

Slide Clear Inc. (the Manufacturer) warrants that the ALERA Retractable Pleated Screen is supplied free of manufacturing defects and material flaws. Should any defect in materials and/or workmanship become apparent within two (2) years from the date of purchase, the Manufacturer will, at its option, repair or replace the product free of charge.

WARRANTY CONDITIONS, EXCLUSIONS AND LIMITATIONS

This Warranty is limited to defects in materials and workmanship and expressly excludes damage or defects caused by or arising from:

- Improper screen assembly, installation and /or adjustment provided by others.
- Damage as a result of environmental conditions, strong winds, natural disasters or other events beyond the control of the Manufacturer.
- Damage to the screen and all its components caused by deliberate or accidental misuse, abuse or neglect.
- Damage caused by humans or animals accidentally running or walking into the screen when in use.
- Damage caused to the screen components by inadequate maintenance.
- General deterioration in appearance or performance that occurs as a result of normal operation and normal wear and tear.
- Progressive deterioration of finishes and materials due to exposure to sun, rain, abrasion, heat and /or cold.
- Damage caused by the contamination of the screen mesh due to excessive moisture, construction debris, and/or aggressive cleaning agents.
- The screen mesh is a woven material that is strictly checked for defects prior to and during production. Any square meter of mesh that contains three or less defects is considered acceptable and is not covered by this Warranty.
- Damage to the mesh caused by contact with excessive heat surfaces including, but not limited to construction equipment, cigarette ash, matches, cigarette lighters, sparks or hot cooking utensils.
- Damage caused by any third party.

The Manufacturer's liability shall be limited to the repair or replacement (at the Manufacturer's option) of the defective product. The Manufacturer will not be liable for any other direct or indirect costs, loss or damage to person or property, except as required by law, or any consequential losses or loss of profit. The Manufacturer excludes, to the extent permitted by law, all other warranties, whether expressed, implied or statutory. Shipping and handling is **not** included.

This Warranty is not a promise of future performance. Your exclusive remedy shall be repair, replacement or refund as stated in this Warranty. If we determine that a defect exists that is covered by this limited Warranty, we will elect to either repair the product or component(s) or ship a replacement product or component(s) to the distributor or person making the Warranty claim in the same condition as the product was originally sold, subject to our right to substitute a similar product when the product originally sold has been discontinued or modified. Slide Clear, in its sole discretion, may choose to repair the product as an option to replacement in full satisfaction of its Warranty obligation. If we are unable to provide replacement and repair is not practical or cannot be made timely, then we may elect to refund the purchase price paid directly to us if the Warranty applies. The Warranty on any replacement product will extend for the balance of the original Warranty period. It is the Purchaser's sole responsibility for determining whether a product purchased from us is suitable for an end user's needs or application. All visible defects must be reported before installation and finishing. Claims under this Warranty must be made within the specified Warranty period and within thirty (30) days of the appearance of a defect. Failure to report defects to us, as specified under the "Procedure for Warranty Claims" section, will void all express warranties. Failure by the purchaser or end user to follow the installation and maintenance contained within this Warranty required shall void any and all express warranties.

This Warranty shall be interpreted, construed and applied under the laws of the Province of British Columbia, Canada. All disputes under this Warranty shall first be decided by mutually agreeable mediator, with each side to bear its own fees and costs. If the dispute is not resolved through mediation, the dispute shall be submitted to a mutually agreeable arbitrator, pursuant to the arbitration rules of the Province of British Columbia, Canada. The prevailing party to any claim filed under this limited Warranty is entitled to reasonable attorney's fees, expert's fees and costs. Slide Clear is entitled to attorney's fees, expert fees and testing fees regarding any dispute over the installation of its product.

This Express Limited Warranty sets forth our maximum liability for our products. No one is authorized to modify or expand this Express Limited Warranty. The absolute limit of our liability is the product purchase price from Slide Clear. We shall not be liable for special, indirect, consequential, incidental, or punitive damages of any kind and all such claims are waived to the fullest extent permitted by applicable law. Your sole or exclusive remedy with respect to any and all losses and damages resulting from any cause whatsoever as specified herein. All Slide Clear products are sold 'as is' and as such Slide Clear disclaims any and all implied warranties. We make no other Warranty or guarantee; either express or implied, including implied warranties of merchantability and of fitness for a particular purpose to the original Purchaser or to any subsequent user of the product, except as expressly contained herein. The entire risk as to the quality and performance of the goods is with the buyer. In the event state or provincial law precludes exclusion or limitation of implied warranties, the duration of any such warranties shall be no longer than, and the time and manner of presenting any claim thereon shall be the same as, that provided in the Express Warranty stated herein.

COASTAL REGIONS

Slide Clear's standard and custom 2604 aluminum paint finishes are warranted for a period of ten (10) years against defects resulting in cracking, peeling and other loss of adhesion. If any Slide Clear product has been operated and/or installed in a coastal environment (within three (3) miles/five (5) kilometers of a seacoast or salt water), the standard or custom 2604 aluminum paint finish will be warranted for a period of one (1) year. Anodized finishes are warranted for a period of three (3) years unless the Slide Clear Inc. product has been operated and/or installed in a coastal environment (within three (3) miles/five (5) kilometers of a seacoast or salt water), the anodized finish will be warranted for a period of one (1) year.

CARE AND MAINTENANCE

Regular maintenance and cleaning is imperative to prolong the screen's smooth operation and longevity. The screen mesh should be lightly cleaned, on a monthly basis, to maintain an unobstructed view and airflow. While the screen is extended, remove any build up with a vacuum cleaner with a soft brush nozzle or a duster. Take extreme caution to not tear or rip the screen mesh. We do not recommend using any type of cleaning agent on the screen mesh as this may cause unintentional deterioration.

It is also recommend that you clean the wheels on the bottom of the pull-bar with compressed air, on a monthly basis. This is to ensure that no debris is effecting the operation of the screen system. To clean the wheels, retract the screen and remove the screen cartridge. Place the screen cartridge on a large clean table, as to not cause any damage to the coating, and blow out the bottom of the pull-bar with compressed air. After you have cleaned the wheels, re-install the screen cartridge. To help prevent any future damage, always keep the bottom guide clean and clear of debris.

WIND OPERATION

On large openings the screen mesh acts like a sail when there are gusty or windy conditions present. In gusty or windy conditions it is recommended to keep the screen retracted to reduce the possibility of any resulting damage. Damage as a result of exposure to wind is not covered under this Warranty.

INSTALLATION AND MAINTENANCE REQUIREMENTS

All Slide Clear Inc. products must be stored, installed, maintained, repaired, and used in accordance with acceptable good trade practice and the supplied instructions, in order to prevent damage and maintain your Warranty.

PROCEDURE FOR WARRANTY CLAIMS

Please inspect your order immediately upon receipt. If you have a problem, immediately upon discovery contact the Distributor or Dealer from whom you purchased our Product or contact us directly.

Mailing Address:

Slide Clear Inc.
101 – 19110 24 Avenue
Surrey, BC Canada V3Z-3S9

Phone:

1-604-888-5399

Email:

info@slideclear.com

Please provide the following information with your Warranty claim:

- a) Slide Clear order number
- b) Date and location of purchase
- c) Contact information
- d) Address of where the product can be inspected
- e) Description of the problem and the product (including photographs)

All visible defects must be reported before installation and finishing. Claims under these Warranties must be made within the specified Warranty period and within sixty (60) days of the appearance of a defect. We may charge a fee for on-site product inspections, however this fee will be refunded if the product is found to contain a defect covered by this Warranty.