



# 2024

## Mastershade® ISC6000, ISC6500 & ISC7000 Limited Warranty

Effective January 1, 2024

**DEAR SUNAIR SCREEN OWNER!**

**CONGRATULATIONS** on your new purchase! We would like to thank you for choosing SUNAIR® for your shading needs. You will find that your new interior shade will give you many years of satisfactory service. Your Mastershade® ISC6000, ISC6500 & ISC7000 manual and motorized interior shades are covered by the following limited warranty.

**5 year limited warranty for the interior project for which it was originally purchased from the date of shipment on mounting hardware, head box, clutch, fascia, and shade fabric for the Mastershade® ISC6000, ISC6500, and ISC7000.**

**5 years limited warranty from the date of shipment on the motors for the above products, as offered by the manufacturer of these motors.**

**1 year from the date of shipment on controls, electronics accessories, for the above products, as offered by the manufacturer of these electronic controls.**

Under this limited warranty, SUNAIR® warrants to the original purchaser “customer” but not a third party that the shade be free from defects in workmanship and materials under normal and proper use during the warranty period. Under this warranty, SUNAIR® agrees to repair at our facility or replace free (at our option) any component part, not including labor costs and any “in the field” labor related to the repair, and freight (to and from). Sunair® total liability under this warranty, express or implied, is limited to repair, replacement or refund. Any defect must be reported within the warranty period listed above and approved by SUNAIR®. Any item replaced under warranty does not extend the warranty period. This warranty supersedes all other warranties including any warranties based on oral representation.

### **WARRANTY EXCLUSIONS.**

Normal wear and tear, including fading is not covered by this warranty. SUNAIR® assumes no liability for damage due to negligence or misuse, faulty installation, reinstallation, service, altered parts, addition of non Sunair manufactured or supplied parts, failure to adhere to the OEM / SUNAIR® installation manuals, use or misuse for which the product was not intended or improper maintenance and cleaning, whether routine or otherwise. SUNAIR® is not liable for damage to any structure to which the product is attached, or to property above or near the product. This warranty does not cover any damage to the product or structure caused by nature such as acts of God, tornadoes, lightning, vandalism, neglect, fire, use of which the equipment is not intended, weights or loads allowed to accumulate, dents, scratches, soiling/stains, degeneration due to normal wear and tear from use. This warranty is in lieu of all warranties, expressed or implied, including warranties of merchantability and fitness for a particular purpose. SUNAIR® will not be liable for any consequential or incidental damages, or injuries arising from an alleged breach of this limited warranty. This warranty gives specific legal rights and you may also have other rights that may vary from state to state. Purchaser shall defend, indemnify, and hold SUNAIR®, Awnings Unlimited Inc, or SUNAIR® WEST harmless against all claims, suits, proceedings, losses, liabilities, and damages (Including costs expenses and reasonable attorney’s fees) asserted by third parties against the Purchaser which arise out of any act or omission that constitutes a breach of purchasers warranty hereunder. Should a dispute arise under this warranty, it will be governed by the laws of the state of Maryland, and any action to enforce this warranty must be initiated in Howard County, Maryland. This warranty is null and void if the system is sold, serviced or repaired by an unauthorized Sunair® dealer or service outlet. Further, this warranty is null if product is not fully paid for in a timely manner according to payment terms, or proof of purchase cannot be provided (ie. Invoice or receipt from an authorized SUNAIR® dealer).

**WARRANTY EXCLUSIONS continued:**

This warranty does not cover defects caused by use for non-interior applications or exposure to outdoor environmental conditions, contact with liquid, water, rain, extreme humidity or heavy perspiration, sand, dirt, or extreme heat.

This warranty also only covers shades manufactured by Sunair® with Sunair® supplied fabric that is included in our standard price list or from our recommended line of fabrics like (Mermet, Phifer, and Roll Ease.) This warranty does not apply to shades manufactured with (C.O.M) customer own materials like fabric and hardware.

Sunair® does not warrant any images or artwork reproduced or printed on the shade against fading, discoloring, color shift, or any similar failure or defect in image quality. The buyer is responsible for all licenses and rights to reproduce any artwork on the shade cloth.

Sunair® does not warranty the bead chain on any of its products.

Electronics and motors that are used with disregard to the basic wiring diagram for which they were designed or damaged by voltage spikes or miss wired components are not covered. Motors do not require any maintenance. Should the motor get out of adjustment, do not re-set the motor limit switches yourself, notify your SUNAIR® dealer.

**Returns for repairs or replacement:** No returns will be accepted without prior written authorization by SUNAIR®. A Return Authorization Number issued by SUNAIR must accompany all returns, and all unauthorized returns will be refused. The return shipment is to be freight prepaid by the buyer, and under no circumstances shall the buyer deduct the value of the returned merchandise or the freight from any remittance due.

To receive warranty service, contact the Sunair dealer from whom the system was purchased, or write to:

SUNAIR® East  
AWNINGS UNLIMITED INC.  
P.O BOX 1068  
JESSUP, MD 20794  
(410) 799-1145



SUNAIR® West Inc.  
P.O Box 1062  
Jessup, MD 20794  
(602) 272-3920

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Revised last. 01/18/2024