

Warranty



Mystic Motorized Screens are engineered to be of the highest quality and to meet the demands of a worldwide market. The manufacturer, Advanced Screenworks, LLC. warrants that the Mystic Screen to be free of defect when it leaves our facility.

This manufacturer's warranty is granted, solely, to the original final purchaser and covers components as specified herein below.

Electric motors are warranted for a period of twenty years from the original purchase date. The warranty covers the cost of the replacement electric motor. It does not cover the cost of labor, shipping, transportation, removal or any other service cost. The defective motor must be returned to the manufacturer at owner's expense. The new motor will be sent to the owner upon receipt of the defective motor.



Remote Controls are warranted for a period of two years from the original purchase date. The warranty covers the cost of the replacement remote. It does not cover the cost of labor, shipping, transportation, removal or any other service cost. The defective remote must be returned to the manufacturer at owner's expense. The new remote will be sent to the owner upon receipt of the defective remote.

Painted Aluminum Components are warranted for a period of two years from the original purchase date. The warranty covers the cost of the replacement aluminum component and is limited to manufacturer's defect. It does not cover damage caused by normal wear and tear or misuse. It does not cover the cost of labor, shipping, transportation, removal or any other service. The defective painted component must be pictorially documented and approved by manufacturer.

Screen Fabrics are not warranted other than for manufacturers defects that would be evident at time of installation.

Mystic Screens are designed to provide natural ventilation and certain protection from airborne insects and other pests. Windy conditions may affect the performance of the screen. Mystic Screens should be retracted into the canister (a) in windy conditions, (b) during inclement weather, (c) when not being used, especially for prolonged periods of time and (d) other similar circumstances. Mystic Screens are not intended for storm protection of any manner and should not be used as such.

Except as otherwise specifically set forth herein, manufacturer makes no representation or warranty, expressed or implied, statutory or otherwise. All implied warranties, including those of merchantability or fitness for use are hereby disclaimed. In particular manufacturer makes no warranty the product will comply with pertinent national, state and local health and safety laws, including but not limited to U.S. Federal Occupational Safety and Health Act and the regulations, rules and orders issued pursuant to any such laws. This warranty supersedes and excludes any other products warranties and may on occasion be modified, changed or replaced without notice. The warranty does not provide for owner's liability for loss and damages both incidental and consequential, special economic losses or lost profit, or expense or for any failure to perform. In any case, Advanced Screenworks, LLC. maximum liability shall not exceed the contract price of the product claimed to be defective.

The following are limitations and exclusions from the warranty: (a) If usage, adaptation or installation are not in accordance with Mystic Screens installation and operating instructions; (b) If products are stored improperly, damaged (through no fault of Advanced Screenworks, LLC., or modified without the manufacturer's consent; (c) If Mystic Screens written instructions are not properly applied by the end buyer or user; (d) If product has been used to perform functions that it was not intended to perform; (e) Product failure, shrinkage or color change caused fully or in part by rust, corrosion, abuse, misuse or extreme exposure to sun, heat or wind; or (f) other failures not directly attributable to a manufacturer's defect.

For Warranty Assistance Please Call 678-926-9700