

ROLL-A-SHIELD WARRANTY

ROLL-A-SHIELD warrants to the **original purchaser** that the rolling shutters are free from defects in material and workmanship under normal usage for the following periods:

Residential:

All Labor - ONE (1) year.
All Materials - FIVE (5) years.

Commercial:

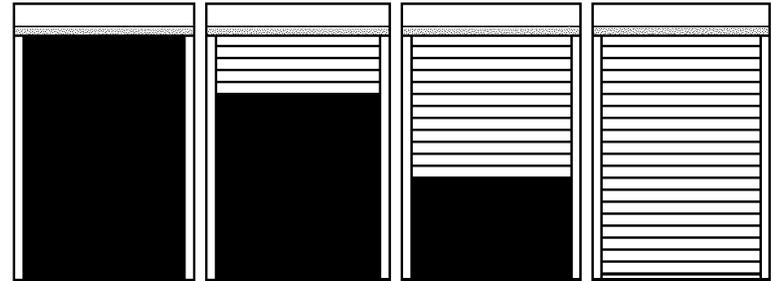
All Labor - ONE (1) year
All Materials - Three (3) years

This warranty is voided if the rolling shutters are installed or repaired by anyone other than an authorized ROLL-A-SHIELD agent. This warranty is also voided if the shutter slats are painted. Our obligation under this warranty is limited to the repair or replacement of any part which, upon our examination, is found to be defective. This warranty does NOT cover parts or materials which have been subjected to accident, negligence, alterations, abuse, misuse, excessive wear and tear, or acts of God. This warranty is in lieu of all other warranties, including implied warranties of merchantability and fitness for a particular purpose. There are no warranties which extend beyond the description herein.

DATE OF INSTALLATION: _____

8/2018

OPERATION AND MAINTENANCE OF YOUR ROLL-A-SHIELD ROLLING SHUTTERS



ROLL-A-SHIELD

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480-921-0200

www.rollashield.com

Arizona Contractor's License #ROC085409

Enjoying your ROLL-A-SHIELD

Congratulations, you have purchased the finest rolling shutter available anywhere in the country. We not only utilize the finest materials, but provide the most precise workmanship in fabricating each custom-made shutter. We suggest that you take a few minutes to look over the following information pertaining to maintenance, cleaning, and trouble shooting. This will help you to have years of trouble free service from your ROLL-A-SHIELDS.

MAINTENANCE AND CLEANING:

Your ROLL-A-SHIELDS are virtually maintenance free. However, a few minutes of attention will keep them operating smoothly for years.

Once a year, or as needed, put the shutter in the completely closed position and hose it off with a garden hose. If stubborn dirt has been deposited on the shutter, you can use a dilute solution of a very mild soap to clean off the dirt. This should be followed by a thorough rinse with water. DO NOT use harsh household cleaners on the shutters since this will damage the painted surface.

Caution, never raise a manually operated shutter so quickly that it slams into the housing at the top of the unit. This can damage the entry guides and other internal parts, thereby requiring a service call to repair the shutter.

If your ROLL-A-SHIELD fails to operate properly, DO NOT force the operation as this could cause unnecessary damage to the slats. First, check the trouble shooting guide for a possible solution. If the problem cannot be resolved, please call us for suggestions or to schedule a service call. Many service calls are unnecessary and the problem can often be solved by the owner. If a service person is sent to your home, we will charge a service call fee.

TROUBLE-SHOOTING GUIDE

PROBLEM

1. Manual unit is stuck in the open position and will not come down.

2. Manual shutter sticks as unit travels up or down.

3. Crank will not roll shutter up.

4. Electric unit will not move up or down and no motor noise is heard.

5. Electric unit hits an obstacle while closing.

POSSIBLE SOLUTION

The unit may have been opened with too much force. Loosen the strap inside, then go outside and pull down gently on the bottom slat, keeping the bottom slat inside the tracks.

Dust or dirt may have accumulated in the guide rails. Open the shutter and hose out the two guide rails. After the tracks are dry, spray them lightly with a Silicone based spray lubricant. (NOT WD-40)

Follow the directional arrows on the crank box. If cranking in the wrong direction, you will hear "click, click, click". If so, gently pull the strap up and out of the crank box, and while holding the strap, turn the crank in the direction of the up arrow until the strap starts to roll into the box. Roll all the excess strap back into the box, then continue to crank in the up direction.

Excessive usage over a short period of time causes the motor to overheat. The motor will shut off automatically. Wait 15 - 20 minutes. The motor should work.

OR

Check your power source to be sure electricity is getting to the unit. Check your fuse box or breakers, and also check the GFI outlet re-set button in your bathroom, kitchen, or garage.

TURN UNIT OFF IMMEDIATELY. If caught quickly there may be no damage. Go outside, remove the obstacle, and pull down gently on the bottom slat.