

Infosheet. Replacements & Warranty

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GENERAL INFORMATION

This is a general document with information with regards to replacements and its applicable warranty for GJ systems.

- When servicing/maintenance is not applied the warranty of the system or on certain parts can be void.

Applicable product types:

This document is applicable for all standard GJ products unless stated otherwise. Some systems have for example a limited lifetime expectancy due to specific components (e.g. tension boxes in Conston Tension systems).

Intended use:

To provide shading, darkening and/or another agreed purpose(s) for windows, conservatories, skylights and/or other type of openings.

Performance & lifetime:

All components and complete systems have been tested at least 10.000 full cycles, this includes the motor, fabric, cords, etc.

Under normal conditions and when the systems are cleaned and maintained properly the lifetime systems are circa 10 years (10.000 till 15.000 cycles), however even up to 15 years (internal and external installations) we see regularly – hereafter we do recommend to revise the whole system.

Limitations:

Notes to the mentioned items above;

1. All tensioned systems (most of the GJ- SZ and GJ- MW Series) are required to undergo maintenance according the mentioned interval(s). If maintenance is not applied the 10.000 cycles will not be achieved.
2. It is depending on the installation location, usage, cleaning, etc.
3. Conston tension boxes have a limited amount of cycles, see also the infosheet of this system type.
4. Luxscreen transparent PVC fabrics have a limited expected life cycle and user instructions.

*please contact Guillaume Janssen for further details and information.

Warranty:

All our systems and components have a standard warranty period of 3 years (after the invoice date), however certain products have limitations applicable – this is mentioned on the individual product infosheets and instructions.

- The product has been installed and serviced by an approved and appointed company.
 - o A maintenance and service report including dated photos is required, we recommend to make use of professional software such as for example; www.fieldwire.com
- The product has been used according the user instructions provided by Guillaume Janssen
- For any warranty claims we require a signed handover document plus all the service reports with dated photos.



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The following items are excluded from any warranty claims;

- Breaking/damaging/fraying of the cords, this can only occur due to faulty installation or not (correctly) performing of the maintenance. Cords are in no case covered under warranty;
- Damages related to misuse, incorrect cleaning, not performing any maintenance, etc.;
- Damages due to not using original components;
- Damages due to unauthorized modifications;
- Damages due to incorrect installation or incorrect repairs;
- Damages due to faulty controls, electrical wiring, relays or sensors;
- Damages due to normal wear and tear;
- Transportation costs, labour costs, etc. All components are ex works (to be picked up at our factory in Zwolle, NL);
- Packaging/crating costs (standard costs applicable);
- External costs to access the system(s);
- External costs to the surroundings of the systems (e.g. mastic, paint works, etc.);
- External costs by not being able to use the system(s);
- Other accompanying claims to any of the above or related items;

Service & Maintenance:

All moving systems are required to be annually checked by the certified installer. This way it can be ensured that the systems are running freely (e.g. no extra wear) and for example loose screws caused by vibrations can be tightened up. Also the track profiles and cassette can be cleaned during maintenance for a smooth running.

All tensioned systems have a very important additional item; the system needs to be under continuous tension at all times. This means that either the motor limits needs to be re-set (in case of spring mechanism in the tube) or that the spring in the hem-bar needs to be re-tensioned. Both items are due to fact the cords have an inevitable stretch of ca. 1.5%, the following servicing checks needs to be followed strictly;

System draw/height	First check	Standard interval
< 5000mm	Within 2 months or ca. 50 cycles*	Hereafter every 12 months
> 5000mm	<i>Special conditions and instructions applicable</i>	

* **whichever comes first.**

The systems are required to be annually checked by the certified installer. This way it can be ensured that the systems are running freely (e.g. no extra wear) and for example loose screws caused by vibrations can be tightened up. Also the track profiles and cassette can be cleaned during maintenance for a smooth running.

- For detailed instructions for the maintenance or cleaning of each system type we refer to the system infosheet or the system instructions.
- A more frequent cleaning or maintenance check might be required in certain situations as; heavy usage, installation close to the sea, high wind loads, sandy or dusty environments, wooded area, etc.
 - o This is at discretion of the installing company or in some cases specially indicated by GJ.

Notes:

This document has been compiled with the greatest possible care, but no rights may be derived from its contents. Our general terms and conditions are applicable on all products and services.



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