

Somfy® Warranty Process



RAINIER SHADE

In an effort to streamline the motor warranty process, Rainier Shade has worked with Somfy® to develop the following process for warranty motors:

1. Call Rainier Shade or Somfy® technical support to troubleshoot the motor
2. If it's deemed bad, order a warranty motor (or install one from your own stock)
3. Once you have received the new motor, fill out this form and return it to Rainier Shade with the bad motor (a call tag will be emailed with the new motor to ship the old motor back)
4. Once Rainier Shade receives the bad motor, in addition to this form, we will test the motor and credit the motor back to your account

Date: _____

Company name: _____

Contact name: _____

Contact phone: _____

WO/PO number: _____

RMA number: _____

Problem with motor: _____

- No response from motor**
- Motor brake does not work**
- Motor trips GFCI outlet or breaker**
- Motor does not rotate**
- Motor rotates in only one direction**
- Motor limits will not set**
- Motor limits will set, but not hold**
- Motor keeps losing all programming**
- Other (describe problem):**

Rainier Shade Main Office: 888-934-0828
Rainier Shade Technical Support: 855-212-6851
Somfy® Technical Support: 877-437-6639