



**MaestroShield** is successfully founded on the three stars of:

- ★ **Quality**
- ★ **Price**
- ★ **Delivery**

We are proud to be one of the most rapidly growing suppliers of exterior screen and shade, interior shade, hurricane protection, security shutters, electronics and tubular motors. MaestroShield is a well-established innovative design, engineering, manufacturing and supply company. All of our products are designed and developed in-house by both Swedish and American

engineers using only the highest quality materials. Quality assurance is the hallmark of our manufacturing philosophy. All of our aluminum extrusion, castings, motor and electronic manufacturing facilities follow ISO 9001 standards.

Our aluminum factory produces more than 200,000 metric tons of extrusion per year and our tubular motor factory produces over one million UL and CE motors annually.

MaestroShield® participates with the following associations: the Aluminum Association of Florida, the International Hurricane Protection Association with our structural

certification held through the National Accreditation and Management Institute (NAMI). Our products have been rigorously tested by the Miami Dade Building Code, The Florida Building Code and the Texas Department of Insurance.

Our commitment to engineering excellence and production is surpassed only by our commitment to complete customer satisfaction. Our International network of dealers is supported with quick and accurate in-house engineering, sales and marketing support and a full range of training.



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**MaestroShield®**, is a Swedish based international company that was formed to develop, produce and distribute high-quality, innovative window protection and shading systems for global markets. The MaestroShield™ family of window safety, security, and shading products has been engineered to exceed the highest certification standards required. Our commitment to engineering excellence is surpassed only by a commitment to complete customer satisfaction. Quality, Price and Delivery drive our operations and have made us a reliable entity in our industry that is “known for quality.”.

MaestroShield’s dealer-based business-to-business platform is supported by quick and accurate in-house engineering, technical support, full-range training services, and exceptional customer service.

MaestroShield products reflect quality from inception to full production and are stamped with approvals from the most rigorous regulatory agencies. We operate under ISO 9001 Quality System guidelines and offer our customers outstanding warranties, service and the most reliable supply of an ever-growing and innovative line up of products

MaestroShield® brings to the market easy-to-install, quality products at very reasonable prices. Continuous improvement of our products, enhances the versatility & diversity of our product lines and ensures our customers have the “best-in-class.”.

### Roll-Down Aluminum Shutters

MaestroShield® Aluminum Shutters has passed the Florida Building Code (FL7873-R9), Miami-Dade County (NOA # 17 -0206.12) Together with our NAMI Certification, and our Quality Management System, MaestroShield® is dedication to the highest of Quality standards.

PCT Patent pending in 110 countries, MaestroShield® guarantees long-term Protection Like No Other™. Available as separate pieces, and/or parts and as custom-made complete shutter systems, MaestroShield® Roll down Aluminum Shutter systems have been designed to fit every opening. We can also provide custom aluminum extrusions that are engineered to fit your specific, unique, requirements.

### Exterior Screening

MaestroShield’s Screens provides complete solutions to meet the challenges of controlling light, heat, insects and inclement weather. As an ODM (original design manufacturer), we are unique to the industry for: major shading and screen components; from motors to side-tracks, bottom bars, hoods and electronics. By doing this, we supply our Dealers and customers with the complete package: innovative design and engineered quality products, competitively-priced, with controlled delivery, outstanding

customer service, industry leading warranties, and a network of dealers ready to service your every need.

In order to match the elegance of your exterior, there are a wide range of choices from leading fabric manufacturers that are compatible with our Elements Screens, including an exclusive clear vinyl.

