

# Limited Warranty

# Commercial Security Products

## 1. WARRANTY

Your purchase of QMI Security Solutions' ("QMI") **commercial security products**, comprising shutters, side-folding grilles, product cases, high security exit doors, or polycarbonate gates (the "Warranted Products") includes the limited warranty as described herein (this "Warranty"). This Warranty is applicable to **retail and other commercial uses of the Warranted Products only** and does not apply to residential applications.

Before installing, customer or third-party shall determine the suitability of product for its intended use. 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 Warranty. At the sole option of QMI, the remedy shall consist of (a) repair or replacement of the Warranted Product (subject to your payment of labor costs in certain cases) or (b) refund of the actual price paid for the defective Warranted Product. This Warranty does not cover any costs for demolition or repair to service the Warranted Products are built-in or not fully accessible. This Warranty does not include the provision of scaffolding or specialty equipment.

## 2. COVERAGE PERIOD TABLE

<b>PARTS</b>	1 Year <sup>(1)</sup>	Parts and assemblies not otherwise covered below. Covers defects in materials or workmanship <sup>(2)</sup>
<b>FINISH</b>	1 Year <sup>(1)</sup>	Slat/blade finish <sup>(2)(3)</sup>
<b>MOTORS</b>	5 Years <sup>(1)</sup>	Alternating current (A/C) electric motors (standard and Hz), low-voltage drive system (EZ) and electrical accessories <sup>(2)</sup>

(1) Beginning from the later of: (a) date of installation, or (b) open of commercial location

(2) Warranty covers all costs of all materials; includes labor only if installation performed by QMI or its authorized subcontractors

(3) Subject to compliance with applicable maintenance requirements for coastal and non-coastal areas (see Shutter Maintenance and Care instructions at end of this document or separately)

## 3. LIMITATION OF WARRANTY

**EXCEPT AS EXPRESSLY SET FORTH IN THIS WARRANTY, THE WARRANTED PRODUCTS ARE SOLD WITHOUT ANY OTHER WARRANTY OF ANY KIND AND QMI HEREBY DISCLAIMS ALL OTHER WARRANTIES INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY OR OF FITNESS FOR A PARTICULAR USE.** In the event that applicable law prohibits the disclaimer of an implied warranty, this 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 Warranty gives you specific legal rights, and you may have additional rights, which vary from state to state.

## 4. PURCHASER'S DUTY TO NOTIFY QMI

To receive the benefit of this Warranty you must notify QMI in writing of any claim within 30 days of discovering an alleged defect. Send written notice of an alleged defect to QMI via e-mail to [warranty@qmiusa.com](mailto:warranty@qmiusa.com).

## 5. EXCLUSION

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

- Defects resulting from failure to maintain the Warranted Products in accordance with the Shutter Maintenance and Care instructions, or the negligence, misuse or abuse of the purchaser;

(CONTINUED ON NEXT PAGE)



## **Commercial Security Products**

### **5. EXCLUSION (CONT.)**

- Any Warranted Product that was altered or serviced by anyone other than the original authorized installer;
- Any products used for residential applications;
- Issues resulting from inadequate or faulty installation, unless QMI provided the installation;
- Labor and materials required 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 or parts not manufactured by QMI;
- Minor sticking or minor warping. QMI may defer actions on any claim for sticking or warping for a period of up to 12 months from the date of the claim in order to permit conditioning and equalization to humidity and temperature conditions;
- Scratches, cosmetic defects, cracks or other imperfections that do not impair structural integrity;
- Tarnish or corrosion to hardware finishes;
- Service trips to provide instruction on product use;
- Applicable taxes and freight;
- Custom colors (Contact QMI for the limited warranty on custom colors);
- Damages caused due to shutter obstructions;
- Slat/blade paint finish in coastal areas damaged by windborne particles (e.g., sand, tree debris, building materials or similar matter); and
- Sand and salt accumulation in the slat/curtain hinges if coastal area maintenance requirements not followed.

### **6. 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.

### **7. LIMITATION OF ACTIONS**

Any action for any loss or damage with respect to this Warranty or the Warranted Products must be commenced by Purchaser within one year after Purchaser's cause of action has accrued.

### **8. ENTIRE AGREEMENT**

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

### **9. NO ORAL MODIFICATION OR WAIVER**

The failure of QMI to enforce any rights or limitations set forth in this Warranty shall not constitute a waiver of any such right or limitation nor a waiver of QMI's right to enforce any or all provisions of this Warranty.

### **10. 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.



# Limited Warranty (Cont.)

# Commercial Security Products

## SIGNATURE

Unity Care Pharmacy

Job Name

Ram Construction

Limited Warranty Holder

*Nick Alzate*

Signature

Commercial Project Manager

Title (Typed or Printed)

2/2/2023

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



# Shutter Maintenance and Care

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 loosen any foreign substance that may accumulate on the slats and guide rails. Do not force your shutter to open or close.




## GENERAL MAINTENANCE AND CARE

**CLEANING EXTERIOR SHUTTERS:** Place the shutters in the closed/down position and wash slats with soap and warm water. Use a soft bristle brush on the slats and also inside the guide rails. Rinse completely, then follow interior cleaning procedure.

**CLEANING INTERIOR SHUTTERS:** With the shutters in the completely open position, use a damp cloth or towel to wipe down the inside of the guide rails. Spray the inside of the guide rails with dry silicone spray only. Do not use oil-based lubricants. Dampen a clean cloth with the silicone spray and wipe down the outside of the box housing, the exterior of the guide rails and the entire universal and handle assembly. This procedure should be performed twice per year.

**WINTER CONDITIONS:** During freezing conditions, ensure the curtain and guide rails are clear of any ice or snow buildup before raising the shutter. Raising the shutter with frozen debris attached to the curtain or guide rails could cause damage to the 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 inside the box housing. Never force the shutter up or down.

## GENERAL OPERATING INSTRUCTIONS

	<b>CRANK &amp; GEAR</b>	<p><b>To Raise:</b> 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 guide rails.</p> <p><b>To Lower:</b> Turn the crank handle in the opposite direction until shutter is closed, and turn no further. Do not force.</p>
	<b>MOTORIZED SHUTTERS</b>	<p>When operating motorized shutters, ensure the shutter path is clear of obstacles. Visually observe the shutter path when operating the remote control or switch to ensure the curtain is not obstructed.</p> <p>There are no reversing sensors on the shutter and damage may occur to the shutter or the obstacle. Obstructions can also throw off the limit stops creating the need to reset them.</p>
	<b>LOCKS</b>	<p>If you have slide locks, ensure the slide locks are drawn completely into the curtain before operation. For cylinder locks, occasionally use a PTFE based dry film lubricant, in key-way to keep debris clear and to lubricate lock tumblers.</p>

## COASTAL WARRANTY REQUIREMENTS

Coastal Area / Region is defined as 10 miles or less from beachfront or sheltered bay.

In addition to the foregoing General Maintenance, Care, and Operating requirements, the following additional steps should be taken in coastal areas:

- In coastal areas, salt air, spray and sand require both a cleaning (as described above) twice annually as well as operating the shutters up and down twice monthly to maintain the QMI shutter warranty.
- 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.

**Specific Instructions:** starting at the top, use a spray attachment on a water hose and thoroughly spray along each slat to ensure sand and debris are removed from the curtain area. Next, spray the vertical guide rail openings, starting at the top, and clear any debris buildup. Saturate the guide rail felt to break down embedded salt and debris. Wash the curtain and guide rails with a cleaner/degreaser using a soft bristled brush.

## ASK YOUR LOCAL QMI DEALER ABOUT SEASONAL CLEANING SERVICES

