



QMI Security Solutions

Shutter Maintenance

Your QMI Rolling Shutters should be operated as often as possible to ensure optimal performance. Once per week is recommended, but a minimally accepted standard is once per month. This will shake loose any foreign substance that may accumulate on the slats and side tracks. DO NOT force your shutter to open or close.

CLEANING INTERIOR SHUTTERS: With the shutters in the completely open position, use a damp cloth or towel to wipe down the inside of the side tracks. Spray the inside of the side tracks with DRY SILICONE SPRAY ONLY. DO NOT use any oil-based lubricants such as *WD-40*. Then, dampen a cloth with the silicone spray and wipe down the outside of the box housings, the exterior of the side tracks and the entire universal and handle assembly. This procedure should be performed 2x per year.

CLEANING EXTERIOR SHUTTERS: Place the shutters in the completely closed/down position and wash slats with *Fantastic, 409*, or equivalent using a garden hose or power washer. Use a soft bristle brush on the slats and also inside the side tracks. RINSE COMPLETELY, then follow interior cleaning procedure.

COASTAL WARRANTY REQUIREMENTS: "Coastal Area Definition" is found at <http://qmiusa.com/technical-information> (see "warranty" section for map and zip codes affected).

Cleaning twice annually and operating the shutters up and down two times per month (24x per year minimum) is required to maintain the QMI shutter warranty in Coastal Areas. If QMI determines that the Purchaser failed to adhere to the required maintenance in the Coastal Requirements, all warranties shall be void.

If rolling shutters have been in the down position for prolonged periods, it is important to hose off the shutter BEFORE operating the shutter back up into the box housing. Sand and debris can accumulate in the slat hinges and prohibit smooth operation of your shutter. 2x annual cleaning instructions: starting at the top of the curtain, use a spray attachment on a water hose and thoroughly spray along each slat segment to ensure sand and debris are removed from the curtain area. Additionally, spray the vertical side track openings starting at the top, and working down the track opening clearing any debris buildup. Saturate the side rail felt to break down embedded salt and debris. Wash the curtain and rails with a cleaner/degreaser - such as Simple Green with a soft bristled brush. Then follow "cleaning interior" instructions.

WINTER CONDITIONS: During freezing conditions, ensure the curtain and side tracks are clear of any ice or snow buildup before raising the shutter into the box housing. Raising the shutter with frozen debris attached to the curtain or rails could cause damage to the shutter system. Additionally, use caution not to roll up a wet shutter curtain when freezing conditions may be imminent as dropping temperatures could freeze the water on the coiled curtain with ice inside the box housing. If the shutter is not operating smoothly during freezing conditions, never force the shutter up or down.



To operate gear and crank shutters:

To Raise: Stand away from the wall holding the crank handle at a 45° angle, bend the handle at the two elbows and turn the handle until the shutter is in the desired position. DO NOT attempt to roll the curtain all the way into the box housing - 2-3" of slat MUST stay engaged in the side rails.

To Lower: Hold the crank handle in the same fashion as described above. Turn the crank handle in the opposite direction until shutter is closed, and turn no further. DO NOT FORCE.



When operating motorized shutters: Ensure the shutter travel is clear of obstacles. Visually observe the shutter travel when operating the remote control or switch to ensure the curtain is not obstructed during operation. There are no reversing sensors on the shutter and damage may occur to the shutter or the obstacle. Obstructions can also throw off the upper or lower limit stops creating the need to reset them. Damages caused or repairs required due to shutter obstructions are not covered by warranty.



Locks: If you have slide locks, ensure the slide locks are completely drawn into curtain before operation. For cylinder locks, occasionally use a PTFE based dry film lubricant such as *Blaster* (found at Home Depot) or *CRC*, in keyway to keep debris clear and to lubricate lock tumblers.

QMI Limited Warranty

1) Limited Warranty

QMI Security Solutions (“QMI”) provides the following limited warranties for its products, when properly maintained and under normal use and service, which warranties begin to run from the date of delivery as identified on QMI’s invoice. Before installing, customer or third-party shall determine the suitability of product for its intended use. QMI is not responsible for material failure due to inadequate or faulty installation unless QMI provided the installation. If there is a defect in the warranted product, QMI or any of its authorized dealers will remedy the defect pursuant to the terms of this limited warranty. At the sole option of QMI, the remedy shall consist of (a) repair or replacement of the warranted product, at a cost to you as shown in the coverage period table herein, or (b) refund of the actual price paid for the defective product. The warranty does not cover any costs for demolition or repair to service the shutter when the shutters are built-in or not fully accessible. No scaffolding or specialty equipment shall be provided under warranty services.

