

Warranty Information

Wizard Industries Inc. offers a Limited Lifetime Warranty on all components, excluding screen mesh, speed reducers and wood grain finishes, to the original purchaser of the Wizard Retractable Screen. This warranty is non-transferable and will remain intact for the original purchaser provided the product was installed by an Authorized Dealer and/or factory trained installer and has not been moved or altered in any way. Wizard's Optional Speed reducers carry a 5 year warranty and Wood Grain finishes carry separate warranties a 10 year Warranty.

Wizard warrants the components shall be free of defects in materials and workmanship. "Defects" are defined in this warranty as imperfections that impact on the utility of the retractable screen. Wrinkles in the mesh or puckering along its edges in itself does not constitute a defect.

Defective components will be replaced free of charge for up to one year from the date of installation. After one year, Wizard will provide replacement components at no charge, but a service installation charge will apply.

The Limited Warranty does not include components that have been damaged by misuse or abuse of the screen; normal weathering, fading, scratching, airborne or applied corrosive contaminants, lightning, tornadoes, hurricanes, acts of God or other causes beyond the control of Wizard Industries Inc.

If a component is defective, please contact your local authorized Wizard Retractable Screen dealer for service. A warranty card is included with every Wizard Retractable Screen and should be completed by the dealer/installer and kept by the customer as proof of purchase. Proof of purchase is required when submitting a warranty claim. Wizard Industries Inc. will review claims and make the appropriate service, repairs and replacements under this Limited Warranty.

Maintenance Tips

To ensure continued smooth operation of the moving parts of your retractable screen, we recommend keeping a can of **dry silicone** spray on hand. Spraying the top and bottom rails, after cleaning, will keep them lubricated and free of dirt. Be sure not to use corrosive cleaners, as they may damage the painted finish. To clean the mesh we suggest vacuuming it with an upholstery brush, being careful not to snag the screen material. When not in use, we advise that you retract your screen into the protective housing.