

Brio®

Brio Warranty



Warranty terms and conditions for Brio 612 Retractable Pleated Insect Screen

Brio warrants that the Brio 312 Automated Pleated Insect Screen is supplied free of manufacturing defects and material flaws. Should any defect in materials and/or workmanship become apparent within 5 years, or electrical within 2 years from the date of purchase, Brio will repair or replace the product free of charge.

Brio's 612 Retractable Pleated Insect Screen has been primarily designed for internal applications. The screen can be fitted to the exterior but Brio's warranty will be limited to 12 months in this instance. It is also recommended that the screen is stored when not in use; not placed in direct sunlight; not used as a shade or in windy conditions. Regular cleaning of channels and mesh is paramount.

This warranty does not cover:

- Improper screen assembly, installation and/or adjustment provided by others;
- Use of the screen other than the intended purpose as stated by Brio;
- Damage to the mesh, tensioning cords and/or channels caused by deliberate or accidental misuse, abuse or neglect;
- Damage as a result of environmental conditions, strong winds, natural disasters or other events beyond the control of Brio;
- Damage caused by humans or pets accidentally running or walking into the screen when in use;
- Damage caused to the screen by inadequate maintenance i.e. failure to routinely remove dirt, dust and debris from the channels and mesh;
- Damage to the mesh caused by contact with excessive heat surface including, but not limited to construction equipment, cigarette ash, matches, cigarette lighters, sparks or hot cooking utensils;
- Normal fair wear and tear;
- Progressive deterioration of finishes and materials due to exposure to sun, rain, abrasion, heat and/or cold;
- Products or components which have been modified or incorporated into another entity's or manufacturer's product;
- Damage caused by any third party.

The benefits provided to the consumer by this warranty are in addition to other rights and remedies available to the consumer under the law. The consumer is responsible for expenses associated with a warranty claim.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Technical support hub

The Australian based Technical Support Hub has answers to your most complex questions, with expert advice from specification to installation.

1300 898 596 or techsupport.au@allegion.com