DEALER CERTIFICATION

Welcome to Fenetex's professional network of certified dealers — this is a dedicated group of independent dealers committed to quality work and satisfied customers.

Here at Fenetex, our number one goal is to make the best retractable screens possible. In return, we expect a Fenetex dealer to provide accurate measurements to us and to provide a problem-free installation for your customers. This is going to be good for everyone and don’t worry, we’re going to help you get started on the right track so we have a long and mutually beneficial relationship.

<table>
<thead>
<tr>
<th>Fill out and/or return the following documents to Fenetex:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Dealer Certification</td>
</tr>
<tr>
<td>2. Dealer Information Form</td>
</tr>
<tr>
<td>3. Dealer Agreement</td>
</tr>
<tr>
<td>4. A Copy of Your Resale Certificate (if applicable)</td>
</tr>
<tr>
<td>5. A Copy of Your Business or Contractor License</td>
</tr>
<tr>
<td>6. A Copy of Your Certificate of Insurance with Liability and Worker's Comp. or Proof of Worker's Comp. Exemption</td>
</tr>
</tbody>
</table>

Next, there are a couple of important things to look over and understand about Fenetex screens and some tools that are required for fast and successful installations.

<table>
<thead>
<tr>
<th>Please initial here after reading these sections:</th>
</tr>
</thead>
<tbody>
<tr>
<td>7. Why Fenetex?</td>
</tr>
<tr>
<td>8. Considerations – Presenting Screens to Your Clients</td>
</tr>
<tr>
<td>10. Laser Level Incentive Program</td>
</tr>
<tr>
<td>11. Design Guide 7.2</td>
</tr>
<tr>
<td>12. Retractable Screen Measuring Instructions</td>
</tr>
<tr>
<td>13. Retractable Screen Ordering Instructions</td>
</tr>
<tr>
<td>14. Fenetex Installation instructions</td>
</tr>
<tr>
<td>15. Fenetex Terms and Warranty</td>
</tr>
</tbody>
</table>

We want you to be successful from day one. We can't make you use the right tools, nor can we control how you do the installation; but if you have problems that relate to not following the best practices or instructions, we’re going to send you this form as a reminder and we’re going to tell you that you need to follow the instructions. Here is a fact— if the installation is done haphazardly, the screen will function poorly, your customer will call you many times complaining about the functionality and you will be servicing the screen over and over at your cost until you fix the underlying problem which usually means having to remove the whole system and reinstalling the screen properly.

I have initialed packet contents indicating that I have read and agree to follow them as a Certified Fenetex Dealer.

Print Name  Signature  Company  Date
DEALER AGREEMENT

This agreement is between Fenetex Corporation (Fenetex) and ____________________________
(company name, referred to as “Dealer” hereafter in this agreement), located at:

_______________________________________________________________________________________________________________________
(Dealer address). Fenetex grants Dealer a non-exclusive right to sell Fenetex products. Dealer is an independent entity separate from Fenetex.

Dealer’s responsibilities will include:
• Sourcing new customers;
• Providing accurate measurements to Fenetex for the production of panels;
• Paying for orders when placed with Fenetex; and
• Representing Fenetex products in a highly professional manner and accurately conveying the abilities and limitations of the products as intended and documented per Florida State Certified Installation Instructions and Product Approvals.

Fenetex’s responsibilities will include:
• Producing products to meet specifications of orders received;
• Supporting Dealer by providing for purchase of marketing materials, product samples, and brochures; and
• Providing technical guidance regarding the products, accompaniment at client meetings if requested within reason, and arranging site specific engineering if needed (costs will be borne by Dealer).

Though this Agreement grants no exclusive territory to Dealer, Fenetex will, in Good Faith, provide its best efforts to ensure that the local consumer market does not become oversaturated with competing Dealers.

This Agreement will be in place until either party terminates it in writing. At that time, Dealer will return all Fenetex samples and materials to Fenetex, and Fenetex will reimburse Dealer for materials purchased which are still useable.

This Agreement shall be construed and enforced in accordance with the laws of the State of Florida. The courts within Duval County will have exclusive jurisdiction.

Dealer agrees to Fenetex’s Terms and Conditions contained in the accompanying document “Fenetex Terms and Conditions.”

The terms of this Agreement are consented to by those whose signatures appear below:

____________________  ____________________________
Signature of Authorized Rep of Dealer  Date  Ms. Meridith Anzulis
________________________
CEO and Vice President, Fenetex

Printed name and title

Please fax signed agreement to Fenetex or email to your Fenetex representative.

278 Talleyrand Avenue  │  Jacksonville, FL  32202  │  Ph: (904) 437-5168  │  Fx: (888) 758-0601  │  www.fenetex.com
DEALER INFORMATION FORM

COMPANY INFORMATION

<table>
<thead>
<tr>
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<tbody>
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<tr>
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</tr>
<tr>
<td>Address</td>
<td>______________________________________________________________________________________</td>
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<td>City</td>
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<td>State</td>
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<td>Phone</td>
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<td>Fax</td>
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<td>Resale Certificate Number</td>
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<td>Owner Email</td>
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<tr>
<td>Owner Phone</td>
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MAIN CONTACT PERSON (if different from owner)

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<tr>
<td>Name and title of Main Contact</td>
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FREIGHT SHIPPING INFORMATION (if different from owner)

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Please include any special instructions in the space below:

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BILLING INFORMATION (if different from owner)

<table>
<thead>
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<tbody>
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<td>Name of Billing Contact</td>
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<tr>
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<td>Zip</td>
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Please include any special instructions in the space below:

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ADDITIONAL CONTACTS

We will make every effort to keep you informed of new product developments and pricing changes. Please list below any people you like us to apprise of these changes.

<table>
<thead>
<tr>
<th>Name</th>
<th>Email</th>
<th>Product News</th>
<th>Price News</th>
</tr>
</thead>
<tbody>
<tr>
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Why Fenetex

Fenetex offers industry-leading retractable screens for commercial and residential customers from insect screens, to shade screens, to clear vinyl screens, and even screens for hurricane protection. Becoming part of the Fenetex professional dealer network gets you many benefits. This includes access to dealer pricing, instant online ordering, and the full support of the Fenetex team, including a full-time Technical Service Director.

With a broad range of standard products offered at great prices, and the capacity for custom work as required, we strive to be the only company you need to work with to exceed your and your customer's expectations for what a retractable screen should be.

Here are some of the reasons dealers choose Fenetex screens:

**Dependability:** The feedback we get from dealers is that Fenetex screens have the lowest occurrence of service calls of any retractable screen they have used. Several elements come together to make this happen.

We train dealers on how to use the right tools and the right steps to install the screens; we build a screen that is precisely manufactured to the specifications a dealer provides so the screens fit as expected; and we design and manufacture our screens and components from the perspective of what can we do to make them better rather than what can we do to make them cheaper. We also understand continuity is important and even as we make changes and improvements, we keep the core elements compatible so that a screen ordered today can be remade 10 years from now, just like a screen ordered 10 years ago can be remade today.

**Reputation:** Fenetex is a people first company. We aim to be fair and easy to work with and will go out of our way to help dealers and customers. Do a Google search for Fenetex; you won't find much in the way of complaints or negative reviews about our company. This is simply because we have had very few problems over the years with our screens or customers. Companies that do business with us know us as a quality-driven, honest, stable, and experienced supplier. We build long term relationships with our customers, our dealers, our employees, and our vendors.
Sales and Marketing: Fenetex is pretty savvy when it comes to sales and marketing; as part of our dealer network we’re going to help you develop your local market too. A good start is a good website (our media kit is available by request) and partaking in our SEO program. This will drive local business to your website; it's what you need in today's world. We also go old school and have printed materials that we share with our dealers, and for a small fee these can be customized with your contact information and logos for mailings and trade shows.

We’re considering an annual dealer meeting where members from our executive, sales, and marketing teams share information to help you grow your business. Let us know if that would be of interest to you.

Technical Support: Fenetex is a manufacturer with a growing global footprint, but did you know we also sell and install our products in our home area? We do this so our team members will have all the same installation experiences a dealer has. When you talk with someone from Fenetex about an installation or technical question you’re going to be talking to someone that has done the work, can relate to the challenges in the field you need help with, and will be able to answer your questions and provide guidance to get the job done right.

