



## SPORTSCREEN LIMITED WARRANTY

**Stoett Industries** warrants all parts and materials on the SportScreen retractable screen system to be free of defects in material and workmanship for 12 months after retail sale. **This warranty expressly excludes the screen mesh.** This warranty is extended to the original purchaser of the recreational vehicle. This warranty applies only to the original owner and is not transferable to another party. The word "defect(s)" as used in this warranty, is defined as imperfections that impair the utility of the retractable screen system. Implied warranty of merchantability and fitness for a particular purpose are limited to the terms of this warranty.

### What we will do

Stoett Industries will repair or replace any part of the retractable door or window screen found to be defective in workmanship or materials without charge to you as specified in the warranty within 21 days of notification from the Recreational Vehicle Representative. Labor is the responsibility of the dealer or customer.

### How to obtain service

You must notify the Recreational Vehicle Representative of any warranty problem or Stoett Industries directly at 800-431-2986 or at [www.stoett.com](http://www.stoett.com) within 14 days after the circumstances arise and are discovered by the owner. You must include the date of proof of purchase as the original recreational vehicle owner for Stoett Industries to take appropriate action.

### What is not covered

This warranty does not cover damage caused by accidents, misuse, abuse, scratching, corrosive atmosphere contaminants, lightning, windstorm, tornadoes or any other act of God, or other causes beyond the control of Stoett Industries. Also not covered is the color change that takes place with the passage of time. In no event shall Stoett Industries be liable for any direct or indirect loss, consequential damage, or any other claims except as provided for in this warranty.

This non-transferable warranty from Stoett Industries will cover any part of the unit that is defective under the terms of this warranty free of charge. Screen mesh specifically excluded on this warranty. All nylon parts are covered under this warranty except for any associated color fade.

All fasteners are covered under this warranty for corrosion only and will only be replaced on the basis of evidence of corrosion. The fasteners will not be covered from drill/screw driver bit damage during installation or removal.

### Protect your purchase

Stoett Industries recommended care and maintenance tips.

#### Tips for Rails

- 1) Clean the rails every one to two months, or as necessary. Wipe clean with a cloth and gentle detergent.
- 2) Let the rails dry then apply an even coat of Silicone or Teflon Lubricant (DO NOT USE oil-based lubricants such as WD-40, etc.). Clean up any overspray.
- 3) Do not scrub aluminum parts as this may damage painted surfaces of the rails.

#### Tips for screen maintenance

- 1) Always make sure that the screen is not riding outside the rail. This could allow the screen to pinch itself when rolling back into the housing, causing an imperfection of the screen material.
- 2) To clean the screen, vacuum using an upholstery brush. Carefully vacuum the outside, then from the inside taking care not to snag the screen material.
- 3) Always avoid allowing animals to claw or scratch the screen material to gain access in and out of the unit.
- 4) Avoid allowing the screen to open uncontrollably. The unit should always be opened while holding the handle.



The following is the process for applying for a warranty claim with Stoett Industries for the SportScreen Retractable Screen system.

- 1) Call Stoett customer service at 800-431-2986, between 8-5 EST, to see if the product can be troubleshooted over the phone. Often many problems that may have occurred with the operation of the screen are due to a rail or guide coming out of adjustment. Stoett will troubleshoot the product with the service center to determine what can be done to correct any problems that fall out of the Stoett warranty policy.
- 2) Only a Stoett customer service representative can provide confirmation of a warranty claim. The warranty claim must follow the written warranty policy established for the SportScreen retractable screen. The date of purchase must be provided
- 3) Upon conclusion that there is a warranty issue with the SportScreen retractable screen system, Stoett will ship the appropriate parts to the Recreational Vehicle service center doing the work at no charge. The service center or company doing the repair work will be reimbursed for up to 1 hour of labor for the service work directly from Stoett Industries. Any additional labor will not be reimbursed by Stoett. Stoett, at its expense, may request that the defective components be returned to our facility for evaluation.
- 4) Stoett will not be responsible for any materials or additional charges other than what is stated above. Stoett is not liable for defects or failures because of negligence, unauthorized repair, or improper installation from the factory. Stoett will not be liable for any additional claims made to the RV Manufacturer.