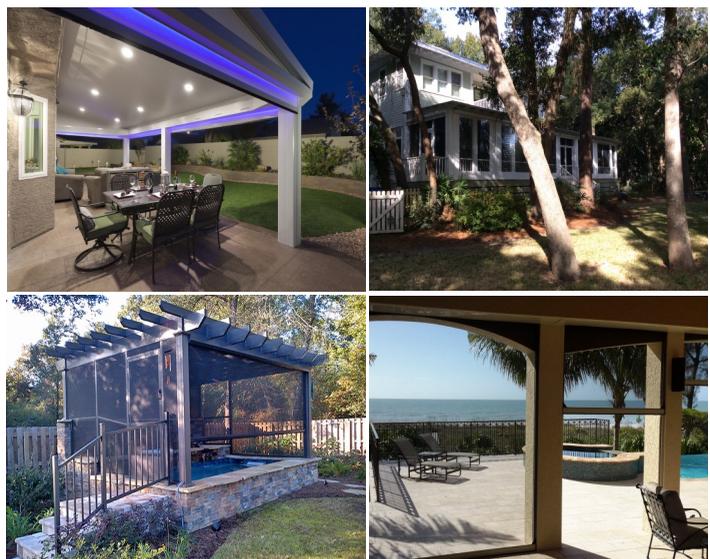
### Interior Shading

Motorized-shading accessories have, historically been plagued with bad design, poor quality or difficult installations. MaestroShield® understood the need to develop a better product. We brought together industry expert designers, installers, dealers and customers to discuss their concerns with motorized shading systems. Our engineers got to work creating innovative solutions that will change the way you think about interior shading.

### Motors and Electronics

The ability to provide the market with a better, quality-driven tubular motor with increased reliability at a lower total cost goes back to the dedication of the engineers behind the product. The enhanced performance of the MaestroShield Brand Tubular Motor goes beyond anything else available in the market that achieves a balance between power and life cycle that is truly “Like No Other.” Based upon lifecycle and capacity tests, MaestroShield tubular motors carry a (5\*) \*five-year replacement warranty, DC motors carry (2) two-year replacement warranty, Lithium battery motors carry (1) one-year replacement warranty, after the product registration card is submitted and beginning on the sale date to the Dealer.

MaestroShield Electronic accessories have been developed according to the same high-quality standards and protocols, and are the most reliable products on the market, tested by a industry driven cross-section of companies.



### Continuous Improvement

MaestroShield strongly believes in continuous improvement and growth. Dedication to Quality, Price and Delivery, bundled with Dealer-training, Technical Support, & readily available inventory will continue to move MaestroShield's place forward to a new level in the Hurricane and Security Protection, Exterior Screening, Interior Shading and Tubular Motors and Electronics industries.

### Order Cancellation Policy

Orders may be cancelled within 24 hours of placement and receipt of signed purchase order provided that the items have not already been shipped. For order cancellations after this period, MaestroShield reserves the right to charge a 20% order cancellation fee. Orders which are refused at delivery will be assessed a restocking fee in addition to any shipment costs that have resulted in either direction. No credit will be issued, except in exchange for other merchandise. Orders for custom products or those that require special handling are non-cancellable.

## WARRANTY RETURNS

### GENERAL RETURN & EXCHANGE POLICY

All items for warranty consideration must have active product registration with serial number on file, and must obtain a RMA# (return-material-authorization-number) from MaestroShield®. RMA should be marked on outer package, before returning. Items received without an RMA number will not be considered for warranty return, or replacement. Returns are subject to MaestroShield's acceptance, and a restocking charge of 20% of invoiced value will apply on all returned items. Items approved for return must be returned in appropriate packaging, freight prepaid and accompanied by a copy of the original invoice. Items that arrived damaged or cannot be returned to stock will not receive credit. Exchanges of merchandise will be allowed providing all conditions outlined in Warranty Statement and Return Policy have been met. Any remaining dollar balance left unused after the exchange, or return, will be issued as an open credit on the account for future use. All exchanged product will carry the remainder warranty of originally purchased and replaced product. Extended warranties can be customized and procured through customer service at 1-239-596-8883.