Training: We love to train dealers and installers. Let's look at the big picture—if you are successful, we are successful. If you can buy a screen from us and install that screen in under an hour and never have to do a warranty related service call, what does that mean for your bottom line? Well it means a lot to yours and it means a lot to ours too. Training is a win-win and that's why we take it seriously.

We've found the best way to learn or to teach is to do the work. That's why our training is hands-on in-the-field training; your staff can come to us and observe a real installation and have full interaction with Fenetex installers or for a reasonable fee to cover expenses a Fenetex installer will travel to you to help with your installation. Online we have various videos and a technical library with lots of information and we encourage you to explore the website and read or download the various documents for reference. By phone we have full service support available to help with design integration, ordering, and installation.
**Production Speed:** Our lead time for standard production screens for an average sized order is 10 business days from the time the order is submitted to the time it ships. Sometimes things are a little faster, sometimes things are a little slower. The fastest way to order and receive screens is by using the online ordering tool. Once you’re set up with an account, you can enter an order and send it into production from your office or mobile device. Imagine measuring and sending an order into production from the field within a few minutes - now that’s fast.

**Reward Points:** Fenetex understands that mistakes happen, and we have created a reward program to help you if you make an ordering or measuring error and need to reorder screens or other components. As a dealer, you will accrue points based on a percentage of your sales. These points can be used to offset the cost of these mistakes. Please inquire for more information on how this program works.

**Customization:** All Fenetex screens are built to order. You can choose any dimensions, operator, fabric, or color allowable within the ordering system and this will be what we consider a standard screen. Now if a project comes up where something needs to be customized, that isn’t a problem. Some common custom requests we see are for powder coat colors, specific fabrics, and printed graphic screens, or a screen that is larger than standard sizes. These are all available for an additional fee.

**Quality Assurance:** We have a rigorous Quality Assurance (QA) program that works very well to catch any production errors before they leave our facility. Here’s an idea of how the system works: When you place an order into your online account and submit that order for production an automatic process converts this information into cut files for automated machinery. Most of the material processing we do is either automated or semi-automated. In general, the manufacturing process holds very high tolerances, but it’s not perfect. That is why dimensions are manually taken and materials are visually inspected prior to shipping to ensure screens and other components are within production tolerances. All of this data is stored and retrieved by the screens’ unique serial number. If there is ever a question or an issue, we have the information on hand to resolve it quickly.

**Made in the USA:** Fenetex screens are manufactured in the USA, as you order them in our plant in Jacksonville Florida. The largest percentage of our materials (aluminum and most fabrics) come from our supplier partners that are manufacturing their products in the United States. There are some components that come from overseas; things like motors and fasteners and some other small items that are challenging to source domestically.
CONSIDERATIONS – PRESENTING SCREENS TO YOUR CLIENTS

There are some configurations and types of screen products that require more operator awareness. These issues do not stop people from ordering and using the screens in these more challenging configurations. We are writing this section because we want our dealers to be informed so they can tell their clients about what to expect from the screen product they are interested in.

HURRICANE SCREENS
Hurricane screens are not as flat as shade or insect screens and will have some noticeable wrinkles due to the fact the screens are a little baggy. The bagginess is because the screens are designed for hurricanes and missile impacts, shade is an added benefit. The bagginess exists to meet the engineering requirements of the anchor and the extremely high design pressures the screens can withstand (we'll be happy to explain this in greater detail – just ask). Purchasers should be made aware of this and those customers that will have an issue with the slightly baggy hurricane screen should consider purchasing our dual screen system – we designed the dual screen for more demanding customers.

In addition, be aware the hurricane screens may require a permit and should always be installed according to the Florida Product Approval Installation Instructions. Any use outside of the scope of the Product Approval may require site specific engineering for that use. While Fenetex may build a screen outside the scope of the Product Approval, it is the responsibility of the purchaser and/or installer to verify the use is appropriate and allowable under local building codes.

DUAL SCREEN SYSTEMS
A moire pattern is a kaleidoscope like a pattern that develops when looking through two mesh products. This happens typically when a shade screen is installed in an area that has a fixed insect screen, the pattern will also move and pulse when wind blows on the screen.

We strongly advise specifying a solid shade material rather than a mesh material to eliminate the moire pattern when using a shade over an insect screen. We have used non-mesh shade fabrics such as Ferrari Soltis 92 that has an irregular pattern – it still produces a mild moire pattern but customers like that they can see through it. Ferrari Solits 92 is a custom order material and it is expensive due to it only being available in full roll quantities. Call us for a quote prior to giving your customer a final estimate.
CONSIDERATIONS – CONT’D.

CLEAR VINYL SCREENS
Clear vinyl screens are intended for applications where their use is primarily to close off a patio area so that it can be heated, cooled, and/or protected from inclement weather and environmental nuisances like pollen. While daily up and down cycles are common, it should be noted that the environment where clear vinyl screens are installed may affect their performance. Fenetex has taken great care to design a system that works reliably but the nature of the clear vinyl material is that it is subject to shrinking in cold weather and sticking in hot weather. This means that on very cold days the screens may need help to unroll because the clear vinyl will harden and shrink and on very hot days the screen may need help to unroll because the clear vinyl will soften and stick to itself; both of these conditions can also cause the screens to come out of the track while lowering the screens. It is important to observe the screens while operating them. Should the screen come out of the track, stop screen movement immediately, raise the screen to the point where the screen goes back into the track and continue normal operation. Operational issues or required service stemming from incorrect operation are not covered under any warranty. All clear vinyl will eventually discolor, this will occur faster if the vinyl is not properly maintained. Discoloration is not covered under any warranty when the vinyl is not regularly maintained. Purchasers of clear vinyl screens are hereby made aware that vinyl screens require more operator awareness and maintenance than other types of screens. Please consider another type of screen if you or your customer is not likely to follow the operating instructions and maintenance requirements.

MANUALLY OPERATED SCREENS
Manually operated screens are designed to be used where electricity is not available, or the screens will be used infrequently. It is not cost effective over the life of the screen to use manual gears on a regular basis given the time and labor effort required to cycle several screens up and down and the high potential for operator caused damage. Further, the cranking mechanism in a manually operated screen has no settable limits. This means the screens bottom bar can be rolled up too high causing it to jam in the screen housing if the stops have been removed, the screen can be let down too far such that it appears unsightly, and the screen can be rolled backwards on the reel which will create several issues that can jam the screen, cause the screen to come out of the tracks, and/or damage the screen. Operator errors can quickly create a circumstance that requires costly service and repairs, these are not covered by any warranty. Purchasers are hereby made aware that manually operated screens require more operator awareness, labor effort, and training than motorized screens. Please consider using motorized screens if you or your customer is not likely to closely follow the operating instructions.
Best Practices – Tools for Installation

**Laser Distance Measurer**
This is the best tool to measure the width and height of an opening; it is inexpensive and much more accurate than a tape measure and only one person is needed to take dimensions. See “How to Measure” guide for detailed instructions on measuring and using these tools.

**Tape Measure**
The Stanley FatMax is the only tape measure Fenetex uses because it doesn’t collapse when measuring for heights. We recommend purchasing a new FatMax and only using it for measuring screens so that it remains accurate.

**Self-Leveling Laser and Tripod**
A laser should be the ONLY tool that you use to level a hood or mounting brackets. Fenetex uses a PLS 180D with daylight detector for sunny locations where the laser can't be seen. The hood and reel are flexible and will always give a false reading if using a bubble level; this is especially true for larger openings. See “How to Measure” guide for detailed instructions on using these tools. DO NOT USE A BUBBLE LEVEL TO INSTALL HOODS OR BRACKETS.

**6’ Plate Level**
A 6’ level is the shortest length level that will work to plumb side tracks. Remember: The longer the level, the greater the accuracy. The average height of a screen is 10’, Fenetex uses a 6’ Stabila plate level because it is extendable to 10’ and very accurate.

