

Warranties

Protect Your Outdoor Living Area

10-Year Warranty Items



The following items come with a 10-year warranty

- Powder coating on extrusions and castings (1-year for coastal locations)
- Screen fabric

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Warranty Terms and Conditions



30 Day Replacement Warranty

- Return faulty part within 30 days of the arrival of replacement part
- Take clear pictures of faulty part and packaging (include serial numbers)
- Failure to return faulty part within 30 days results in void of warranty
- Failure to photograph product and packaging results in void of warranty

Should there be evidence of a potential warranty issue within the specified warranty period, MaestroShield® will follow its standard policy to ensure that a new product is sent to the MaestroShield® Dealer who originally purchased the product, and has registered the warranty through the return product card system.

The defective part must be returned to MaestroShield® for evaluation within **30 days** of the warranty replacement. During this process, it is essential to take clear pictures and thoroughly document the packaging to ensure smooth evaluation and facilitate the warranty replacement procedure.

Should more than 30 days elapse or should the product evaluation prove the malfunctioning of the product was the result of any aforementioned items, the Dealer will be notified of the point of failure and subsequently charged the cost of the replacement part.

2-Year Warranty Items



The following items come with a 2-year warranty

- Components: Manual gears, universals, mounting plates, idlers, spring blocks, crown and drive gears, brush seals and gaskets
- Plastic Peices: Entry guides, conic stopper, hole caps
- Electronics: DC motors without lithium battery, remotes, receivers
- Fabric weld and workmanship

1-Year Warranty Items



The following items come with a 1-year warranty

- Wifi Hubs
- Solar Panels
- Lithium Battery Motors
- LED Drivers
- LED Lights
- LED Receivers

5-Year Warranty Items



The following items come with a 5-year warranty

- Tubular motors (does not apply to DC motors)