



EKENA
MILLWORK

True Fit PVC Shutters

5 Year Warranty

General: This express limited warranty covers performance of True Fit brand PVC shutters manufactured by Ekena Millwork. Ekena Millwork does not warrant installation or labor provided by others.

Terms: Ekena Millwork warrants that the product lines outlined in “general” are free from manufacturing defects that result in delamination, decay, rot, cracking, and/or peeling.

Exclusions: This warranty does not apply to any issues with non-defective products caused by conditions or handling beyond Ekena Millwork’s control. This warranty does not cover claims, damage, or failure of the products from the following but not limited to: 1) Acts of God or fire; 2) Accidental or intentional acts of the owner, the installer, or others; 3) Installation not in accordance with Ekena’s written instructions and recommendations; 4) Repairs or modifications by persons not authorized by Ekena or from the use of parts and accessories not authorized by Ekena Millwork; 5) Unreasonable use or use outside of the intended application and/or handling; 8) Failure due to purchase of custom sizes outside of Ekena’s recommendations 9) Ordinary wear and tear. 10) Paint failure or adhesion due to weathering or other natural elements. 11) Installation in areas prone to excessive heat (see dark color information).

Coverage Schedule: The table below describes the pro-rated warranty coverage schedule:

Number of Years After Installation	Prorated Coverage
0-1 Years	100%
2-3 Years	75%
3-4 Years	50%
5 years	25%

Who Is Covered: This warranty extends only to the original residential or commercial owner(s) of the structure on the date of the purchase of the products and shall extend for the terms stated so long as such owner owns the structure. Coverage under this warranty shall cease upon the transfer of ownership of the structure or upon death of the original owner. This warranty does not transfer to any new owner of the structure which the product is installed on or any other individual other than the original owner of the structure the product is installed on.

Remedies: If the shutters do not meet the warranty, Ekena Millwork shall at its option and subject to the warranty coverage schedule (shown above), repair or replace the products or refund the purchase price of the products (less taxes) at its sole discretion. Ekena Millwork shall not be liable for labor costs to remove or re-install, travel expenses, or other costs incurred replacing the product.





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Claims: Claims under this warranty will be honored only if the following conditions are met: 1) proof of purchase date and purchase price are provided; 2) Ekena Millwork is notified within 30 days after the facts on which the claim is based become known; 3) Ekena Millwork has an opportunity to investigate and approve the claim in writing.

Replacement: Ekena Millwork reserves the right to remove and examine sufficient undamaged products as well as alleged damaged products before providing any replacement product or reimbursement. Ekena Millwork will attempt to replace defective product with new product having the same color and design; however the exact color or design may no longer be available and Ekena Millwork reserves the right to replace the defective product with product of similar design and color and shall not be required to replace surrounding products of different color and design. This warranty shall be void if anyone makes repairs or modifications to products that are not first approved in writing by Ekena Millwork except for emergency repairs.

True Fit PVC Shutters: Dark Color Considerations

Important Information about Dark Colors and Heat Absorption

PVC is a thermoplastic material, which means it becomes pliable at elevated temperatures. Dark-colored shutters absorb more heat, especially when exposed to direct sunlight. This increased heat absorption due to dark color paint can cause the shutters to reach temperatures exceeding 140 degrees Fahrenheit, at which point the material may distort.

To ensure the longevity and performance of True Fit PVC shutters, please consider the following:

Discretion in Color Choice

- We advise caution when selecting dark-colored shutters. Lighter colors reflect more sunlight and are less likely to reach temperatures that may cause warping.
- Factory painted black shutters are painted with a special heat reflective paint to limit the risk of warping. However, depending on the climate and installation area, black shutters may be subject to reaching 140 degrees Fahrenheit. Other factory painted dark colors such as Starless Night Blue, and Shadow Mountain may be subject to reaching 140 degrees Fahrenheit.

Placement Considerations

- Avoid installing dark colors in areas that receive the most direct sunlight such as west-facing porches.
- Be mindful of the climate in your area. Hot climates exacerbate the risk of warping if painted a dark color.

Warranty Exclusions

- Warping or deformation of shutters caused by exposure to high temperatures (above 140 degrees Fahrenheit) is not covered under warranty.
- Damage resulting from the installation of dark-colored shutters in areas with intense, direct sunlight, is excluded from warranty coverage.

The Ekena Difference 5 Year Warranty





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Customer Responsibility

It is the customer's responsibility to assess the suitability of PVC shutters for their specific installation conditions. PVC is an excellent choice for its rot resistance, durability, authentic appearance, customizability, and more. However, PVC is known throughout the industry for its pliability when exposed to intense heat.

True Fit PVC Shutters: General Product Notes

- True Fit PVC shutters are solid-backed. Design is included on one side only.
 - Cut/carved PVC surfaces and edges include a rougher surface called 'open cell' material. Open cell material is normal for all PVC with a cut or carved surface.
 - Remove from packaging immediately and store on a flat surface without weight or pressure on shutters, and in temperatures below 120 degrees Fahrenheit. Do not store or place on asphalt or in areas prone to excessive heat build-up.
 - True Fit PVC shutters are for decorative use only installed flat against the structure, and should not be installed with hinges.
 - If installing on uneven siding, fasteners should be attached to high areas of siding so not to apply pressure that causes bowing.
 - PVC may be repaired with use of automotive bondo, or two part epoxy
 - Clean with products like Soft Scrub® with Bleach, Spic 'n Span®, Clorox® Regular Bleach, Clorox® CleanUp®, Clorox® Outdoor Bleach Cleaner, OxiClean™, or Corte Clean. Use a nylon brush for stubborn stains. Use 320 grit sand paper to reduce cell size on cut edges of boards. Cleaning PVC will not support mold.
 - Paint can take up to 30 days to fully cure depending on outside temperatures and humidity conditions.
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