Note: Using these tools will provide fast and precise measurements for production and fast trouble-free installations. It is expensive to repurchase improperly ordered screens and time consuming to fix improperly installed screens.
This offer is subject to end at any time without notice.
Laser Level Incentive Program

PLS 180R SYS Cross Line Red Laser System

- Accuracy: ±1/8 in at 30 ft. (±3 mm @ 10 m)
- Red beam laser
- Horizontal fan angle 180°
- Vertical fan angle 130°
- Durable pendulum lock
- IP54 rating to limit dust and water entry for years of operation on the job site
- Quick layout and installation projects
- System includes PLS 180R laser level, PLS canvas pouch, PLS BP5 alkaline battery pack, PLS SLD RED laser line detector, PLS 50520 SLD clamp, PLS UB9 universal ceiling and wall bracket, PLS MLB magnetic L-bracket and PLS RRT4 red reflective target

ACME TOOLS®

STABILA

6 Ft. to 10 Ft. Plate Level II Model 106T

- In-Stock (Ships in 1-2 business days)
- Free Shipping! (Ground shipping to lower 48)
- Low Price Guarantee
### Design Guide Summary and System Limits DG7.2

#### 5.5 HOOD extruded

Clear Opening is Overall Height -7.75"  
Standard Colors: White, Beige, Bronze, Black  
Operator: Manual Crank, Somfy 4 wire, Somfy RTS, w/special order Somfy CMO  

<table>
<thead>
<tr>
<th>Max System Dimensions</th>
<th>Fabric</th>
<th>Insect</th>
<th>Shade</th>
<th>Hurricane</th>
<th>Vinyl Window</th>
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<tbody>
<tr>
<td>Max Width</td>
<td>216&quot;</td>
<td>200&quot;</td>
<td>192&quot;</td>
<td>170&quot;</td>
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<tr>
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<td>114°</td>
<td>150°</td>
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</table>

Note: Screens outside max system dimensions require a waiver.

#### 6.5 SINGLE HOOD/BRACKET roll form

Clear Opening is Overall Height -8.75"  
Standard Colors: White, Beige, Bronze  
Operator: Manual Crank, Somfy 4 wire, Somfy RTS, w/special order Somfy CMO  

<table>
<thead>
<tr>
<th>Max System Dimensions</th>
<th>Fabric</th>
<th>Insect</th>
<th>Shade</th>
<th>Hurricane</th>
<th>Vinyl Window</th>
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<tbody>
<tr>
<td>Max Width</td>
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<td>192&quot;</td>
<td>170&quot;</td>
<td></td>
</tr>
<tr>
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<td>180°</td>
<td>150°</td>
<td>180°</td>
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Note: Screens outside max system dimensions require a waiver.

#### 6.5 DUAL HOOD/BRACKET roll form

Clear Opening is Overall Height -14.25"  
Standard Colors: White, Beige, Bronze  
Operator: Manual Crank, Somfy 4 wire, Somfy RTS, w/special order Somfy CMO  

<table>
<thead>
<tr>
<th>Max System Dimensions</th>
<th>Fabric</th>
<th>Insect</th>
<th>Shade</th>
<th>Hurricane</th>
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<tbody>
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<td>Max Width</td>
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<td>Max Height</td>
<td>180°</td>
<td>180°</td>
<td>150°</td>
<td>180°</td>
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</tr>
</tbody>
</table>

Note: Screens outside max system dimensions require a waiver.

Note 1: Bracket with painted end plate is used for applications with hoods only.  
Note 2: For cavity mount installations only the bracket is used.  
Note 3: If a screen is to be taller than above listed heights a custom cover or soffit housing will need to be supplied or fabricated by others as is typical for a built-in installation. Bracket may also need to be built out to accommodate increased roll diameters.
Notes:
1) 1/4" Tapcon or #10 s/s Hex Head Length for 2" Embedment to Substrate.
24" Spacing Standard. Installer may increase anchors if location is subject to high winds.

2) Fastener Cover

3) C-channel is 1.5"x1.5"x.125" use if needed to resolve out of plumb surfaces on jamb mount installations.

4) 3/16" Rivet
**Track Details Drawing 2-DG7.2**

**DUAL Screen Adjustable Tracks**

Use for Insect/Shade/Clear Weather Curtains

Track Type 3: DUAL Adj. Jamb Track

Track Type 4: DUAL Adj. Face Track

Notes:

1) 1/4" Tapcon or #10 s/s Hex Head Length for 1.5" Embedment to Substrate.

2) Fastener Cover

**Track Type 3: DUAL Adj. Jamb Track**

Shown as Inside/Jamb Mount Top View

**Track Type 4: DUAL Adj. Face Track**

Shown as Outside/Face Mount Top View

U.S. PATENT 9,458,666 and others pending.

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Track Type 5: Hurricane Track
Use for Hurricane Screens
Track Details Drawing 3-DG7.2

Track Type 5: Hurricane Track
Shown as Inside/Jamb Mount w/Build-out
Top View

Notes:
1) 5/16" Tapcon XL
2) 1/4x1" s/s Self Drilling
3) 2"x3"x.25" AL Tube
3.5) 2"x2" or 2"x3"x.25" AL Angle
Alternate build-out options are available. See Florida Product Approval or Miami-Dade NOA for full details.
See: FL 8637
See: NOA 13-1007.08
4) 5/8" Plastic Hole Cap
5) Fastener Cover

Hurricane Track

U.S. PATENT 9,458,666 and others pending.
Fenetex is a registered trademark of Fenetex, Inc. All rights reserved.
Track Details Drawing 4-DG7.2

DUAL Hurricane Track + Adj. Face Track

Use for Hurricane Screens + Insect/Shade/Clear Weather Curtain

Track Type 6: DUAL Hurricane + Adj. Face Track

Shown as Inside/Jamb Mount w/ Build-out

Top View

#s 3/3.5 Build-outs can be angle or tube, see notes below.

Track Type 6: DUAL Hurricane + Adj. Face Track

Shown as Outside/Face Mount

Top View

Notes:

1) 5/16" Tapcon XL

2) 1/4x1" s/s Self Drilling

3) 2"x3"x.25" AL Tube
3.5) 2"x2" or 2"x3"x.25" AL Angle
Alternate build-out options are available. See Florida Product Approval or Miami-Dade NOA for full details.
See: FL 8637
See: NOA 13-1007.08

4) 5/8" Plastic Hole Cap

5) Fastener Cover
About Extruded Hoods

Use for Single Screens with Extruded Hoods

Hood and End Cap Details:
1) Aluminum end plate.
2) Extruded hood top and back.
3) Extruded front cover.
4) Fasteners for mounting hood to building. Min (2) 1/4" Tapcons, or lags for 2" embedment to substrate at hood ends and single fastener on 24" O.C. between ends. Hood may be fastened at top or back using the indicator lines as a guide.
5) Indicator line for mounting fasteners.
6) Brush channel.
7) Flange for 3/16" hood locking rivet.

Screen Track Details:
8) Type 1 track (shown).
9) Screen pre-feeder.
10) #6x.5 s/s phil flat screw.

Design and Installation Note:
Fenetex extruded hoods are designed to mount independently from the tracks. Tracks are cut to length from floor to underside of hood. Refer to the CLEAR OPENING dimension on Bracket Detail Page for considerations where screen elements are meant to be hidden, or out of the view plane when using a hood.
5.5 Hood End Plate/Track Detail 6-DG7.2

About Extruded Hoods
Use for Single Screens with Extruded Hoods

Max Screen Heights:
Insect/Shade/Clear Weather Combinations Using Type 1 or 2 Tracks 150”
Type 5 Hurricane Track. 114”

Clear Opening is Overall Height -7.75”

Note 1: You may order an extruded hood to use with built in installations if size allows. Typically this is only used if the soffit area is very rough or space is very tight and the goal is to prevent the screen from chaffing in the soffit.
About 6.5 Square Brackets

Use for Single Screens With or Without Roll Form Hoods

Bracket Details:
1) Is a laser cut aluminum plate with formed flanges.
2) Is a painted laser cut aluminum plate bracket cover that is attached to (1) with 3/16" rivets. Painted covers are typically used with hoods on outside mount, covers are not typically used on trapped openings or cavity mount installations.
3) #10-24 s/s PEM studs in a standard pattern for motor mounts and idler bearings.
4) Fasteners for mounting bracket to building. Min (4) 1/4" Tapcon, or Lag for 2" Embedment to Substrate. Bracket should be secured by (2) fasteners in the top Flange and (2) fasteners in the back flange.

