

Warranty Wise | Peace of Mind

 **LouvreTec**<sup>®</sup>  
OPENING ROOFS / SUN LOUVRES / SHUTTERS

warranty

louvretect retract   
Powered by Retrac Louvre™ technology

# product warranty

## LOUVRETEC RETRACT OPENING ROOFS

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### warranty details

All Retract product installed by Louvretec , or an Authorised Louvretec Installer, is from date of invoice, fully warranted for the first two years. This warranty covers workmanship, louvres and all componentry, motors, switches and electronics with all labour costs included.

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### product materials

All aluminium louvres and extrusions used in Louvretec's systems are manufactured in an ISO9002 quality assured environment to AS1866 & AS3902 standards. Marine grade T316 stainless steel is used for drive axles, with stainless steel componentry fixings being standard. Plastic injected moulded componentry is all UV stabilised

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### powdercoat finishes

A wide range of exterior powder coat finishes are available. Duralloy or equivalent is the standard finish supplied unless stated otherwise and provides excellent resistance to weather and salt spray. This carries warranties of a maintainable service life of 25 years, film integrity of 10 years and colour integrity of 7 years.

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### anodised finishes

The current specifications re anodised aluminium range from 12-20-25 microns depth. The greater the microns the better the protection. With regular cleaning anodised material will retain its original integrity for no less than 10 years.

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### fully engineered

Our louvre systems are designed to conform to New Zealand and Australian standards wind loadings. Full engineering details available on request.

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### care & cleaning

1. Periodic cleaning is essential to remove dirt, grime and associated salt deposits from both powder coated and anodised surfaces.
2. Carefully remove any loose deposits with a wet sponge.
3. Use a soft non-abrasive brush and a mild detergent or car cleaning solution to remove dust, salt and other deposits.
4. Rinse well with clean water.
5. If your Retract roof downpipe connects to tank water supply be sure to disconnect before cleaning.
6. Most importantly – USE REGULARLY!
7. The worst thing you can do is to not operate the Retract on a regular basis (every two or three days).

Like a car, in order to keep it under warranty it must be regularly serviced by the supplier at specified mileages.

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### service by Louvretec

Your first service is free – Louvretec will contact you 6 months after installation to arrange a mutually convenient time for a technician to call and undertake a full service of your Retract.

This service will include:

1. Test all functions of Retract using Louvretec remote control or home automation system if installed.
2. Remove all access covers and clean main rotating drive shaft of any dirt and greasy build up.
3. Ensure the main tracks are clear of any sand or obstructions. In areas exposed to wind driven sand such as Coastal areas this should be completed on a 6 monthly basis. In all other environments the tracks should be checked and cleaned every 12 months.
4. Adjustment of end stop pulleys. Ensure the belt drive is tensioned as per factory setting. If the belt has stretched over time it will sag. If this occurs, adjust the adjustable pulleys at the end opposite the motor until the belt is tight. This should be checked on a 12 monthly basis.
5. Cyclic testing has shown that the stacker belt between the first and third idler and gearbox may require replacement after 2500 cycles. If the Retract is used once daily this equates to around 7 years – time to reach the equivalent of 2500 cycles will vary between installations. A qualified technician will need to replace the short section of belt between these gearboxes and idlers.
6. The M4 grub screw that fastens the Retract motor to the center gearbox needs to be checked at least every 12 months.
7. Application of CRC lubricant to idler housings to be completed every 12 months.
8. Check and tighten if required the screws that fasten the tapping plates to the track extrusions every 12 months.
9. Check and tighten if required the screws that fasten the louvres to the gearboxes and idlers every 12 months.
10. Replace covers and test.

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### ongoing retract service

As part of Louvretec Warranty requirements it is essential that your Retract Roof be given a full service on a once yearly basis.

The service will cover all the points as outlined above in the initial 6 month free service.

Louvretec will forward to you a reminder at that time, and all work will be quoted prior to anything being undertaken.

#### **MAINTENANCE LOG**

A Maintenance Log will be included in the Owners Operation & Maintenance Manual, details and date filled in by the Louvretec technician upon completion of maintenance.

A duplicate copy will be kept as part of the job records by Louvretec.

#### **WORK MUST BE AUTHORISED**

All service work undertaken on a Louvretec Retract Roof must only be undertaken by a Louvretec authorised technician. Any work undertaken by a non- authorised person will render this Warranty void.



# product warranty

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### ongoing retract service

#### STRUCTURAL INTEGRITY OF BUILDING STRUCTURE

Louvretec Warrants the following – that the Retract system including associated fittings shall remain structurally sound for two years as long as the building structure does not sustain any structural movement in excess of movement considered acceptable by the joint Australian / NZ Standards association

#### SAFE SITE ACCESS

The Louvretec Retract Warranty is based on safe and available access to the Retract unit. If reasonable access is not available and requires scaffolding, elevated work platform, stage lifts or similar, then it is the responsibility of the property owner or body corporate to provide a safe and secure access in compliance with joint Australian / NZ Occupational Health & Safety requirements for remedial and warranty works.

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### louvrecare

Louvrecare is a planned preventative maintenance and valet service designed to keep your Louvretec product clean and in good working order. Contact your Louvretec Dealer for full details.



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### effective from

Warranty effective from \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Louvretec Representative \_\_\_\_\_ Print name \_\_\_\_\_

Site Address \_\_\_\_\_