### SCREEN RETURN POLICY

Sale of ALL custom-made orders are final and are limited to repair or replacement (at our sole option) of included parts of the screen found to be defective under this Warranty Statement. In no event shall MaestroShield be liable for damages of any type, including, but not limited to: economic loss; or any indirect, punitive, special, incidental, or consequential damages of any type, including, but not limited to, time, wages or lost profits, of any nature or kind, or for damages to or loss of property, whether caused by negligence or otherwise.



### GENERAL WARRANTY IMPLICATIONS and LIMITATIONS

Warranties do not cover any damage to MaestroShield® products that result from improper installation, accident, abuse, misuse, natural disaster, severe weather conditions, insufficient or excessive electrical supply, abnormal mechanical or environmental conditions, lightning or any unauthorized disassembly, repair or modification. Warranties do not apply to any product on which the original identification information has been altered, obliterated or removed, has not been handled or packaged correctly, has been sold second hand or has been sold contrary to the United States export regulations without consent from MaestroShield®.

### PLACING A CLAIM

To place a warranty claim, contact MaestroShield Customer Service at +1 (239) 596-8883 or toll free (866) 549-0269. All defective materials must be returned for evaluation within 30 days of replacement or dealer will be billed for replacement.

## WARRANTY STATEMENT

Should there be evidence of a potential warranty issue within the specified warranty period, MaestroShield® will follow its standard policy to ensure that a new product is sent to the MaestroShield® Dealer who originally purchased the product, and has registered the warranty through the return product card system. The defective part must be returned to MaestroShield® for evaluation within 30 days of the warranty replacement. Should more than 30 days elapse or should the product evaluation prove the malfunctioning of the product was the result of any aforementioned items, the Dealer will be notified of the point of failure and subsequently charged the cost of the replacement part.

**Smart Controllers, Solar Panels, Lithium Battery Motors, LED Drivers, LED Lights, LED Receivers are covered by a maximum 1-year replacement warranty.**

**Electronics are covered by a full 2-year replacement warranty.**

**Components (listed) are covered by a full 2-year replacement warranty:** all DC motors without lithium batteries, manual gears; universals; mounting plates; idlers; spring blocks; crown and drive gears; brush seals and gaskets; plastic parts (entry guides, conic stopper, hole caps).

**Tubular motors (does not apply to DC), are covered by a full 5-year replacement warranty. (Hybrid motors bought after January 1, 2017 are covered by a full 5-year warranty.)**

**\*Powder coating warranty on extrusions and castings:** AAMA 2603 10-year /1-year marine and/or severe weather environments (example FL and/or within 1-mile of coastal shoreline(s)). The "Warranty Period" shall commence from the date of application of the specified powder product. **CONDITIONS OF NON-WARRANTY:** i Where any damage to or deterioration of the coating system arising from causes including, but not limited to, impact, abrasion, mechanical damage, neglect, malicious damage, fire damage, pollution, abnormal weather conditions and excessively salty environments; ii. Where the surfaces have been recoated in plant or touched up for any reason without the prior written agreement; iii. Where exposed surfaces have not been adequately sealed or protected, or protection has been breached; iv. Where failure is associated with exposure of the coatings to temperatures in excess of 70 degrees Celsius, or to acid or other hazardous sources, which are damaging to powder coatings; v. Where failure is associated with the use of adhesive tapes or with the use of sealants or mastics; vi. Where the coated surfaces have not been maintained by the property owner in accordance with the supplier's recommended care and maintenance procedures.; vii. Where damage or deterioration is caused by any accident or normal wear and tear or by any default or misuse of the powder coated products by the property owner or any third party; viii. Where the aluminum extrusions used in the joinery have not been powder coated by an approved Applicator; ix. Where it cannot be substantiated that a product from the originating powder coat source was used; x. if defective area is less than <5% of total coated surface; xi. Unless all claims are received in writing within 30 days of defect becoming apparent.