Screen Track Details:
5) Track should be cut and installed flush to the bottom of the bracket.
6) Screen track assembly.
7) Screen pre-feeder.
8) #6x.5" s/s phil flat screw.
9) Cut-away tab for manual crank.

Design and Installation Note:
Fenetex hoods are designed to mount independently from the tracks. Tracks are cut to length from floor to underside of hood. Refer to the CLEAR OPENING dimension on Bracket Detail Page for considerations where screen elements are meant to be hidden, or out of the view plane when using a hood.
About 6.5 Square Brackets

Use for Single Screens With or Without Roll Form Hoods

Max Screen Heights:
- Insect/Shade/Clear Weather Combinations Using Type 1 or 2 Tracks: 180"
- Type 5 Hurricane Track: 150"
- Clear Opening is Overall Height -8.75"

Note 1: Bracket with painted end plate is used for applications with hoods only.

Note 2: For cavity mount installations, only the bracket is used.

Note 3: If a screen is to be taller than above listed heights, a custom cover or soffit housing will need to be supplied or fabricated by others as is typical for a built-in installation. Bracket may also need to be built out to accommodate increased roll diameter.
Shown is a Track Type 6: DUAL Hurricane + Adj. Face Track
Alternate Configurations are Type 3 and Type 4 (see page 2)

Design and Installation Note:
Fenetex hoods are designed to mount independently from the tracks. Tracks are cut to length from floor to underside of hood. Refer to the CLEAR OPENING dimension on Bracket Detail Page for considerations where screen elements are meant to be hidden, or out of the view plane when using a hood.

Bracket Details:
1) Is a laser cut aluminum plate with formed flanges.

2) Is a painted laser cut aluminum plate bracket cover that is attached to (1) with 3/16” rivets. Painted covers are typically used with hoods on outside mount, covers are not typically used on trapped openings or cavity mount installations.

3) #10-24 s/s PEM studs in a standard pattern for motor mounts and idler bearings.

4) Fasteners for mounting bracket to building. Min (6) 1/4” Tapcon, or Lag for 2” Embedment to Substrate. Bracket should be secured by (2) fasteners in the top Flange and (2) fasteners in each back flange.

Screen Track Details:
5) Track should be cut and installed to the bottom of the bracket.

6) Type 2 track (shown).

7) Screen pre-feeder.

8) Type 5 track (shown).

9) Track Cover
Shown is a Track Type 6: DUAL Hurricane + Adj. Face Track
Alternate Configurations are Type 3 and Type 4 (see page 2)

Max Screen Heights:
Insect/Shade/Clear Weather
Combinations using Type 1 or 2 Tracks 180" 
Type 5 Hurricane Track + Type 1 or 2 Track 150"

Clear Opening is Overall Height -14.25"

Note 1: Bracket with painted end plate is used for applications with hoods only.

Note 2: For cavity mount installations only the bracket is used.

Note 3: If a screen is to be taller than above listed heights a custom cover or soffit housing will need to be supplied or fabricated by others as is typical for a built-in installation. Bracket may also need to be built out to accommodate increased roll diameter.
RETRACTABLE SCREEN MEASURING INSTRUCTIONS

Before you measure you will need:

- Site Report (Download at www.fenetex.com/sitereport)
- Measuring tape or laser (a laser is faster and more accurate than a tape)

To make the measuring and ordering process easier and error free, it is a good idea to use the Retractable Screen Work Sheet. This serves as a checklist for the information needed to place an order (Read Section 5 for details) and corresponds with the information needed for the online ordering tool. Please print copies for field use as needed.

Use the Design Guide with diagrams of the different tracks and hoods with dimensions that will need to be factored into your order.

NOTE: Screens are manufactured using two dimensions: the overall width including tracks and overall height, including hood or top of end bracket if the screen will be built-in.

All track widths, reveal desired, angle used (if any), and any other offsets needed that affect the overall width of a screen must be accounted for and included in the dimensions given with your signed screen order. Fenetex DOES NOT MAKE ADJUSTMENTS to your signed order. If you order a screen system that is 100” wide you will receive a screen system that is 100” wide measured from the outside of the tracks.
**STEP 1: MEASURE THE WIDTH**

You will typically be dealing with one of two installation types. The first is a trapped screen, where the screen will be jamb mounted between columns, typically under a header and within the opening. The second is a face mount, where the screen will be mounted on the face of the column or on a wall, over the opening. For details on design considerations for built-in installations with new construction, please see Design Guide

- **Trapped Screens:** If the screen tracks can be mounted directly to the column, measure the distance between columns. If bracketing or build-outs are required, you must deduct for this to arrive at an overall width.

  *NOTE: The amount of encroachment to the view plane is dependent on the track type used and any build-out required, see (See Design Guide for track dimensions).*

  *NOTE: Because columns are not always square, it is very important to measure width in three locations, top, middle and bottom. Order screens based on the SHORTEST dimension. You may even consider subtracting 1/8” from the shortest dimension.*

![Diagram](image)

*NOTE: Build outs for hurricane tracks must comply with requirements of the Florida Product Approval or Miami-Dade NOA.*
• **Face Mount Screens:** It is common practice to provide a 3/4” reveal between the inside track edge and the opening. The reveal sets the track back from the opening and works well to hide irregularities that may exist in the building. When measuring for Face Mount it is common to measure the daylight opening width, add for the desired reveal and add for the width of the tracks (See Design Guide for track dimensions).

_NOTE: Because columns are not always square, it is important to measure the opening at the top, middle, and bottom and order screens based on the LONGEST dimension. Be certain to add for the desired reveal and tracks on both sides._

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STEP 2: MEASURE THE HEIGHT

You will typically be dealing with one of two screen types: a built-in screen that is mounted in a cavity or a face mount screen.

• **Cavity Mount:** The overall height is measured from the floor to the top of the cavity bracket. If the floor is not at the finished height when measuring, order based on the subfloor and trim the tracks during installation.

_NOTE: It is important to measure for height on the left and right sides and order based on the TALLEST dimension._

• **Face Mount:** The overall height is measured from the floor to the top of where the hood will be. If the floor is not at the finished height when measuring, order based on the subfloor and trim the tracks during installation. In a face mount installation, the
hood is above the opening. It is typical to allow enough screen height for the hood and weight bars to be out of the view plane "daylight opening" when the screens are retracted. Refer to Design Guide to determine what size hood you will have, and what the hood allowance needs to be for the opening.

NOTE: It is important to measure for height on the left and right sides and order based on the TALLEST dimension. If the difference between the left and right is more than ¾”, we can produce the screen to match the slope.

SLOPED FLOORS

NOTE: Screens can be made to fit the slope of a floor when the slope is greater than 3/4". If this is requested, we will need the left and right height dimensions and a basic drawing. Please note that the reel will also need to be tuned for the angled screen bottom-meaning you may need to place a shim on the reel on the low side to increase the real diameter so the screen will roll up evenly.
RETRACTABLE SCREEN ORDERING INSTRUCTIONS

Certified Dealers can place orders by logging in to the online pricing tool website.

order.fenetex.com

If you are not a Certified Fenetex Dealer, please call to speak with sales representative to place your order.

In addition to these ordering instructions, you can reference a Youtube video:
https://www.youtube.com/watch?v=3zJmC1vMNk&feature=youtu.be
STEP 1: LOGGING IN
Open a browser window and go to order.fenetex.com.
Enter the user name and password provided to you by Fenetex, then click Login.

STEP 2: SELECTING ORDER TYPE
From your dashboard, select “Order Retractable Screens.”
STEP 3: COMPLETE THE ORDER OVERVIEW

Enter information in each field, noting those which are required. The information entered on this screen will pre-populate for each screen. You will enter the specific details for each screen on the next page.

Customer Name: This may be your business’ name or that of your customer (for example a builder: Best Custom Homes).

Project Name: This may be your customer’s name, or the name of the project (for example: Smith Residence).

Job No: This is assigned by Fenetex.

Job Phase: Whole job (complete units) or Split Job (produced and shipped in two phases)

Project Address: Location where screens will be installed.

Number of Screens: How many screens will be in this order.

Track Type: See Design Guide for specifics.

