MOTE HOME

Louvre roofs, designed and installed

Warranty and care guide

MH228 retractable louvre roof



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Your new roof

Thank you for choosing MOTE Home. Your roof is built from extruded aluminium with a powder-coat finish and stainless steel fixings. Looked after, it will give you many years of use. This guide covers how to use it, how to care for it and what your warranty covers. Keep it with your house documents.

Your roof details

Owner	
Address	
MOTE job number	
Roof size and modules	
Colour	
Options fitted	LED lighting ☐ Blinds ☐ Heaters ☐ Wind sensor ☐
Installed by	
Install date	
Delivery date	

Using your roof

- Open and close the roof with the remote or the app. The blades slide back and stack at the motor end.
- The rain sensor closes the roof when it starts to rain. Leave it switched on.
- Keep people, furniture and plants clear of the blades while the roof is moving. Do not hold or block the blades.
- Do not run the roof in strong wind, or with snow, ice, leaves or other debris on the blades.
- In snow or a heavy frost, open the roof and clear the blades before you close it again.
- Do not hang anything from the frame or blades, and do not modify the roof or add anything to it.

Incorrect use can damage the roof or injure you or others.

Care and maintenance

Aluminium and powder coat last longest when salt, dust and leaves are washed off regularly. Within 500 m of the sea, or near geothermal areas or industry, clean more often.

Task	Standard	Coastal (within 500 m of the sea)
Wash the frame and blades with fresh water and a soft brush	Every 3 months	Monthly
Clear the gutters and check water runs out of every post outlet	Every 6 months	Every 3 months, or monthly under trees
Run the roof through a full open and close cycle	Monthly	Monthly
Check screws and fixings are tight	Every 12 months	Every 6 months
Test the rain sensor with a little water	Every 6 months	Every 6 months
Replace the remote battery	When the range drops	When the range drops
MOTE Home service check (optional)	Every 2 years	Every year

How to clean

- Rinse with fresh water first, then wash with a soft brush or sponge and a mild, pH-neutral detergent. Rinse off well.
- Do not use abrasive pads, solvents, acid or alkaline cleaners. They damage the powder coat.
- Do not point a water blaster at the seals, motor or electrical parts.
- Wipe dust off the LED strip with a damp cloth when the lights are off.

If something is not right

What you notice	What to do
The roof feels shaky	Check for loose screws and tighten them. If it is still shaky, call us.
Grinding or squeaking when it moves	Apply a little silicone spray lubricant to the moving parts at the noise. Do not use grease or oil on the blades.
The roof will not move	Check the power and the remote battery. If it is raining, the rain sensor will keep it closed.
Blades do not close tightly	Check for leaves or debris on the tracks and blades. Do not force the roof. Call us if it continues.
Water leaking at the edges	Clear the gutters and the post outlets. If it still leaks, call us.

Never open the motor housing or the electrical junction box. Electrical work must be done by a registered electrician.

Your warranty

DRAFT FOR REVIEW. Warranty periods below are proposed and must be confirmed by MOTE Home, and matched to the supplier's warranty, before this guide is issued.

MOTE Home warrants that your roof is free from defects in materials and workmanship for the periods below, from the date of installation, when it is used and cared for as set out in this guide.

What is covered	Period
Installation workmanship	2 years
Aluminium frame, posts, beams and blades: structural failure	10 years
Powder-coat finish: peeling, blistering or flaking	10 years
Motor, drive, controller and remotes	5 years
LED lighting, rain and wind sensors	2 years
Drop-down blinds and heaters (if fitted)	Per the manufacturer, minimum 2 years

Your rights under New Zealand law

This warranty is in addition to your rights under the Consumer Guarantees Act 1993 and the Building Act 2004. For residential building work the Building Act gives you a 12-month defect repair period from completion, and implied warranties that apply for 10 years. Nothing in this guide limits those rights.

Not covered

- Damage from not following the care schedule, including corrosion from salt or debris left on the roof.
- Damage from misuse, accidents, falling objects, snow or ice loads, or running the roof in strong wind.
- Modifications, attachments or repairs by anyone other than MOTE Home.
- Weather events beyond the design wind zone for your site, earthquakes, fire and flood.
- Normal weathering, minor colour change and fading of the powder coat over time.
- Ground movement or settlement of slabs and footings not built by MOTE Home.

How to make a claim

1. Stop using the roof if it is unsafe, and switch it off at the isolation switch.
2. Contact us on 021 113 5983 or hello@motehome.co.nz with your job number, a description and photos.
3. We will reply within 2 working days and arrange a visit if needed.
4. Keep your maintenance record up to date. We may ask to see it.

Maintenance record

Record each clean, check and service. Keep this page with the guide.

Date	Work done	By	Notes