

PHANTOM SCREENS NZ

Limited Lifetime Warranty

Lifetime parts, 24-month labour, and local aftercare from the team that supplied and installed your screens.

Lifetime	24 months	5 years	Since 1999
Parts cover	Labour	Motors	NZ owned

Phantom Screens NZ

OUR WARRANTY

Every retractable screen we supply and install carries a limited lifetime warranty: the screen's parts are covered for as long as you own it, backed by a 24-month labour warranty. Because one New Zealand team looks after your screens from first enquiry to installation, aftercare comes from us - not a faceless third party.

1 What's covered

We warrant to the original owner that the screen is free from defects in materials and workmanship under normal use, for as long as you own it - the cassette, the metalwork, and the moving parts. If a covered part fails, we repair or replace it.

2 Mesh, motors, and electricals

- **Mesh** is a wear item, so it sits outside the lifetime parts cover - but it is fully replaceable and serviceable, and any genuine manufacturing fault is put right.
- **Motors** on motorised outdoor blinds are warranted for 5 years, and **electrical components** (remotes and receivers) for 1 year, from installation. This cover is void if they are exposed to water, power surges, or similar.

3 What isn't covered

The warranty doesn't cover damage from misuse, modification, abuse, or poor maintenance, or screens that were not bought from and installed by us or an authorised Phantom installer. Removing and refitting a screen yourself can also affect cover - if something needs moving, talk to us first.

4 Supplier-made products

A few products we supply and install are made by other manufacturers, and each carries its maker's warranty rather than our Phantom limited lifetime warranty: Brio 612 pleated screens are supplied by Allegion and carry Allegion's own warranty; MagicSeal magnetic screens carry MagicSeal's supplier warranty; and Ziptrak outdoor blinds carry the Ziptrak supplier's warranty. Whichever product you have, we fitted it - so aftercare still starts with us, and we will point you to the right terms.

5 How to make a claim

Contact us with your proof of purchase and a quick description (a photo helps). We supplied and fitted your screen, so we assess and carry out any warranty work ourselves. A little seasonal care keeps everything running and protects your cover - the routine is at phantomscreens.co.nz/guides/care.

This warranty is in addition to your rights under the Consumer Guarantees Act.