Track Color: See Design Guide for specifics and availability. Note: Track color will match hoods and weight bars. Note the track and housing colors do not exactly match the screen colors.

Screen Type/Color: Select the type and color of the screens. Note: As additional fabrics become available, this will be updated.

Select Operator: How the screens will be operated (motorized or manual):

- Somfy Motor: This is a basic electric motor directly wired to a wall switch. Note: all electrical works should be performed by a licensed electrician. (Does not work with remote control.)
- Somfy+RTS: This is an electric motor controlled by a hand-held remote transmitter. The motor must be wired to a power supply but a wall switch is not required.
• **Manual Gear**: this is a hand-operated crank handle that turns a gear to rotate the reel which rolls the screen up and down.

• **No Operator**

**Select Hood Option** - Refer to Design Guide for hoods sizes. Height of screen and operator type affect hood options. Click Next.

**NOTE:** If you select a DUAL style track, you will choose TWO fabric options and TWO operator options.
STEP 4: ENTER SPECIFIC INFORMATION FOR EACH SCREEN

Review Screens: Enter information specific to each screen.

Information from initial input has been used to auto-fill selection. Each screen can be individually modified as needed.

NOTE: Enter numbers as decimals. The system cannot read fractions. (Yes: 101.25, No: 101 ¼)

- **Overall Width**: This is overall system width in inches. This number MUST include the tracks.
- **Overall Height**: This is overall system height in inches. This number MUST include the hood or bracket and the weight bar.
- **Operator Location**: Left or Right, determined by looking at the front of the screen. This is relative to the screen itself, not the building.

If you need to enter additional information, click the + symbol to see the **Expanded View:**

From the Expanded view, you can modify details on each screen that were prepopulated by the Overview tool, as well as include Notes relative to each screen.

You can also select **Operator cable**: The default operator cable is “none chosen”—you will receive a 10’ pigtail with Maestria motors and a 6’ pigtail with Direct Wire Motors.

**Notes Field**: Use this section for notes to us or notes to yourself. i.e. Cut to slope. Right 120.625, left 119.625

Click Next.
STEP 5: ORDER OPTIONS

This screen allows you to order Controls (remotes, switches or cranks), Crating, Fasteners, Structural Angles & Tubes, etc.

For ordering Controls: There are four basic types: Manual Crank Handle, Wall Switch (wired), DecoFlex Switch (RTS) in 2 and 5 channels, and Handheld Remotes (RTS) in 1, 4 and 16 channels.

- **Manual Crank Handle**: Standard is 48”, though longer options are available, for use with manual gear.
- **Wall Switch**: This is a standard one channel hard wired switch with wall paddle, for use with Direct Wire motor.
- **DecoFlex Switch (RTS)**: This is a 5-channel remote control for RTS motors. It can be wall mounted or handheld, for use with Maestria motor.
- **Handheld Remote**: Handheld remotes come in 1-channel, 4-channel and 16-channel options, for use with Maestria motor.

Various angle, tubes and fasteners can be used for installations, see Design Guide and Installation Instructions for details.

When done entering options, click Shipping.
STEP 6: SHIPPING

It is critically important that you enter accurate information on this screen to get a complete and accurate shipping quote. If the information entered on this screen is incomplete or inaccurate, additional shipping charges will be applied later.

Note: Your business address will pre-populate in the address fields. If you would like delivery to another address, please update it here.

- **Type of Delivery**: Commercial or Residential. **NOTE**: Residential freight deliveries are subject to surcharge and delay to schedule appointments. Consider collecting your screens at a nearby freight terminal as an option.

- **Phases**: Whole Shipment or Split Shipment (for Phase 1/Phase 2 orders, will result in two separate shipments and two separate shipping charges).

- **Shipping Zone**: Select from drop down list.

**NOTE**: We gather shipping information from here but will calculate shipping charges for you separately. Shipping charges will appear once you are invoiced.

**NOTE**: If the information entered on this screen is incomplete or inaccurate, additional shipping charges will be applied later.

When done, click Review Order.
STEP 7: REVIEW ORDER

On this screen, you can review your entire order for accuracy or go back to make corrections as necessary.

At the top of this screen, you’ll also see a drop-down menu to enable you to price the order at different mark-ups for your customer, if you wish.

When you are done reviewing your order, click “Save Order.”

You can click “Download” to save a copy of the order to as a PDF.

There is also “Print Preview” option for printing a copy.

Click the “Submit for Invoicing” button to send your order in for processing. Shortly after sending the order in, you will be contacted by telephone for an order review to confirm details before invoicing.
YOUR DASHBOARD:

On your dashboard, you can view your previous orders by clicking “View Existing Order.”

This will show a list of all orders you've entered into the system.

<table>
<thead>
<tr>
<th>Order</th>
<th>Date</th>
<th>Dealer</th>
<th>JobNo</th>
<th>Status</th>
<th>JobName</th>
<th>Product Design</th>
<th>Screen Size</th>
<th># Screens</th>
<th>Customer Name</th>
<th>Job Name</th>
<th>Tools</th>
</tr>
</thead>
<tbody>
<tr>
<td>8943</td>
<td>01/16/19</td>
<td>Fenetex</td>
<td>8943</td>
<td>Red</td>
<td>Whole Job</td>
<td>Retractable Screen 12</td>
<td>1 - 45 Amb Tools</td>
<td>2</td>
<td>Joe Smith</td>
<td>AOE Window Covering</td>
<td></td>
</tr>
</tbody>
</table>

Status of jobs will appear as red or green. RED means an order has been Saved (but not submitted). GREEN means the order has been submitted for invoicing.

If you have previously SAVED an order, you can go back in and modify it to submit the order when you are ready. To modify a saved order, simply click edit button.

This will bring you back to the beginning of the process, where you can modify any previously entered information.

Video tutorial: [https://www.youtube.com/watch?v=3zLmC1vMNk&feature=youtu.be](https://www.youtube.com/watch?v=3zLmC1vMNk&feature=youtu.be)

If you need support, contact susan@fenetex.com.

Last updated: 3/6/19
FENETEX INSTALLATION INSTRUCTIONS

Before you begin installation read these instructions and watch our videos on YouTube. Search “Fenetex Installation”. Note: Fenetex does not supply mounting hardware or tools. In addition to common construction and installation tools have on hand the following:

- Self-leveling laser (pulse laser w/daylight receiver) to level brackets
- Quality 6’ bubble level to check that tracks are plumb
- Drill with 3/16” drill bit for rivets (roll form hoods only)
- Hand-held pop-rivet setting tool for 3/16” rivets (roll form hoods only)
- Chop saw with aluminum cutting blade for track trimming
- 300 grit sandpaper or fine emery cloth for deburring

1. Set a reference line. When arriving at jobsite, set up your laser level and shoot a level line across the openings at a convenient working height and mark these lines on the columns. These will be your reference lines for leveling the hoods. DO NOT USE A BUBBLE LEVEL TO LEVEL HOODS THEY ARE NOT ACCURATE ENOUGH TO LEVEL WIDE OPENINGS AND CAUSE A LOT OF PROBLEMS—TRUST US ON THIS PLEASE.

2. Unboxing the screens. The tubes are marked by the opening number, screen 1, 2, 3, etc. The metal components are in the 10” tube, the screens are in the 5” tube. Instructions, remotes and any options ordered will always be in the tube labeled “Screen 1” and on the side marked “SMALL PARTS INSIDE”. Remove the contents of the tube and set parts aside in an organized manner to prepare for installation. Next, remove the reel from the hood. This is done simply by releasing the motor end and pushing towards the idler end. The idler has a spring and will compress to allow reel removal. Later you will reverse this step to install the reel to the mounted hood.

3. Assemble the hood (skip if you have extruded hoods). For roll form hoods attach left and right end brackets to hood using rivets attached to the flanges. Use 2 supplied pop-rivets on each bracket Note: Painted covers are installed on end brackets only if hoods are ordered. Note: Painted covers should be removed from trapped openings.

4. Prepare the hood for installation. Drill holes as needed for fasteners, hoods should be fastened to substrate every 24” and at least two fasteners driven through the flange of the end cap and into the substrate. We recommend that end caps be secured to substrate through two points, back and top. At this time pay attention to how electrical wires will be routed and drill as needed for wire runs. Be sure to follow local electrical codes for your installations.

