

Warranty document

Automate Warranty

Rollease Acmeda warrants its AC and DC wired motors and electronic Warranty accessories to be free from defects in materials and workmanship for 7 years, and warrants battery powered DC motors to be free from defects in materials and workmanship for 5 years when installed properly and operated under normal use from the date of purchase.

If a Rollease Acmeda motor and electronic accessory is found to be defective and covered by the warranty, we will, at our option, repair or replace it free of charge.

Repairs or replacements will be made with like or similar parts and products, and exclude the cost of removal and reinstallation. This product warranty does not cover any conditions or damages resulting from misuse or abuse, accidents, alterations, neglect, damage by others, natural disasters, exposure to the elements, or failure to follow Rollease Acmeda instructions with respect to installation, use and maintenance.

The repair or replacement of defective product is the purchaser's sole remedy and the limit of Rollease Acmeda's obligation. EXCEPT AS EXPRESSLY PROVIDED IN THIS PARAGRAPH, ROLLEASE ACMEDA MAKES NO REPRESENTATIONS OR WARRANTIES OF ANY KIND, NATURE OR DESCRIPTION, EXPRESSED OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY WARRANTY OF MERCHANTABILITY OR FITNESS OF ANY PRODUCTS FOR ANY PARTICULAR PURPOSE, AND HEREBY DISCLAIMS THE SAME. In no event shall Rollease Acmeda be liable or responsible for incidental or consequential damages or for any other direct or indirect damage, loss, cost, expense or fee.

To return products for inspection and, if the condition or damage is covered by the warranty, repair or replacement, contact us for a return goods authorization (RGA) number, and then ship the parts in question back to Rollease Acmeda, freight charges pre-paid. Rollease Acmeda will inspect and repair or replace any covered, defective items and return them freight pre-paid.

Warranty Exclusions

- Installation and usage are not in accordance with our installation and operating instructions.
- Product has been opened, dismantled or returned with clear evidence of abuse or other damage.
- Product has been used to perform functions other than the functions it was designed to handle, namely motorizing window attachments (e.g., shades, rolling shutters, and awnings).
- Product is used with electrical accessories (switches, relays, etc.) that have not been previously approved in writing by the Rollease Acmeda Innovation and Design Center.