



Product Warranty for Hilton

We offer the following warranties for products sold in the North American market:

At a Glance

LIMITED LIFETIME	10 YEARS	5 YEARS	
Hardware Components <ul style="list-style-type: none"> • Clutches • Brackets & hardware • Tubes • Head rails • Fascias / cassettes • Pin ends • Covers • Hembars • Channel components • Tracks • Draws • Related accessories 	PW Direct Hardwired Motors	Interior Fabrics* <ul style="list-style-type: none"> • Blackout • Light-filtering/screen • Woven 	Motorization <ul style="list-style-type: none"> • AC and DC motors <ul style="list-style-type: none"> . Internal battery . External battery . Plug-in/ hardwired • Controls <ul style="list-style-type: none"> . Surface-mount remote . In-wall remote . Handheld remote . Hardwired rocker switch . Batteries, chargers & adapters
			Workmanship & Installation

What is Covered

Our products are warranted against original defects in materials or workmanship, in normal use typical of commercial environments, for the duration as outlined above, with the warranty period commencing:

- **From the date stamped or affixed label on the device**— for AC/DC wired or battery motors and electronic accessories
- **From the delivery date**— all other products
- **From the completion date**— installation

What is NOT Covered

Our limited warranty does **NOT** cover:

- Any condition or damage caused by or resulting from misuse, abuse, alterations, or failure to follow instructions for measurement, installation, use, cleaning, or maintenance.
- Products used in exterior environments unless expressly approved for such use.
- Discoloration due to sunlight or passage of time, humidity, exposure to salty air, change in atmospheric conditions or corrosive materials.
- Abnormal environmental conditions such as exposure to foreign materials, corrosive/salt-fog environments, unauthorized cleaning agents, chemical stress attack, excessive humidity, extreme temperature, abnormal RF frequency related issues or abnormal electric stress including surge or over-voltage.
- Conditions caused by normal wear and tear or color loss from normal usage.
- Lithium-Ion battery motor failures due to non-compliance of minimum recommended charging intervals of battery motors (one full charge per 12-month period).
- Variations in colors or weave from lot to lot (for example, colors may not precisely match samples or previously purchased products and the process of weaving can result in slight variations in the density of the weave).
- Cracking or other instability caused by the folding or creasing of coated fabrics.
- Injury, loss, or damage, direct or consequential, arising out of, or the inability to use, the equipment.
- The use of non-fabric components with other components not manufactured by or expressly approved by Fabtex as appropriate for use with the Fabtex component at issue.
- Cord loops and metal or plastic bead chains.
- Installation and usage not in accordance with our installation and operating instructions.
- The quality of installation services provided by any third party.
- Product that has been opened, dismantled, or returned with clear evidence of abuse or other damage.
- Product that has been used to perform functions other than the functions it was designed to handle.
- Product used with electrical accessories (switches, relays, etc.) that have not been previously approved in writing by Fabtex.
- Shipping, labor costs, export or import duties, broker fees and taxes associated with the measuring and taking down of products and/or the re-installation of products.

Who is Covered

Only the original manufacturing purchaser. The warranty is not transferable to subsequent owners of the products; provided, however, the manufacturing purchaser may offer a warranty with similar or lesser terms and conditions to direct and indirect customers. Fabtex will not warrant any products that are transferred or sold to additional customers or end-consumers or any warranty offered by the manufacturing purchaser that has obligations in excess of this warranty.

***Limited Fabric Warranty**

Any alterations (i.e. chemical treatments, topical applications, laminating, etc.) will void the warranty. Fabric warranty does not apply to snagging. Replacement or refund will be prorated based on the date the goods are received and will apply to the cost of fabric only. We are not responsible for fabrics supplied by other sources. Always test one item as instructed in our fabric care guide. If results are unsatisfactory, discontinue laundering and contact us. We will only be responsible for the single test item.

Our Obligations

Our obligations under this warranty are limited to, at our discretion, the repair, replacement, or appropriate credit in respect to defective parts or products. Repairs or replacements will be made with like or similar components. Replacement will be at a value prorated on the basis of use and the original price of the product. If we decide, at our discretion, to issue a credit, it will not exceed the amount of the original purchase price of the component.

Limitation of Damages

THIS WARRANTY DOES NOT COVER, AND EXPRESSLY EXCLUDES, ANY AND ALL LIABILITY OF FABTEX INC, WHETHER UNDER THIS WARRANTY OR UNDER ANY WARRANTY IMPLIED BY LAW, FOR ANY INDIRECT OR CONSEQUENTIAL DAMAGES. EXCEPT AS EXPRESSLY PROVIDED IN THIS LIMITED WARRANTY, FABTEX INC HEREBY DISCLAIMS ALL WARRANTIES TO THE EXTENT PERMITTED BY LAW. ANY IMPLIED WARRANTIES THAT CANNOT BE DISCLAIMED ARE, TO THE EXTENT PERMITTED BY LAW, LIMITED IN DURATION TO FIVE YEARS.

Some states do not allow the foregoing exclusion or limitation of incidental or consequential damages, so the foregoing limitation or exclusion may not apply to you and you may have other rights available in your state. No person employed by Fabtex or otherwise is authorized to extend or alter this limited warranty, except for a duly authorized corporate officer of the company.

Warranty Service

Warranty claims must be accompanied by the original sales information as well as relevant details regarding the claim, including the nature of the problem, the location of the product, fabrication and installation details, cleaning/maintenance history, and any other relevant information. Submit claims to your designated Fabtex Project Manager or email support@fabtex.com.

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 Fabtex, *freight charges prepaid*. Fabtex will inspect and repair or replace any covered, defective items and return them, freight prepaid.



Cleaning and Maintenance of Fabrics

Fabric may be cleaned by occasional vacuuming to remove dust. For stains, wipe the fabric with a clean sponge and mild detergent or dish soap and thoroughly rinse. Allow the fabric to dry completely before use.

Any mild cleaning product should first be tested on a small, inconspicuous area prior to broad application on the fabric panel. A swatch sample of the fabric may also be obtained through Customer Service for testing purposes.

Do not completely immerse the fabric.

We do not recommend commercial spot cleaners or diluted bleach mixtures, but if used, it is at your own risk and should first be tested. Do not use cleaning methods involving heat, bleach, abrasives, or solvents. Use of these methods will void the warranty.

Cleaning and Maintenance of Hardware

Use a mild detergent and a soft brush or cloth to clean Fabtex hardware when required. Never use a pressure hose or harmful chemicals on your system. Always attend to dirt, animal droppings, and stains as soon as possible, to prevent potential deterioration of your system.

Effective Date

This Limited Warranty is effective as of April 11, 2024 and only applies to products purchased on or after that date.

Amendment

Fabtex reserves the right to amend, modify, or eliminate this Limited Warranty without notice. Any change will **not** impact products purchased prior to the date of change.