5. Hanging the hood. If you do not have a laser level do not proceed with this step. Mark the height where the top of the installed hood will be mounted- this will correspond to the height of the screen that was ordered. Pay attention to the hoods orientation to the opening, most hoods are centered but yours may be different depending on how it was ordered. To hang the hood you’ll need a helper.
to hold one hood end up roughly level with the opposite side that your working on. Align the height mark with the hood top and drive a fastener through the flange and into the wall – this will hold one hood end to the wall while level is found.

Measure from the bottom of the end cap to the laser reference line on the first column, note this dimension and now working with the unfastened side secure it to the same dimension as the first by using the laser reference line on the second column. Double check the dimensions and adjust if needed, when the heights are even to reference line secure the remaining fasteners. **Note: If you have followed these steps and used a laser as we describe, the hood will be level and you will have eliminated most of the installation problems people have. If you have not followed these steps and have used a bubble level, be prepared for call backs to fix screens that do not operate properly and possibly having to reinstall the screen with the proper tools.**

6. **Installing the reel.** Reverse the procedure of step 2 and install the reel into the hood or brackets. The outer reel and stub axles have been factory positioned but may need to be adjusted if they are not centered. Confirm the outer reel is centered between the tracks and the spring idler is compressed against the idler bearing. Correct any off-center issues before proceeding. If the real is not centered one side of the reel will lift faster than the other.

7. **Connect the motor to power.** Now is a good time to connect the motor to power, only power one motor at a time and be sure your wiring follows local building codes. Be sure to add a loop to wire in the housing so that rain water does not drain into motor, water damage is not covered by the warranty. Your motor is not programmed, READ THE ATTACHED MOTOR PROGRAMMING INSTRUCTIONS BEFORE PROCEEDING. Check the motor operation and make sure the motor is turning in the correct direction - in the UP direction the reel should roll towards you from the top. If this is not what you see reverse the motor direction. Set upper and lower limits that give only a couple of revolutions to the motor. You can estimate that one revolution equals 12” of screen travel, the limit settings will be adjusted once you hang the screen. Push the DOWN button to move to lower limit setting before installing the screen. **Note: Your motor has been tested by Fenetex prior to shipping. We test torque, limits, and obstacle detection function then factory reset motor.**

8. **Installing the screen.** Remove the screen from the small tube and unroll. There is a tag on the screen, the tag is on the TOP RIGHT corner of the screen, use this a reference for installing. Do not remove this tag, it contains the information needed to remake the screen should that be necessary. The screen waterfalls from the back of the reel into the tracks. Be sure to install the screen from the back. There are two ways to install the screen, you can slide the screen’s top keder into the reel using the small gap groove or push the top keder into the larger gap groove as if it were screen spline. Install the screen on the reel and center it. Visually confirm that the screen is centered and that the outer reel is centered between the end caps. This is important so adjust if necessary. Now push the UP button, the reel will roll to the upper limit. At this point you can further adjust the upper limit to 3” below the hood. Adjust the lower limit to 12” off the floor then move screen to waist height to install the weight bar.
9. **Installing the weight bar.** Slide the weight bar onto the bottom keder, locate the two weight bar guides and screw the screen flag to the guides using supplied screws. The guides slip into each end of the weight bar. You will secure the guides to the weight bar with the supplied screws in a later step after the tracks are installed and adjusted. Push the UP button on the remote and return the screen to the upper limit before proceeding to installing the side tracks. **NOTE:** *If the weight bar touches the floor during programing the obstacle detection will engage and will stop the motor* - *this is not a lower limit setting. You must press the UP button before the motor will go down, then set the lower limit 12” above the floor. You will adjust the final limits once the side tracks are installed.*

10. **Installing side tracks.** Prepare the side tracks for installation by drilling holes for fasteners where needed on 24” centers. The top of the track should be just below the hood, trim track to length if needed from the bottom. The goal here is to finish this step with the tracks parallel to each other and perpendicular to a level hood. The tracks must be plumb and aligned to the outside edges of the hood or brackets. To accomplish this quickly, secure a top fastener to pin the track in place, then using a 6’ plate level, extend the level to the maximum length allowable for the height and adjust until plumb, then secure the track with remaining fasteners. Repeat for the opposite side.

   For an insect, shade or clear screen using an adjustable track, remove inner channel and mount outer channel to structure. Install inner track with included self-drilling screws using the depth guide as a gauge. **Notes:** 1) *Tracks are mated pairs and not interchangeable, 2) Take care to install self-drilling screws straight. You can optionally drill and tap these holes or drill a pilot hole for self-drilling screw.*

   For Hurricane screens, install side tracks per Product Approval or NOA engineering documents for your local building code. For Dual Screens Install hurricane screen or roll shutter first then install insect screen. A dual system may be installed with a double bracket or two independent brackets depending on how screens were ordered. Tracks snap together for fastener free attachment.

11. **Setting the screens into the tracks.** Use the motor to place screen at upper limit, lift the weight bar and gently set screen into the screen groove of the track on the left and right sides. This should not be forced. If you are forcing the screen, something is wrong, and you need to review your previous steps and find the problem before continuing.

12. **Adjusting the Screens.** Check screen tension at gauged depth setting, the screen should move freely without wrinkles. If you have diagonal wrinkles, your reel is not level, this cannot be adjusted out, you must relevel the hood or brackets. If required, adjust the self-drilling screws to increase or decrease screen tension. The correct adjustment is enough tension so the screen is flat but not so much that the screen binds. For Hurricane screens the tracks can be adjusted by easing off the mounting fasteners and positioning as required for smooth operation. For Vinyl screens pay attention to the temperature. Vinyl shrinks in cold weather so the tension may need to be eased to its maximum to maintain operation.
For Hurricane screens, there is only a small amount of adjustment possible. The proper fit of a hurricane screen will be a “soft” fit and be a little loose. These are the properties that make the hurricane screen capable of withstanding missile impacts.

Once the screens have been adjusted, you are ready to set the weight bar guides.

13. Setting weight bar guides. Center the weight bar between the tracks. Using the tip of a screwdriver gently push the guide out of the weight bar so that it makes contact with the inner screen track. Now move the weight bar back and forth a few times to add some tolerance between the parts and secure the guide with the supplied screw. Repeat for the opposite side. The goal here is to have a snug fit that only allows the weight bar to move side to side a small amount, this provides just enough clearance so the weight bar doesn't bind while going up and down.

14. Final motor limit settings. The weight bar lower limit should be set so the screen sits just off the ground, this will give the best appearance to the screen. An easy way to do this is to put a pencil under each side of the screen and set your lower limits to the pencil - when the pencil is removed the screen will be properly tensioned. The upper limit should be set so the top of the weight bar is just inside the hood so that you don't see any of the fabric. Finish programming motor by setting the remote to user mode. Cycle the screen several times to confirm operation. Install hood cover and secure hood cover with screw or rivet to bottom flange of bracket.

15. Finishing the installation. Thank you for reading and following the directions. We hope that by doing so your installation will remain trouble free for you and the new owner for a very long time. Please see the Job Completion Checklist as a reference for how Fenetex recommends closing out the project.

WARNING: DO NOT USE ANY TYPE OF OIL BASED LUBRICANT ON THE SCREEN. IF YOU DO YOU MUST CLEAN THE SCREEN AND TRACKS WITH SUBSTANTIAL AMOUNTS OF ELECTRICAL CONTACT CLEANER TO DEGREASE. OIL BASED LUBRICANTS ATTRACT DIRT AND DUST AND WILL CAUSE SCREENS TO STICK

TROUBLE SHOOTING

Problem: Screen rolls up unevenly - Screen is likely out of level- see step 5.

Problem: Screen still rolls up unevenly- Place a shim between the screen and reel on the low side.

Problem: Screen still rolls up unevenly- Reel is not centered between brackets- see step 6.

Problem: Weight bar is shifted to one side – see step 13.

