

5 YEARS Battery motors Battery included for the full term	7 YEARS 240V AC motors Blinds · Curtains · Outdoor blinds	2 YEARS Remotes & controls Hand-held and wall controls
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Call before you make a claim +61 2 9624 0708 Many issues are resolved over the phone by Shyft technical support, without a motor being removed.

When the period starts From the date of purchase on the CW Systems invoice, or from installation where installed within 12 months of that date and records are produced, to a maximum of the period plus 12 months. Without proof of purchase, from the date of manufacture shown by the serial or batch number. Warranty transfers with the property to a new owner for the balance of the term.

What is covered

- Defects in materials and workmanship in the motor, gearbox, control board, electronic limits, RF and Matter over Thread module, and USB-C charging circuit.
- The built-in lithium-ion battery, for the full 5 year battery motor term. It is not a separate consumable and has no shorter battery period.**
- Repair, replacement, credit or refund at CW Systems' option, supplied free of charge. A repaired or replacement product carries the unexpired balance of the original period.
- Telephone diagnostic support for the life of the warranty period.
- If a product has reached end of life or has been discontinued, the closest available substitute will be supplied. A substitute may require additional work to install, and those costs are not covered.

Motors and remote controls only. Chargers, charging leads, cables, power tails and other accessories are not covered unless identified as covered in the current Shyft Motor Specification Sheet. A parts warranty: supply of a repaired or replacement product or part only. Subject to your rights under the Australian Consumer Law, repair, replacement, credit or refund at CW Systems' option is the sole remedy.

What is not covered

- Failure or damage caused or contributed to by motor selection outside published torque, lifting capacity, maximum m², track length or minimum width limits.
- Installation not to Shyft instructions. 240V motors not installed by a licensed electrician to AS/NZS 3000.
- IP20 motors in external or wet locations, and water ingress beyond the product's IP rating, including into the charge port.
- Power surge, lightning, incorrect voltage, a charger or cable that is not Shyft-supplied or approved, and physical damage to the charge socket.
- Misuse, abuse, accident, modification, alteration, neglect, opening or dismantling, physical damage, damage by others, storm, flood, fire, vandalism, fair wear and tear, and product repaired by others.
- Normal behaviour, not defects: shorter interval between charges due to blind size, weight, use frequency or automated scenes; gradual capacity loss; thermal cut-out after the rated run time; operating sound amplified by headboxes, pelmets or recessed fitments.
- Third party smart home platforms, apps, hubs and networks, Matter or Thread changes, and radio interference.
- Use outside the window covering range, or an incorrect product or application for the installation, without written approval.
- Removal and reinstallation, on-site labour, service calls, access equipment, freight to CW Systems, and consequential loss.**

How to claim

1 Call us first Phone +61 2 9624 0708 for technical support. End customers contact their retailer or installer.	2 Provide details Invoice number, product code, serial number, installation date and site, application size and weight, fault description, photos or video.	3 Remote diagnosis Many faults resolve by limit reset, re-pairing or charging. If assessment is needed we issue a return authorisation.	4 Return and assess Return freight pre-paid, marked with the return authorisation. We aim to advise the outcome within 10 business days. Approved claims returned freight paid.
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Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

The benefits given to you by this warranty are in addition to other rights and remedies you have under a law in relation to the goods to which this warranty relates.