

LOUVRETEC PRODUCT WARRANTY

RETRACT ROOFS

The Louvretec range of products:

All Louvretec branded products are designed and engineered in Australia & New Zealand by Louvretec to comply with relevant AS/NZS standards – refer to full Louvretec Engineering data Design Manual 2025 Section 13.

Louvretec has the most extensive range of outdoor sun shading/ outdoor living products available in Australasia, backed by a comprehensive network of Louvretec Dealers.



Most Louvretec products sold in Australia are made in Australia*



Most Louvretec products sold in New Zealand are made in New Zealand*

*Some specialised products may only be made in Australia or in NZ and are shipped between each country.



The Authorised Louvretec Dealer Network:

Your Louvretec product will have been supplied and installed by your local Authorised Louvretec Dealer. All Louvretec Dealerships are privately owned, and the same Louvretec Dealer who supplied your Louvretec will also service your Louvretec.

Your Louvretec product has been “Engineered for Life” and we are committed to ensuring that happens.



LouvreCare:

Preventative maintenance and valet. Regular scheduled servicing by a LouvreCare team has real benefits. LouvreCare can vary between Dealerships – consult your local Louvretec Dealer.



Engineered for Life



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warranty details

All Retractable Roofs 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 labour costs included. From year two to end of year five, a warranty 'replacement of parts' only applies for all motors. Labour costs excluded (also excludes any wiring and electrical connections by others).

motorisation

Louvretec exclusively uses Somfy motors. Somfy offers a 5 year warranty on all motors and electronics. Please contact your Louvretec Dealer or Somfy for a complete list of all terms and conditions.



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.

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. Terms and Conditions apply.

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.

fully engineered

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

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. Rinse well with clean water.
4. If your Retractable roof downpipe connects to tank water supply be sure to dis-connect before cleaning.
5. Most importantly – USE REGULARLY! We recommend at least once every two weeks.

product description

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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retract technology

GENERAL INFORMATION AND MAINTENANCE

Thank you for your decision to purchase a custom manufactured Louvretec Retract Roof.

Louvretec Retracts are designed to an exacting standard, incorporating the very latest in Retract technology. Retracting systems mean more moving parts – these will require regular cleaning, servicing and protective maintenance.

To keep your Retract system in good working order, Louvretec is pleased to offer a comprehensive servicing/maintenance and valet cleaning service.

service by Louvretec

We recommend a regular maintenance service every 12 months by an authorised Louvretec Dealer.

A typical 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. Adjust 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. Ensure drive and passive belts are correctly tensioned and in good working order.
6. Application of suitable lubricant to idler housings to be completed every 12 months.
7. Check and tighten screws and fixings
8. Replace covers and test

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-authorized person will render this Warranty void.

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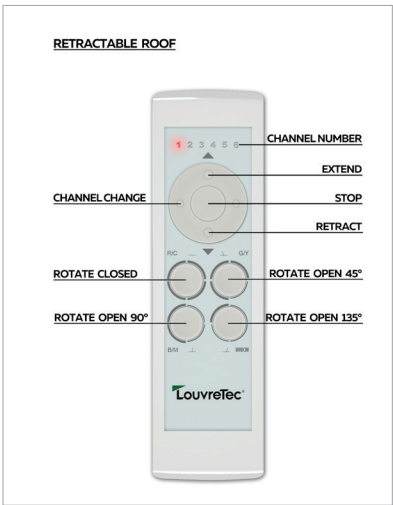


1. hand held remote controller automation by Louvretec

Your Louvretec Retract system comes with two operating options:

At the time of installation the Louvretec installer will go over the Retract operating procedures with you and leave you with the correct operating guide. If for any reason this did not happen please contact your Louvretec Dealer so a representative can call to complete hand over procedures and familiarise you with the hand-held remote.

Refer to your customised Retract Roof Controller Instructions card inserted in to the front of this manual. (example shown below).



2. home automation

Louvretec Retracts are fully compatible with current home automation systems. Louvretec works with your home automation specialist to ensure a smooth installation. After installation all queries relating to the operation of your Retract must be referred to your home automation specialist.



safe operation

Any object that obstructs the path of the louvres during the rotating and/or retract/extend operation can cause damage to the system that would not be covered by the warranty.

Objects can include (but are not restricted to) branches, bottles, broom handles, balls, tools etc. Please ensure the gutters and surrounding areas are free of any objects before operating.

IN HIGH WINDS IT IS RECOMMENDED NOT TO USE THE RETRACT MODE. THE FORCE OF THE WIND ON THE LOUVRE BLADE WHEN RETRACTING CAN AFFECT THE MOVEMENT OF THE LOUVRE BLADES.

IN HIGH WINDS WE RECOMMEND HAVING THE LOUVRES PARKED IN THE FULLY CLOSED POSITION. HIGH WINDS CAN CAUSE THE LOUVRE BLADES TO RATTLE AGAINST EACH OTHER WHEN RETRACTED BACK.

rain sensor

A rain sensor option is available. The rain sensor is activated by detecting drops of water. When activated the remote unit will move the roof to the extended position and close the louvres..

lighting heating

Lighting & heating options can also be operated on the Retract's remote control unit.

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ongoing retract service

GENERAL INFORMATION AND MAINTENANCE

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.

optional 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.



notes

effective from

Warranty effective from ____/____/____

Louvretec Representative _____ Print name _____

Site Address _____