Problem: Motor does not respond to remote. Your motor was not reset by us correctly and is programmed to a different remote or the motor has gone bad. Call Somfy tech support (800) 227-6639. Explain the issue and they can take you through the steps to confirm if this a motor issue or programming/remote issue.
Problem: The location is windy and screens stick going down- weight can be added to weight bar cavity, however screen may need human assistance to lower in very windy locations. Screens with obstacle detection will stop the motor when this occurs. To restart a stopped screen, push up button then down button on remote.
TERMS AND CONDITIONS AGREEMENT

PLEASE READ THIS DOCUMENT CAREFULLY! IT CONTAINS IMPORTANT INFORMATION ABOUT YOUR RIGHTS AND OBLIGATIONS AS WELL AS LIMITATIONS AND EXCLUSIONS THAT APPLY TO YOU.

TERMS AND CONDITIONS AGREEMENT (“AGREEMENT”) THIS AGREEMENT CONTAINS THE LIMITED WARRANTY AND TERMS AND CONDITIONS THAT APPLY TO CUSTOMER’S ORDER OF PRODUCTS AND ACCESSORIES PURCHASED DIRECTLY FROM FENETEX CORPORATION, A FLORIDA CORPORATION HAVING OFFICES AT 278 TALLEYRAND AVENUE, JACKSONVILLE, FL 32202 (THE “COMPANY”). THE TERM “PRODUCT(S)” MEANS THE COMPANY PRODUCT(S) AND ACCESSORIES DESCRIBED IN YOUR ORDER OR INVOICE. THE WORDS “ORDER” AND “INVOICE” SHALL BE USED INTERCHANGEABLY IN THE AGREEMENT, AND COMPANY WILL PROVIDE YOU WITH EITHER AN INVOICE OR AN ORDER. YOU AGREE THAT THIS AGREEMENT APPLIES TO YOUR PURCHASE OF THE PRODUCTS AND ACCESSORIES. TERMS “CUSTOMER” AND “YOU” ARE USED INTERCHANGEABLY.

1. Placement of Orders. The Company shall only accept written Orders containing a signature or approval of the authorized person. Customer may place the Order online, by fax, email or by completing an order form. The Company shall not accept any telephone or verbal Orders.

2. Quotations and Prices. Prices and configurations advertised are subject to change without notice or obligation prior to acceptance of Customer’s Order. Prices advertised do not include shipping and handling, or applicable sales taxes unless specifically listed, and these may be added to the price you pay. Any existing or new taxes or fees charged by any governmental authority will be added to your invoice. The Customer acknowledges and agrees that the online portal contains the most up to date price information. Customer further agrees that written quotes automatically expire sixty (60) calendar days from the date issued and are subject to termination by notice within that period.

3. Order Changes. Customer agrees that Company will accept Order changes ONLY prior to commencement of production. Customer agrees to submit all Order changes using the Change Order Form, located on the Company’s website. Customer further agrees that any and all Order changes will result in additional fees. Customer shall pay the additional fees prior to commencement of production.

4. Rush Orders. Company reserves the right to reject any and all rush Orders. Company will accommodate rush orders at its discretion and will not guarantee a time of delivery. Upon placement of a rush order, Customer shall make a full payment for the Order, along with any additional fees, including but not limited to a nonrefundable Rush Order Placement Fee.

5. Inspection of Product Upon Receipt. Customer must examine the Products and Accessories when Customer receives them. If any item is damaged or missing, Customer must notify the Company within three (3) days from the date of delivery by written documentation. Shipping damage or shortages must be noted on the Delivery Receipt and carrier notified. Claims for shipping damage must be made by Customer to carrier.
6. **Payment Terms.** Customer shall pay a deposit to Company at the time of placement of any Order. Customer understands and acknowledges that payment of the deposit, along with a proper approval as described in Section 1 above, will create a production number, queue position, and will initiate production of order. Company shall not commence production without the payment of deposit. Customer shall make any progress payments and the final payment prior to shipment of the Order. If in Company's opinion the financial condition of the Customer at any time does not justify continuance of production or shipment on the terms of payment specified, Company may require full payment in advance. All payments shall be in United States Dollars unless otherwise specified and agreed to by the Company, and must be in the form of check, money order, cashier's check, wire, Visa, MasterCard, or American Express.

7. **Taxes.** The amount of the present or future sales, revenue, excise, or other taxes applicable to the Order products listed on the invoice or purchase receipt shall be added to the purchase price and shall be paid by the Customer, or in lieu thereof, the Customer shall provide Company with a tax exemption certificate acceptable to the taxing authorities of any relevant jurisdiction.

8. **Cancellation.** Customer agrees that once an Order is placed, said Order may be cancelled for a full refund ONLY with Company consent, if production has not commenced, and no non-standard third-party components were ordered by the Company. The Customer further agrees, that if production has not begun, but non-standard third-party components have been ordered, the Customer may cancel the Order and receive a refund minus: (1) 15% restocking fee for standard components, including but not limited to remotes, motors and brackets; and (2) full cost for custom made components, which include but are not limited to hoods, painting, and non-standard fabrics. Notwithstanding the foregoing, the Company reserves the right to reject any Order cancellation.

9. **Exceptions:** If Company is asked to manufacture and/or deliver materials for/to job site that have not been paid in full, payment will be secured against the property pursuant to local construction lien laws. In this scenario, along with the order, Company requires a copy of the Notice of Commencement so that a Notice to Owner can be filed.

10. **Shipment.** Company reserves the right to choose the method and route of shipment, unless the Customer supplies explicit instructions. Shipment quotes are to commercial locations unless specified otherwise. Residential deliveries are subject to surcharge. All shipments are insured at the Customer's expense and made at the Customer's risk. The Company will arrange to ship the Products and Accessories to Customer's address. Title to the Products and Accessories passes to Customer upon delivery to the carrier and risk of loss passes to Customer upon delivery. The costs of shipping and handling will be shown on Customer's invoice. The Company will inform Customer of estimated shipment dates, but it shall not be responsible for delays in delivery due to events beyond its control, including shortage of materials, labor strikes, transportation failures, or acts of God. The Company shall not be liable for loss or damage of any kind resulting from delay or inability to deliver on the estimated delivery date. All shipping fees and associated costs are nonrefundable.

11. **Split Orders/Multiple Shipments.** Company at the Customer's request may split an Order for retractable screens into two shipments: 1. vertical components; and 2. screens and horizontal components. If the Customer requests a split Order, the Customer shall pay a deposit upon placement of the Order, the remaining balance of the payment shall be paid before production of the screens and horizontal components will commence. Company will not commence production of the second part of the Order until dimensions are provided by Customer in writing. Customer agrees that if the dimensions provided change the Order, Customer shall be responsible for all
additional fees prior to commencement of production. Customer agrees to pay two nonrefundable shipping charges.

12. **NSF Checks.** Customer shall be responsible for a minimum fee of $35 for any returned check, or credit card transaction, in addition to any and all charges or fees incurred by the Company as a result of depositing or redepositing an NSF check.

13. **Trademarks.** Company is the sole and exclusive owner of the name **Fenetex** and any and all **Fenetex** trademarks, trade names, trade logos, patents, and trade dress appearing on, attached to or described in or on the Screens, Company web site, or Company marketing materials and the Customer acquires no rights to those trademarks.

14. **Copyrights.** Company is the sole and exclusive owner of all images and/documents appearing on, attached to or described in or on Company web site, or Company printed or electronic materials and the Customer acquires no rights to those items.

15. **Limited Money Back Guarantee: NEW NOT CUSTOM MADE Products and Accessories ONLY**

   (a) The Company offers a limited money back guarantee for **fifteen (15) days** on NEW NOT CUSTOM MADE Products and Accessories ONLY. The limited money back guarantee is not available on Products and Accessories custom made for the Customer. TO RECEIVE A REFUND UNDER THE LIMITED MONEY BACK GUARANTEE, CUSTOMER MUST NOTIFY THE COMPANY OF CUSTOMER'S DESIRE TO RETURN THE PRODUCT AND ACCESSORIES WITHIN FIFTEEN (15) DAYS, AS APPLICABLE, FROM THE DATE YOU RECEIVED YOUR PRODUCT. CUSTOMER MUST ALSO RETURN THE PRODUCT AND ALL ACCESSORIES TO THE COMPANY'S DESIGNATED ADDRESS WITHIN FIVE (5) DAYS AFTER CUSTOMER RECEIVES A RETURN MERCHANDISE AUTHORIZATION (RMA) AND OTHERWISE FOLLOW THE PROCEDURES SET FORTH IN THIS SECTION 14.

