance affected by power supply faults, incorrect voltage, or integration with third-party control equipment not supplied by SUNX.
- Damage from incorrect storage, handling or installation where installation was not performed by SUNX or its authorized installer.

3.4 Installation

- Any installation not performed or certified by SUNX or a SUNX-authorized installer.
- Removal, relocation or reinstallation of a system after its original installation.
- Scaffolding, lifts, hoists or any other means required to reach systems installed in inaccessible areas, in order to carry out a service call.
- Conditions of the substrate, fixings into the substrate, or building tolerances outside SUNX’s scope.

This warranty is void, in whole or in respect of the affected component, if any of the following occurs:

- The product is altered, repaired or serviced by anyone other than SUNX or its authorized service.
- The product is used outside its rated limits or for an application other than the one for which it was specified.
- Serial numbers, labels or identifying marks are removed, defaced or altered.
- The product is moved from the location to which it was originally shipped and installed, other than as permitted under §6.
- The project balance is not settled, or the conditions of §2.3 are not met.
- The component is in a condition that does not allow SUNX to inspect it and assess the claim.

05

Disclaimers and limitation of liability.

LIMITED WARRANTY ONLY

This is a limited warranty. **Except as expressly stated in this document, and to the fullest extent permitted by applicable law, SUNX makes no other warranty of any kind with respect to its products, whether express or implied, including any implied warranty of merchantability or of fitness for a particular purpose, and any such implied warranties are disclaimed.** No distributor, installer, employee or representative is authorized to make any warranty, representation or promise on behalf of SUNX beyond what is stated here, and SUNX is not bound by any such statement.

LIMITATION OF LIABILITY

To the fullest extent permitted by applicable law, SUNX is not liable for any indirect, incidental, special, consequential or punitive damages of any kind – including loss of use, loss of profit, or damage to property or to other goods – arising out of or related to the products or their use, whether a claim is based in contract, warranty, negligence or otherwise. SUNX's total liability for any claim does not exceed the purchase price paid for the specific product to which the claim relates. The remedy in §2.4 is the buyer's sole and exclusive remedy and applies even if that remedy is found not to have fulfilled its essential purpose.

YOUR STATUTORY RIGHTS

Some jurisdictions do not allow the exclusion or limitation of certain warranties or damages, or impose mandatory consumer-protection rights that cannot be waived. Nothing in this warranty excludes, restricts or modifies any right or remedy that applicable law grants and does not permit to be excluded. Where any provision of this warranty is held unenforceable, the remaining provisions

continue in full effect. This warranty gives specific rights; other rights may apply and may vary by jurisdiction.

Section 05 contains binding legal terms whose enforceability varies by jurisdiction. The final wording of this section is to be confirmed with SUNX's legal counsel for the markets in which the product is sold.

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Who the warranty covers.

This warranty runs to the original purchaser and to the owner of the building for which the system was supplied and installed. It is tied to the specific installation at its original location.

It may be transferred once to a subsequent owner of the same building for the remainder of the unexpired term, provided SUNX is notified in writing of the transfer with the original project reference. The warranty does not apply to product that is removed and reinstalled elsewhere, or that is resold separately from the installation.

07

Care & maintenance.

SUNX fabrics are easy-clean treated and the systems are built for long service with very little maintenance. Following this care keeps both the performance and the warranty intact – it is a condition of cover under §2.3.

Cleaning the fabric

- Dust regularly with a soft brush or a vacuum on low suction, working top to bottom.
- Spot-clean marks with a cloth dampened in lukewarm water and a little mild, neutral soap.
- Do not use solvents, bleach, alcohol or abrasive products, and do not scrub the surface.
- Let the fabric dry fully in the extended position before rolling it up.

Operating & mechanism

- Raise and lower smoothly and let the shade reach its full stops without forcing.
- Keep channels and guides clear of dust and obstructions.
- Motors and controls need no user servicing – keep control devices dry.
- For battery-powered motors, recharge when prompted; the battery cell is a consumable, not a defect.

08

Making a claim.

A claim must be made in writing within thirty (30) days of discovering the defect, and within the applicable warranty term.

01

Get in touch

Contact SUNX or your authorized distributor with the project reference and the installation date.

02

Show the issue

Send a written description and photographs of the affected system so the claim can be assessed.

03

Assessment

SUNX reviews the claim and, in its reasonable judgment, determines whether the defect is covered.

04

Resolution

For a covered defect, SUNX supplies the replacement part. Labour and site access apply per §2.4.

Failure to notify SUNX in writing within the periods above may, to the extent permitted by law, be treated as a waiver of the claim. SUNX may decline to evaluate a product that cannot be safely or adequately inspected.

09

General provisions.

- **Project specification prevails.** Where the project specification or quotation states different or additional warranty terms for a project, those terms govern that project to the extent of any conflict.
- **Tech sheets form part of this warranty.** The rated limits, compositions and per-line terms stated on the fabric and system tech sheets are incorporated by reference.
- **No oral changes.** This warranty may be amended only in writing, signed by an authorized representative of SUNX.
- **Severability.** If any provision is held invalid or unenforceable, the remaining provisions continue in full effect.
- **Entire warranty.** This document, read with the project specification and the tech sheets, is the entire warranty and supersedes any prior statement on the subject.



Shading systems specified to the opening, for architectural projects.

FABRICS

ReFlex®

SUNSCREEN

BLOCK-X

DO Through

SYSTEMS

Meridian

SUNZIP

TENZA

DUO

VELARIA

RESOURCES

Tech sheets

Specification

Samples