Warranty Information

Labor Warranty

Automated Shading agrees to furnish labor in accordance with the specifications laid out in the original contract for a **12-month term after the install completion date OR the issuance of the Certificate of Occupancy.** This is to include labor associated with the initial installation subject to ASI guidelines for satisfactory workmanship and configuration of controls and system operation for the end user.

This warranty excludes battery charging, as well as labor/parts due to user change orders, motorization or lighting reprogramming, conditions or damages resulting from accidents, alterations, misuse, abuse, exposure to the elements, fire, flood, improper maintenance or acts of God.

All labor/materials requested after the 12-month period has expired, including service calls and repairs, will be billed at current trip charges and labor rates**.** Warranty terms for parts and components are separate and subject to each manufacturer's product warranty.

Product Warranty

Automated Shading warranties products under the original manufacturer's warranty at time of purchase. The warranty that guarantees repair or replacement of defective materials within a specified window of time after purchase varies based on the manufacturer and a copy of the warranty terms will be provided upon request. Labor associated with diagnosing, troubleshooting, battery charging, repairing, replacing, or reinstalling warranted products is not included and is billable at current service rates.

Programming Warranty

As part of this agreement, Automated Shading expects to return up to (2) times to make reasonable changes to the light level settings and scenes based on your experiences, likes or dislikes within 90 days of commissioning the system. Programming requests beyond 90 days or that require electrical changes are not included. We reserve the right to implement suggestions, provide alternatives, or decline to make changes based on our experience with such products.

To request service, contact our Service Department at service@automatedshading.com. A deposit is required to confirm a service appointment.

Automated Shading and Lighting
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