**MAINTENANCE RECOMMENDATIONS:** The long term color integrity of powder depends on the degree of exposure to the natural elements and the color chosen. Where the coating is subject to pollution or a salty or coastal environment, the long-term color retention properties may be affected. Cleaning should be done yearly with warm water, soft cloth and a non-abrasive pH neutral detergent followed by fresh water rinse. Harsh environment cleaning recommendation is quarterly. Most household cleaners and solvents in addition to all alcohol-based, acidic, or alkaline OTC cleaners, should not be used.

**10\* YEAR SCREEN FABRIC WARRANTY:** \*Most fabric manufacturer's offer 10 year warranty on fabric(s). All fabric warranty claims are a pass-through warranty and are administered by the fabric manufacturer. Please contact fabric manufacturer for details on any warranty coverage information. MaestroShield assumes no responsibility for claims made on defective and/or malfunctioning fabrics either separately or as a component of screen assembly.

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**LIMITED WARRANTY STATEMENT**

**FABRIC CORNERS & WELD WORKMANSHIP - LIMITED WARRANTY STATEMENT**

Should there be evidence of a potential warranty issue, beyond the initial inspection period of 30 days from receipt, and within the specified warranty period (in this case within 1-year of purchase), MaestroShield® will follow its Limited Warranty policy to ensure that a new product is sent to the MaestroShield® Dealer who originally purchased the product, and has previously registered the warranty through the return product card system. The defective product must be documented through pictures, and may be asked to be returned to MaestroShield® for evaluation within 30 days of the warranty notification request. Should more than 30 days elapse or should the product evaluation prove the defective product was the result of any aforementioned items, the Dealer will be notified of such, and subsequently charged the cost of the replacement product.

**GENERAL WARRANTY IMPLICATIONS and LIMITATIONS**

Warranties do not cover any damage to MaestroShield® products that result from improper installation, accidents, abuse, misuse, natural disaster, severe weather conditions, general wear, negligence, insufficient or excessive electrical supply, abnormal mechanical or environmental conditions, lightning or any unauthorized disassembly, repair or modification. Warranties do not apply to any product on which the original identification information has not been filed, or has not been handled or packaged correctly, has been sold or resold second hand, or has been sold contrary to the United States export regulations without consent from MaestroShield®. \*MaestroShield assumes no responsibility for claims made on defective and/or malfunctioning fabrics either separately or as a component of screen assembly. \*Most fabric manufacturer's offer 10 year warranty on fabric (s). All fabric warranty claims are a pass-through warranty and are administered by the fabric manufacturer.

**FABRIC/SCREEN RETURN POLICY**

Sale of ALL custom-made orders are final and are limited to repair or replacement (at our sole option) of included parts of the screen found to be defective under this Warranty Statement. In no event shall MaestroShield be liable for damages of any type, including, but not limited to: economic loss; or any indirect, punitive, special, incidental, or consequential damages of any type, including, but not limited to, time, wages or lost profits, of any nature or kind, or for damages to or loss of property, whether caused by negligence or otherwise.

**NO OTHER EXPRESS WARRANTIES**

The Limited Warranty set forth herein constitutes the entire express warranty and representation of MaestroShield® with regard to its screen fabric products. This Limited Warranty shall be controlling over any conflicting terms and conditions of any purchase order, orders, contracts, or invoices both written and oral, that may be executed in connection with the purchase of MaestroShield® products. No representation or warranty made by any MaestroShield® distributor, dealer, agent, installer, or any type representative or employee shall be binding to MaestroShield® other than the terms set forth herein.

**GENERAL FABRIC INFORMATION:**

**10\* YEAR SCREEN FABRIC WARRANTY:**

\*Most fabric manufacturer's offer 10 year warranty on fabric(s). All fabric warranty claims are a pass-through warranty and are administered by the fabric manufacturer. Please contact fabric manufacturer for details on any warranty coverage information. MaestroShield assumes no responsibility for claims made on defective and/or malfunctioning fabrics either separately or as a component of screen assembly.