2) Coverage Period Table

One (1) Year	All Parts and Labor	Up to Year 2: No costs for Parts and no costs for Labor if QMI provided original installation
Two (2) Years	Electrical accessories and low voltage drive system (EZ motor only)	No cost to you for material
Five (5) Years	Slat/blade finish	Up to Year 2: No Cost to you for material Years 2 through 5: Slats: You pay 25% of retail list price for materials
Five (5) Years	Alternating current (A/C) electric motors (Std and Hz motors)	Motors: You pay a \$25 handling fee (new motor furnished only-warranty period does NOT start over.)

3) Limitation of Warranty

THERE IS NO EXPRESS OR IMPLIED WARRANTY, REPRESENTATION OR CONDITION OF ANY KIND (INCLUDING, WITHOUT LIMITATION, WARRANTY OF MERCHANTABILITY OR OF FITNESS FOR A PARTICULAR USE) EXCEPT FOR THE EXPRESS WARRANTY IN PARAGRAPHS 1 AND 2 OF THIS LIMITED WARRANTY. In the event that applicable consumer law prohibits the disclaimer of an implied warranty, the above Limited Warranty shall not extend the time period of any such implied warranty. Some states do not allow limitations for consumers on how long an implied warranty lasts, so the above limitation may not apply to you. This Limited Warranty gives you specific legal rights, and you may have additional rights, which vary from state to state.

4) Coastal Area Maintenance

The warranties listed in Paragraph 1 shall be the same for products in any “Coastal Area,” as defined in the attached QMI Rolling Shutter Maintenance-Coastal Warranty Requirements (“Coastal Requirements”), subject to the maintenance obligations in said Coastal Requirements, incorporated herein by reference. If QMI determines that the Purchaser failed to adhere to the required maintenance in the Coastal Requirements, all warranties stated herein shall be void.

QMI Limited Warranty

5) Purchaser's Duty to Notify QMI

The Purchaser shall notify QMI in writing of any warranty claim within thirty (30) days after the Purchaser first discovers an alleged defect. Purchaser shall send written notice to QMI via electronic mail (e-mail) to warranty@qmiusa.com.

6) Exclusions

This warranty and all of QMI's obligations stated herein shall NOT apply to:

- Any warranted product that was altered or serviced by anyone other than the original authorized installer
- Labor and materials required to install or repair the finishing or other materials that were applied to or adjacent to the warranted product after the initial installation
- Labor and materials required to paint or stain any repaired or replaced product, component, trim, or other carpentry work
- Products not manufactured by QMI
- Minor sticking or minor warping. QMI or any of its authorized dealers may defer actions on any claim for sticking or warping for a period of up to twelve (12) months from the date of the claim in order to permit conditioning and equalization to humidity and temperature conditions
- Minor scratches or other imperfections in the surface that do not impair structural integrity
- Tarnish or corrosion to hardware finishes
- Stress cracks
- Service trips to provide instruction on product use
- Applicable taxes and freight
- Customer colors. Contact us concerning the limited warranty on custom colors
- Slat/blade paint finish in coastal areas where wind borne particles (sand, tree debris, building materials, etc) cause paint damage is NOT covered under warranty
- Sand and salt accumulation in the slat/curtain hinges may affect shutter operation in coastal areas and is not a warranted item. See Coastal Area Maintenance requirements.

7) Limitation of Damages

QMI SHALL NOT BE LIABLE TO PURCHASER FOR ANY EXEMPLARY, PROXIMATE, CONSEQUENTIAL OR INCIDENTAL DAMAGES, WHETHER ARISING UNDER CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY, OR OTHER THEORY IN LAW OR EQUITY. QMI'S MAXIMUM LIABILITY TO PURCHASER SHALL NOT EXCEED THE CONTRACT PRICE OF THE ORDER GIVING RISE TO THE CLAIM, DEMAND, OR CAUSE OF ACTION. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you.

8) Limitation of Actions

Any action for any loss or damage with respect to the products or workmanship covered hereunder must be commenced by Purchaser within one year after Purchaser's cause of action has accrued.

9) Entire Agreement

This Limited Warranty contains and represents the only warranty extended by QMI. No employee or agent of QMI or any other party is authorized to make any other warranty in addition to those made in this Limited Warranty.

QMI Limited Warranty

10) No Oral Modification or Waiver

No modification of this warranty, or waiver of its terms, shall be binding on either party unless formally approved in writing by both parties.

11) Governing Law and Venue

This warranty, and the rights and duties of the parties under it, shall be governed by the laws of the State of Illinois. The parties agree that the exclusive venue for any action arising hereunder shall lie in the Eighteenth Judicial Circuit, DuPage County, Illinois.

SIGNATURE

Job Name

Limited Warranty Holder

Signature

Title (Typed or Printed)

Date (Typed or Printed) (Month, Day, Year)

QMI Security Solutions

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