



# SIMPLICITY MOTORIZATION SOLAR POWER GUARANTEE



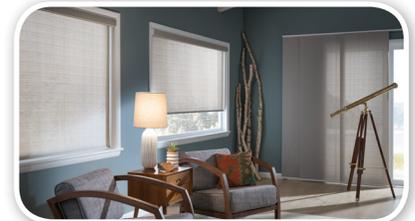
## PRODUCTS INCLUDE:



CELLULAR SHADES



SHANGRI-LA® SHEER SHADINGS



ROLLER SHADES



SKYLIGHT SHADES



## SIMPLICITY MOTORIZATION SOLAR POWER GUARANTEE

Test results prove that Comfortex's Simplicity Rechargeable Motorization Shades with solar panel option can be continuously charged, even in low-light Northwest facing windows. **We are so confident that your shades will be continuously charged under normal usage\* that if your shade fails to operate due to lack of battery power, we will refund your customer the retail price of the solar panel, plus provide them a free plug-in charger.** \*See back for details. Effective 05/15/2018



# SIMPLICITY SOLAR POWER GUARANTEE FAQ'S

## **Q: WHAT PRODUCTS ARE AVAILABLE WITH SIMPLICITY SOLAR MOTORIZATION POWER GUARANTEE?**

A: The Comfortex Solar Panel is available on all Comfortex Simplicity Motorized Cellular Shades, Shangri-La Sheer Horizontal Shadings, Roller Shades, Skylight Shades and Soft Roman Shades. The Solar Panel is **not** available on shades/shadings with PowerTouch.

## **Q: WHAT DO YOU GET WITH THE SOLAR PANEL?**

A: The solar panel comes with mounting brackets, 3M Double Stick Foam Tape, Tie Wraps and Tie Wrap Mounting Base.

## **Q: HOW BIG IS THE SOLAR PANEL?**

A: The dimensions of the solar panel are 18½" x 1½".

## **Q: WHAT TEST DATA DO YOU HAVE ON THE SOLAR PANEL PERFORMANCE?**

A: The US Photovoltaic Manufacturing Consortium conducted a study during January 2018. The study showed that the power collected by the solar panel, through Low E argon filled double pane glass panels and a window screen, in a Northwest facing window, on a cloudy winter day in Albany, NY (a "bad case scenario"), was still sufficient to maintain full battery charge under "normal" daily operation. "Normal" operation is considered one full operation cycle (open/close), per day of an average size shade (48" x 60"). Conclusion from the report: "The solar panel needs a minimum of 2 hours under 0.08 suns ("bad case scenario") in order to maintain the battery fully charged." "It is very likely that an average user opening and closing the shades once a day will rarely, if ever, need to plug in the battery, in order to recharge it." The full report description and summary can be found on [comfortex.com/comfortex-dealers](http://comfortex.com/comfortex-dealers), click on the motorization icon and find the PVMC report under Simplicity.

## **Q: HOW DOES THE SIMPLICITY MOTORIZATION SOLAR POWER GUARANTEE WORK?**

A: In the case that a consumer is not satisfied with the performance of a Simplicity Solar Power Panel, Comfortex will, upon return of the panel, refund the retail price paid by the consumer and send a Plug-In AC/DC power charger for free. In the case of exercising the warranty, the Comfortex Dealer must contact the Comfortex Technical Service Department. Provide Comfortex the original sales order number and the customer invoice listing the price the customer paid for the solar panel(s). Upon receipt of the panel, Comfortex will need the customer's name and mailing address to send the customer a check reimbursing them the price they paid for the solar panel(s), also to send them a plug in charger at no cost.

## **Q: WHAT IS NORMAL USAGE?**

A: Normal usage is an average sized shade being raised and lowered once per day. The life of the battery charge will vary based on the type of window covering selected, the size and weight of the window covering and the number of times the shade is operated on a daily basis.

## **Q: HOW LONG IS THE WARRANTY**

A: We offer a 5 year warranty on the solar panel. Specifically, we warrant the solar panel to be free from defects in material and workmanship under normal and proper use for a period of 5 years commencing with the date the product is shipped. If the solar panel fails to continuously charge the battery pack within this 5 year period, we will either replace it free of charge or refund the retail price paid by the consumer and supply a free charger.

## **Q: HOW DO I INSTALL THE SOLAR PANEL**

A: Mounting brackets come with each solar panel. As an alternative, you can also use the enclosed 3M Double Stick Foam Tape to attach the solar panel directly to the window glass.

## **Q: WHAT IF I HAVE MORE QUESTIONS?**

A: Contact Comfortex Customer Service.

