



OWNER'S MANUAL



FREQUENTLY ASKED QUESTIONS

- **Will the screen create a seal on my patio?**

We cannot guarantee a complete seal as many patios are not level. We do our best to construct your screen to provide the greatest level of coverage possible.

- **When do I need to put my screens up?**

We recommend the screens be put up when not in use to extend the life of the product. The screens are designed with the same technology as hurricane shutters and can withstand up to 75 MPH winds without blowing out. We do not recommend bringing your screens up during windy conditions, as this may cause fabric to catch wind while retracting and can pull the bottom weight bar out of the tracks. Your screens should only be brought down or up during calm winds.

- **Will I need future Service Calls?**

Our product has been designed to reduce the need for service calls. Your product comes with a 6 Month no-cost service warranty. In addition, you may purchase an annual maintenance contract. General cleaning of the screens can be performed by the customer in most instances. Please see attached "Retractable Screens Maintenance and Care" for details.

- **Will my fabric stretch?**

As with most fabrics, your screen may change overtime. In most cases, screen fabric will expand and contract based on temperatures and use. At original installation you may see some wrinkling or looseness in the material, however this will settle and disappear as your new screen is used.

- **Do you caulk or paint my structure or the screen tracks after installation?**

While we work extremely hard to make sure your installation is flawless, we do not caulk or paint the screen components, your existing structure, walls, beams, etc. We do not have a way to guarantee exact color match. We use a closely color matched, high quality foam that adheres behind all rails eliminating light gaps or open spaces. This gives you the best and most seamless installation on your new screens.

- **Does my screen need a wind sensor?**

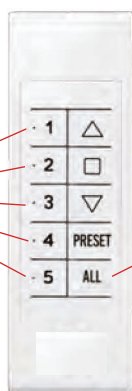
Our MagnaTrack screens are made specifically to not require a wind sensor and are engineered to withstand wind. The magnetics tracks allow the screen to give slightly with the wind so you can enjoy the outdoors without worrying about your screen being damaged or needing to bring it up and losing your shade.

REMOTE INSTRUCTIONS

• To Select the Screen you want to Operate...

Press the number button for the corresponding screen you want to operate, or press "ALL" to operate all of the screens simultaneously.

Press the corresponding button to the single screen you want to operate.



Press "ALL" to operate all screens together.

• Moving your Screens Up, Down and Stopping them Mid-Range...

Once you have selected the screen you want to operate, or ALL screens, press the UP or DOWN arrow to move the screens in that direction. If you want to stop your screens halfway, press the STOP button when they are at the desired height.



• Pre-programmed Limits...

Your screens will be pre-programmed with upper and lower limits. This is the setting that allows your screens to automatically stop when they reach the very top or the very bottom of the screen opening. Because of these limits, you DO NOT need to hit the STOP button when your screen reaches the top or bottom - it will stop automatically at the correct height.

• Changing your Remote battery...

Your remote takes a CR2032 battery, which can be found at most stores. If you need to change the battery on your remote, press the tab on the back of the remote housing. This will lift the face of the remote and allow you to access the battery.



CARE AND MAINTENANCE

• TRACKS

Typical issues that can develop and affect screen performance are debris and salt accumulation. In most cases, the tracks can be returned to normal operation with a simple cleaning. Use a hose to spray the tracks and/or use a disposable paintbrush with a low sudsing detergent (liquid laundry soap) to break up any debris. Allow tracks to dry completely before lowering screens or lubricating.

- Use a Teflon based dry lubricant such as Sailkote Lubricant.
- Never use a silicone based spray, WD-40, or any oil based product.

• MOTORS

Typical issues that can develop and affect motor function is accidental resetting of programming or loss of power.

- If your programming or limit settings have been affected, please contact Havana Shade and we can have someone assist with re-programming.
- If your motor loses power, check the circuit breaker and check for a tripped GFI outlet that may be on the same circuit. If a tripped breaker or outlet is found, reset.

• SCREEN FABRIC

The screen fabric requires no maintenance. To clean, rinse with a hose when needed to remove any dust or debris. It is important to allow screens to dry completely before retracting. Do not use a pressure washer.

• SERVICE CALLS

Havana Shade recommends establishing a service contract for an annual inspection and service. You can purchase one for \$199 for the first screen and \$79 for each additional screen per year. Annual inspections include:

- Removal of hood.
- Inspections of tracks and hood for debris, loose fasteners or corrosion.
- Inspection of electrical connections.
- Lubricating tracks and guides.
- Ensuring screen is functioning correctly.
- Notations of any items that require attention or repair as needed.

Please contact Havana Shade for all Service Call or Repair requests via email including your name, address, information about the issue and photos.

EMAIL: Casey@HavanaShade.com



SHARE THE HAVANA DIFFERENCE!

Refer a Family Member, Friend or Neighbor who is looking to improve their patio or outdoor experience and earn money back!

HOW IT WORKS...

**EARN UP TO \$200
PER REFERRAL!**

Refer a Family Member, Friend or Neighbor to Havana Shade. Make sure they give us your Full Name as a Referral when they contact us.

Then sit back and enjoy the rewards!

Referral incentives will be paid via Visa Gift Card at the time of installation completion and when final payment is received by Havana Shade on the referred project. An incentive of \$50.00 per MagnaTrack screen will be mailed to the address on file with a maximum incentive of \$200.00 per referral.

