

Tri-Power Limited Warranty

Version October 10, 2026

Tri-Power Shade Motors, LLC ("Tri-Power") is the manufacturer and warrantor of the Products. "You" and "your" mean the end user. This manufacturer warranty applies to Products purchased through any distributor, dealer, fabricator, or other seller authorized by Tri-Power at the time of sale (the "authorized seller"). Authorized sellers may assist with claims and returns; they do not become manufacturer warrantors by doing so. Any separate rights you have against your seller under applicable law remain unaffected.

Important implied-warranty limitation

To the maximum extent permitted by applicable law, any implied warranty of merchantability or fitness for a particular purpose is limited in duration to the applicable written Warranty Period: seven years for motors and one year for small electronics. This limitation does not apply where prohibited by law.

Some States do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

1. Products Covered

This Limited Warranty covers Tri-Power tubular shade motors and Tri-Power-branded electronic controls, keypads, hubs, gateways, switches, sensors, remote controls, chargers, small electronics, and related accessories. Each covered item is a "Product." Together, they are the "Products."

2. Limited Warranty Period and Remedy

Each Product is warranted against manufacturing defects in materials and workmanship during its applicable Warranty Period. Coverage begins on the date of the original sales invoice to the original end user from the authorized seller (the "Start Date"). Each anniversary of the Start Date begins the next warranty year.

Product / coverage period	Remedy for a verified covered defect
Small electronics - 1 year	At Tri-Power's option: repair, a new or functionally comparable replacement, or a credit equal to 100% of the Warranty Credit Base.
Motors - Years 1 through 5	At Tri-Power's option: repair, a new or functionally comparable replacement, or a credit equal to 100% of the Warranty Credit Base.
Motors - Year 6	Credit equal to 75% of the Warranty Credit Base.
Motors - Year 7	Credit equal to 50% of the Warranty Credit Base.

Warranty Credit Base means Tri-Power's net invoice price for a comparable replacement Product, excluding distributor or dealer margin, taxes, field costs, and installation expenses. Tri-Power determines the comparable replacement Product and calculates the Warranty Credit Base in good faith.

A repair, replacement, or credit does not restart or extend the original Warranty Period. An integrated rechargeable battery is part of the motor and follows the same seven-year period, remedies, conditions, and exclusions. It has no separate warranty.

3. How to Obtain Warranty Service

Tri-Power Shade Motors, LLC - Warranty Department

1846 E Rosemeade Pkwy #190

Carrollton, TX 75007

Phone: (802) 689-1199

Website: tripowershademotors.com

Correspondence only. Do not ship Products to this address unless it is the destination specified in your RGA.

- 1. Contact your original seller or Tri-Power.** Start with the authorized distributor, dealer, or fabricator from whom you purchased the Product for claim and return coordination. Tri-Power's phone and website support can also assist with troubleshooting and claims. If your seller is unavailable, contact Tri-Power for assistance.
- 2. Provide information and complete troubleshooting.** Provide proof of purchase, the seller's name, model and serial information, a description of the issue, and reasonably requested installation and programming information. Provide photographs or video when helpful. Support collects the details and guides basic troubleshooting; unresolved cases and requests for human assistance are referred to Tri-Power technical support.
- 3. Obtain a Return Goods Authorization (RGA).** Tri-Power or its authorized warranty administrator will issue an RGA when a return is appropriate. Returns are coordinated through the original seller unless the RGA directs another route. Ship only to the destination stated in the RGA and follow its shipping instructions. Unauthorized returns may be refused.
- 4. Evaluation and remedy.** A support response, support ticket, or RGA is not approval of warranty coverage or field expenses. Tri-Power makes the final technical determination based on reasonable documented evidence, troubleshooting, and inspection when appropriate. For a verified covered defect, Tri-Power provides the applicable remedy in Section 2.

Shipping and noncovered claims. You pay the cost and bear the risk of inbound shipment to the authorized return location. For a verified covered claim, Tri-Power pays reasonable standard outbound freight for the repaired or replacement Product. For an excluded, unauthorized, or no-defect-found claim, you are responsible for inbound and outbound shipping, testing, and other noncovered costs. A Product for which no covered defect is found will be returned at your expense.

4. What This Limited Warranty Does Not Cover

This Limited Warranty does not cover a failure or damage to the extent caused by improper selection, sizing, fabrication, installation, wiring, programming, maintenance, storage, or operation; use outside published ratings, environmental limits, duty cycles, or load limits; incorrect voltage or power quality; abuse, misuse, neglect, accident, vandalism, normal wear, corrosion, or water or moisture beyond the published ingress-protection rating; fire, lightning, surge, flood, storm, earthquake, or other events outside reasonable control; unauthorized modification, disassembly, repair, or alteration; or incompatible third-party equipment or accessories. Replaceable batteries, fuses, and similar consumables are not covered.

4. Exclusions (continued)

Integrated rechargeable batteries. Coverage does not extend to normal and expected reduction in battery capacity caused by age, ordinary use, charging cycles, temperature, or storage. Coverage also excludes failure or damage caused by improper charging, use of an unauthorized charger or power supply, prolonged storage in a discharged condition, exposure outside published temperature limits, water intrusion, physical damage, misuse, or other excluded causes.

Use of a third-party product does not by itself void coverage. Coverage is excluded only to the extent the failure or damage was caused by that third-party product, improper integration, or noncompliant installation.

Field costs are not covered. This Limited Warranty does not cover field diagnosis, removal, installation, reinstallation, programming, finishing, travel, lifts, scaffolding, expedited freight, or any other on-site labor, cost, or expense unless Tri-Power approves the specific scope and amount in writing before the expense is incurred.

5. Exclusive Warranty Remedy

To the maximum extent permitted by applicable law, the repair, replacement, or prorated credit stated above is the sole and exclusive contractual remedy for an ordinary covered warranty claim. Tri-Power's total obligation for that claim will not exceed the applicable remedy together with reasonable standard outbound freight.

This Limited Warranty is in lieu of other express product warranties not contained in approved written Tri-Power materials. Tri-Power is the sole manufacturer warrantor under this document. No employee, representative, distributor, dealer, fabricator, installer, or agent may change or add to this Limited Warranty or promise additional manufacturer coverage or remedies unless the change is in writing signed by an authorized representative of Tri-Power.

To the maximum extent permitted by applicable law, Tri-Power, the authorized seller, and their suppliers will not be liable under this Limited Warranty for indirect, incidental, special, exemplary, punitive, or consequential damages, including lost profits, lost revenue, business interruption, downtime, or loss of use. Nothing in this Limited Warranty excludes liability that cannot lawfully be excluded.

Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

6. Transferability

Any remaining limited warranty coverage may transfer only with the original Product and the original end-user project, together with proof of the original purchase. A transfer does not restart or extend the Warranty Period. No subsequent purchaser or end user receives greater rights, a longer Warranty Period, or a greater remedy than the original purchaser.

7. Product Descriptions and Approved Materials

Products are warranted to conform to the specifications and descriptions contained in approved written Tri-Power product literature applicable to the specific model at the time of sale. Informal statements, estimates, recommendations, and unauthorized promises do not modify this Limited Warranty.

8. Warranty Version and Your Legal Rights

The warranty version in effect on the original end-user invoice date governs the Product. A later change applies prospectively and will not reduce coverage already granted to a previously invoiced Product.

This warranty gives you specific legal rights, and you may also have other rights which vary from State to State.

Additional rights may apply in other states, provinces, countries, or jurisdictions. Nothing in this Limited Warranty excludes, restricts, or modifies any right or remedy that cannot lawfully be excluded, restricted, or modified.