



## LIFETIME LIMITED WARRANTY

Avalon Wood shutters are manufactured to exceed industry standards. They are crafted out of 100% natural hardwood; all parts are milled and assembled out of our factory. They are painted or stained with low VOC finish.

Avalon Poly shutters are a synthetic polymer molded product; all shutter parts are cut and assembled in our factory. Shutter components are a synthetic polymer extruded and painted product. Shading of color from component to component is normal and will not be considered a defect.

Avalon Composite shutter panels are made from composite wood with a strong polypropylene coating. Components are cut and then assembled, shading of color from component to component is normal and will not be considered a defect. Components will not have the polypropylene coating on cut edges. (Louvers, tilt bar and top and bottom of panel)

### **Shutters are primarily used as a light deflection and are not considered a black out window covering.**

Avalon Shutters will repair your customer shutters for failure in workmanship. These Qualifications apply:

1. Shutters must be installed by an Avalon technician and remain in the window for which they were purchased. Proper care of our shutters is required. Shutters can not be removed, modified, or reinstalled by anyone other than an Avalon technician. Proof of original purchase is required and home must be primary residence not a rental or commercial property. This warranty does not cover any conditions caused by damage or normal wear and tear (ex: staple replacements, tension adjustments and magnetic catches). Replacement parts can be ordered through the factory.
2. There is a Limited Warranty for factory defects in the finish of the shutters. Stain finishes carry a one year warranty against fading or discoloring. Due to the nature of pigments and their natural breakdown when exposed to UV rays that are magnified through a window, some stain colors, especially dark tints and dark painted finishes, will fade with extended exposure to sunlight. Painted and stained finishes must be maintained properly. The Limited Warranty applies only to factory defects. Normal fading is not covered by this warranty along with any damage caused by accidents, pets, abuse, misuse, failure to follow care instructions, exposure to fire, water, and/or moisture. A service charge / fee will apply for any repairs to your shutters not covered by this warranty.
3. This warranty does not imply automatic replacement of any part of this product. Avalon reserves the right to inspect products prior to repair. Avalon reserves the right to repair or replace any component or product at its discretion. Repair or replacement will be done only to the original specifications. Subsequent replacements or purchases may not exactly match previous purchase design. In the event of a product design change or improvement, replacement parts may be made using the new design or components.
4. The future purchase of additional shutters may not match the current purchase design or look exact, even if purchased in a relatively close period of time.
5. Shutters are manufactured to industry standards. Minor imperfections or blemishes not readily apparent under ordinary lighting conditions at a distance of four feet are not considered defects. Bow or crown of any component that does not exceed 1/4" per foot will not be considered a defect.

This warranty is exclusive and in lieu of all other obligations, liabilities or warranties. In no event shall Avalon Shutters, Inc. be liable for or responsible for incidental or consequential damages or for any other direct or indirect damage, loss cost expense or fee.

### **Proper care of your shutters will provide you a lifetime of beautiful window coverings.**

**Periodically**, shutters should be cleaned with a clean dry cloth or feather duster. **Never apply harsh cleaners to shutters.** Remember your shutters are a fine handcrafted product. Chemicals in some cleaning fluids may cause damage to the finish of the shutters. Although shutters have multiple coats of finish, they should be treated as a piece of fine furniture. Proper care will lengthen the life span of the shutter's finish.

**Do Not Expose** wood or composite shutters to moisture or water. Do not leave window open when it is humid, damp, raining, or when outside sprinklers may hit window. Weather, humidifiers, swamp coolers, or cleaning fluids can cause moisture and damage finish of shutters. Windows near water fixtures such as kitchens, tubs, and showers cannot be covered under our warranty.

**Operating Panels** – Only use the tilt bar to open and close louvers, never use a single louver to tilt. It is important to use the tilt bar to ensure that the stress of tilting is dispersed evenly on all louvers. By moving the tilt bar upward, louvers will be in their most closed position. Shutters are primarily used as a light deflection and are not considered a black out window covering. Light halo from outside source is normal. Some specialty panels (arches, rakes, French door, etc.) have louvers which do not operate in the downwards position. Many specialty louvers will only operate correctly by opening to the half way or the 90 degree mark. Sunburst louvers operate independently and although moveable do have limited movement. Although shutters do not have handles or knobs, it is easy to open each panel. To open shutter panels, tilt louvers open using the tilt bar, reach behind the stile, and pull out towards front. Shutter panels are designed to remain closed in the frames and the louvers may be opened and closed for privacy. Panels do swing open on hinges to get access to your window for cleaning or opening glass. It is recommended that panels remain closed into the frame to prevent stress on the hinges. Care should be taken to prevent panels from hanging into the room for extended periods of time. Track application – in most cases, the louvers on both panels should be in the closed position when sliding one panel in front of the other. No bottom track or guide system is used. Tension adjustment is required for normal maintenance due to the expanding and contracting of the shutters as the local climate changes. Avalon wood shutters are built with louver tension adjusters located in a louver tension control opening approximately half way up the stile on both sides of each panel. Tension is adjusted by using a #2 Phillips screwdriver, to tighten turn clockwise but do not over tighten. We recommend keeping louvers loose rather than too tight.