There are no limits on how many referrals you may submit.



WARRANTY

System Hardware, Tracks, Housing and Components: All system hardware, tracks, channels, housing and other components has a Lifetime warranty against defects or poor workmanship.

Outdoor Screen Fabric: The outdoor screen fabric has a limited, prorated Ten Year warranty supplied directly from the fabric manufacturer.

Motors and Remote Controls: The motors have a Ten Year non-transferable warranty. Remote controls have a Five Year, non-transferable warranty.

Six Month Guarantee: Should any component or accessory fail, be defective, or show poor workmanship, it will be repaired or replaced at no cost within six months of the installation. After this period, all warranties will be effective as listed below.

(a) This limited warranty is the only warranty applicable to the products and is limited in duration to the limited warranty period described in Section (f) below. No verbal or written information or advice given by the company, its agents or employees shall create a warranty or in any way increase the scope of this limited warranty.

(b) This limited warranty is non-transferable.

(c) Any and all liability of the company and its affiliates under this agreement is expressly limited to the price you have paid for the screens, accessories, and any other components. Your sole remedy against them in any dispute under this agreement shall be to seek recovery of the amounts you have paid, upon the payment of which they shall be released from and discharged of all further obligations and liability to you. In no event shall either party be liable to the other for special, exemplary, punitive, consequential, incidental or indirect damages. Included, but not limited to, loss of anticipated profits or revenue, economic loss, loss of data, loss of use of the products or any associated equipment, cost of capital, cost of substitute or replacement equipment, facilities or services, down time, your time, the claims of third parties, and injury to property, regardless of the nature of the claim, including but not limited to, breach of warranty, breach of contract, tort (including negligence) or strict liability, and even if the other party has been advised of the possibility of such loss or damage.

(d) This limited warranty gives you specific legal rights, and you may also have other rights that vary from state to state. Some states do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

(e) No employee, distributor, or representative is authorized to change the foregoing warranties in any way or grant any other warranty on behalf of the company.

(f) Company screens and company components are warranted by company's limited warranty against defects in materials and workmanship for a period of **Five Years**, prorated from the date of manufacture, provided they are properly maintained and cared for under normal use and service. Some fabrics may have additional warranty under fabric manufacturer's warranty. Even if company warranty expires, fabric manufacturer's may remain in effect.

Terms of Prorated Reimbursement for Screens or Company Components:

- After One Year: 80%
- After Two Years: 60%
- After Three Years: 40%
- After Four Years: 20%
- After Five Years: 0%

WARRANTY (CONT.)

(g) Normal use and service shall exclude:

- (1) Damage caused by failure to provide a suitable installation or operating environment for the products and/or accessories.
- (2) Damage caused by impact with other objects, dropping, falls, spilled liquids, or immersion in liquids.
- (3) Damage caused by fire, flood, wind, earthquake, or lightning.
- (4) Damage caused by unauthorized attachments, alterations, modifications or foreign objects.
- (5) Damage caused by the use of the products or accessories for purposes other than those for which they are customarily used.
- (6) Damage from improper maintenance.
- (7) Damage caused by any other abuse, misuse, mishandling or misapplication.
- (8) Accessories, products, or other components other than those produced by company or recommended by company.

(h) This limited warranty shall not cover any defective material, component, or fixture supplied to company by a third-party vendor. Please refer to the individual warranty provided by the manufacturer of each third-party component. Defective third-party components will be returned to the company for a claim under the third-party warranty. Company does not warranty or guarantee that any claim made under the third-party warranty will be successful. Defective third-party components that are delivered with your product are your responsibility until received by company and company shall not be responsible for any shipping, handling, or insurance charges.

(i) Furthermore, the company shall not be responsible for any damage resulting to or caused by its product by reason of improper installation, improper use or shortage, unauthorized service, alteration of products, neglect or abuse, chemicals, any acts of nature beyond company's control, or any attempt to use the products for other than their customary usage or for their intended purposes. The above warranty does not cover normal wear or any damage beyond company's control.

(j) Polypropylene products are not intended for long-term deployment. Improper use of polypropylene products, accessories, or company components shall void the warranty.

(k) This limited warranty covers a consumer product as defined by the Magnuson-Moss Warranty Act. No warranties expressed or implied, shall extend beyond the applicable time period stated above.

(l) Disclaimer of warranties: This warranty expressly disclaims any implied warranty of merchantability or any implied warranty of fitness for a particular purpose. All other implied warranties (as to title and infringement) are limited to the time period as stated in Section (f).

(m) Claims for defects in material and workmanship covered by this warranty shall be made in writing, within the warranty period, to the company. Company in its discretion may either send a service representative or have the product returned to the company at customer's expense for inspection. If upon inspection of the product, the company determines the product to be defective in material or workmanship, the company will in its discretion either replace or repair the product. Customer shall be responsible for all shipping charges and replacement labor. Any services provided by unauthorized dealers shall void the warranty.

(n) The remedies of customer set forth in this limited warranty are exclusive and are in lieu of all other remedies, the liability of company, whether in contract, tort, under any warranty or otherwise, shall not extend beyond its obligation to repair or replace, at its option, any product or accessory found by company to be defective in material or work. Company shall not be responsible for any direct, indirect, special or consequential damages of any nature.

SEE THE HAVANA DIFFERENCE AT
WWW.HAVANASHADE.COM



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