   (b) Under this Limited Money Back Guarantee, if the Customer wishes a money return in lieu of potential product replacement, and the Customer qualifies under the above listed conditions, the Company will refund the original purchase price of the Products, Accessories, and applicable sales taxes, MINUS A 15% RESTOCKING FEE. SHIPPING, HANDLING, INSURANCE FEES (INCLUDING APPLICABLE SALES TAXES) THAT CUSTOMER PAID WHEN CUSTOMER BOUGHT THE PRODUCTS AND ACCESSORIES ARE NOT REFUNDABLE, AND WILL BE DEDUCTED FROM CUSTOMER'S REFUND.

   (c) Contact the Company's client support personnel with your Order number. Company will provide a Return Authorization, which will authorize the return of your Products and/or Accessories, and provide other instructions and requirements.

   (d) Ship the Products and/or Accessories to the appropriate addresses pursuant to the instructions received from Company, using the original boxes and packing material if appropriate. Write the order number in large, clear characters on the outside of each box you ship. You must include a copy of your packing slip or invoice with the returned Products and Accessories to establish proof of purchase. You must also return all components and manuals if any supplied with the Products and Accessories. YOU ARE RESPONSIBLE FOR THE PRODUCTS AND ACCESSORIES UNTIL THE COMPANY RECEIVES THEM, AND YOU ARE RESPONSIBLE FOR ALL SHIPPING, HANDLING,
AND INSURANCE CHARGES. ANY OF THESE CHARGES PAID BY THE COMPANY WILL BE DEDUCTED FROM YOUR REFUND.

(e) The returned Products and Accessories must be in the same condition as you received them.

(f) Customer shall allow a reasonable period of time for the Products and/or Accessories to arrive at the Company's location. The Company will inspect the Products and/or Accessories and, after they are accepted, process customer's refund within **fifteen (15) business days**. The Company will notify Customer if Products and/or Accessories are not accepted.

(g) THE LIMITED MONEY BACK GUARANTEE IS NOT A WARRANTY. THE COMPANY MAY CHANGE OR CANCEL IT AT ANY TIME BEFORE ACCEPTING CUSTOMER'S ORDER.

(h) The limited money back guarantee for international Customers is the same as for Customers within the United States. Please call the Company's customer support personnel to exercise the limited money back guarantee. In all cases, the Company will not be responsible for any shipping and handling charges to and from the Company, or paying or refunding customs fees, taxes or Value Added Taxes (VAT) that may be due.

16. **No Installation or Maintenance Services.** The Company will not provide any installation or maintenance services for any Products or Accessories as part of this Agreement. The Company, at the Customer’s request, may assist in identifying appropriate third parties to assist in installation. Any such assistance shall not be considered a recommendation or other warranty of the installer and any third party shall not be deemed an employee or contractor of the Company. Any and all installation, whether by the Customer independent of the Company, or by assistance of the Company in identifying third party installers, shall be the sole responsibility of the Customer for approval, supervision and completion of work. Company does not warrant any installation or maintenance services by third parties.

17. **Governing Law, Venue, Attorneys’ Fees.** This Agreement is governed by the laws of the State of Florida, without giving effect to conflicts of law rules. Any litigation arising out of this Agreement shall be held in Duval County, Florida. The prevailing party under this Agreement or dispute regarding alleged breach, default, claims or misrepresentation arising out of this Agreement, whether, or not lawsuit or other proceeding is filed, the prevailing party shall be entitled to recover its reasonable attorneys’ fees and costs, whether incurred before suit, during suit, or at the appellate level. The prevailing party shall also be entitled to recover any attorneys’ fees and costs incurred in litigating the entitlement to attorneys’ fees and costs, as well as in determining or quantifying the amount of attorneys’ fees and costs due to it.

18. **Arbitration and Dispute Resolution.** Both parties shall make a good faith attempt to resolve any dispute through negotiation. If negotiation fails to reach a resolution within seven (7) business days, the Company may choose to either initiate arbitration proceedings in accordance with this Section 17 or to initiate court proceedings in accordance with Section 16. If the Customer initiates court proceedings after the same seven (7) days, the Company retains the right to petition the Court for a stay in proceedings pending the Company's decision to enforce this Section 17. If the Company so chooses, all disputes, controversies and claims of any kind arising out of or relating to this Agreement or the rights and obligations of the parties shall be settled through arbitration, in accordance with American Arbitration Association rules and regulations in Duval County, Florida. The arbitrators shall award to the prevailing party, if any, as
determined by the arbitrators, all of its costs and fees. “Costs and fees” shall mean all reasonable pre-award expenses of the arbitration, including the arbitrators' fees, administrative fees, travel expenses, out-of-pocket expenses, including but not limited to copying and telephone, court costs, witness fees, and attorneys' fees. Said arbitration shall be binding and final. Company shall have the unilateral right to enforce any arbitration decision through court intervention.

19. Compliance with Laws and Regulations. Customer must comply with all applicable export laws and regulations of the United States and other applicable countries if Customer exports the Products and/or Accessories outside the United States.

20. Severability. If any provision contained in this Agreement is or becomes invalid, illegal, or unenforceable in whole or in part, such invalidity, illegality, or unenforceability shall not affect the remaining provisions and portions of this Agreement.

21. General. Customer may not assign this Agreement without the Company's prior written consent. The Company and its affiliates are intended beneficiaries of this Agreement. In case of any inconsistency between this Agreement and any other agreement, included with or relating to your Product, this Agreement shall take precedence.

22. NO EXPRESS WARRANTIES AND NO IMPLIED WARRANTIES WHETHER OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR USE, OR OTHERWISE (EXCEPT AS TO TITLE), OTHER THAN THOSE EXPRESSLY SET FORTH BELOW WHICH ARE MADE EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, SHALL APPLY TO PRODUCTS SOLD BY COMPANY, AND NO WAIVER, ALTERATION, OR MODIFICATION OF THE FOREGOING CONDITIONS SHALL BE VALID UNLESS MADE IN WRITING AND SIGNED BY THE PRESIDENT OR A VICE PRESIDENT OF COMPANY.
LIMITED WARRANTY; DISCLAIMER OF WARRANTIES

(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 ORAL 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 NONTRANSFERABLE.

(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

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(g) NORMAL USE AND SERVICE shall exclude:
(i) DAMAGE CAUSED BY FAILURE TO PROVIDE A SUITABLE INSTALLATION OR OPERATING ENVIRONMENT FOR THE PRODUCTS AND/OR ACCESSORIES;
(ii) DAMAGE DURING SHIPMENT
(iii) DAMAGE CAUSED BY IMPACT WITH OTHER OBJECTS, DROPPING, FALLS, SPILLED LIQUIDS, OR IMERSION IN LIQUIDS;
(iv) DAMAGE CAUSED BY FIRE, FLOOD, WIND, EARTHQUAKE, OR LIGHTENING;
(v) DAMAGE CAUSED BY UNAUTHORIZED ATTACHMENTS, ALTERATIONS, MODIFICATIONS OR FOREIGN OBJECTS;
(vi) DAMAGE CAUSED BY ACCESSORIES;
(vii) DAMAGE CAUSED BY THE USE OF THE PRODUCTS OR ACCESSORIES FOR PURPOSES OTHER THAN THOSE FOR WHICH THEY ARE CUSTOMARILY USED;
(viii) DAMAGE CAUSED BY IMPROPER INSTALLATION OR MAINTENANCE;
(ix) DAMAGE CAUSED BY ANY OTHER ABUSE, MISUSE, MISHANDLING, OR MISAPPLICATION;
(x) 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 WARRANT 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 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 Products 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 IN BOLD FACE TYPE 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 STATE IN PARAGRAPH (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.

(o) The limited warranty is the same for clients who are located outside of the United States, except as stated in this paragraph (n). THE COMPANY IS NOT RESPONSIBLE FOR ANY CUSTOMS FEES, TAXES, OR V.A.T. THAT MAY BE DUE. CUSTOMER SHALL BE RESPONSIBLE FOR THESE CHARGES, EVEN IF THE CUSTOMER REFUSES DELIVERY OF THE PRODUCT(S).