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# User Manual

## Wand and Remote Motorization

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Thank you for purchasing motorized shades. This manual includes set up, programming, and troubleshooting information for wand and remote motorized shades.

We recommend keeping this manual after your shades are installed and operating correctly for referencing programming and troubleshooting information.

### CONTENTS:

**Page 2:** Wand Control - Preparing and Operating

**Page 3 - 4:** Wand Control - Troubleshooting

**Page 5:** Remote Control - Preparing Motor and Remote

**Page 6:** Remote Control - Pairing Remote

**Page 7:** Remote Control - Operating

**Page 8 - 12:** Remote Control - Troubleshooting

**Page 13:** Remote Control - Pro Hub

**Page 14 - 15:** Wand and Remote Control - Changing/Resetting Limits

**Page 16:** Shade Warranty

### RF EXPOSURE STATEMENT

This equipment complies with the FCC radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

### FCC WARNING

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

**(1)** This device may not cause harmful interference, and **(2)** this device must accept any interference received, including interference that may cause undesired operation.

**Note 1:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

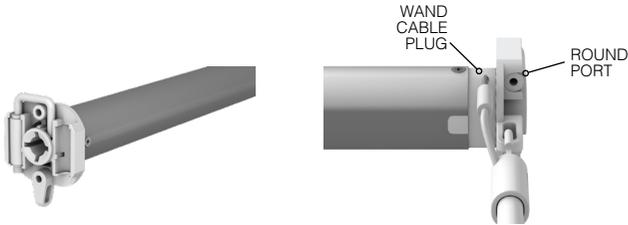
**Note 2:** Any changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

# WAND CONTROL - PREPARING AND OPERATING

## CONNECT THE WAND TO THE MOTOR

Before installing your shade, attach the wand to the motor.

1. Make sure the wand control buttons **[Figure 4]** are facing forward for easy operation. Slide the hook at the end of the wand through the eyelet attached to the motor head until the wand hangs down freely **[Figure 1]**.
2. Align the plug at the end of the wand cable with the round port on the wand motor head located at the end of the tube **[Figure 1]**. Push the plug firmly into the port until you hear the locking mechanism click into place. The motor will beep when the wand is plugged in fully.



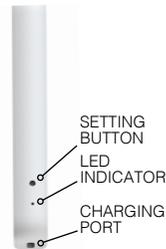
**Wand Motor Head**

**Figure 1: Wand Hook Connection**

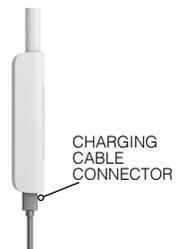
## CHARGING THE MOTOR

We recommend ensuring that the motor battery is fully charged before installing your shade.

1. First, connect the charging cable to the power adapter, then plug the power adapter into a wall outlet. Next, insert the charging cable connector into the charging port located at the base of the wand **[Figures 2 and 3]**. The green LED light on the back of the wand will flash three times to indicate the charging cable is connected and will continue to flash while charging **[Figure 2]**. Charging typically takes 5 - 6 hours. When the battery is fully charged, the LED light will glow solid green.
2. Disconnect the charging cable from the wand's charging port and the power adapter from the wall outlet when the LED indicator turns solid green.



**Figure 2: Wand Charging Port**



**Figure 3: Wand Charging Cable Connection**

**NOTE:** The motor battery is in the shade tube.

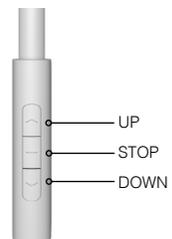
## OPERATING THE SHADE

Your shade has been programmed at the factory with an upper and lower stop limit. This means it will automatically stop when the shade is fully raised or lowered.

Once your shade is installed, check the operation. The wand has three buttons: **UP**, **STOP**, and **DOWN** **[Figure 4]**.

- Press the **UP** button to raise the shade to pre-set upper stop limit.
- Press the **STOP** button to stop the shade at any desired location.
- Press the **DOWN** button to lower the shade to pre-set lower stop limit.

If the shade stop limits require reprogramming, follow the instructions on page 14.



**Figure 4: Wand Control Buttons**

### MOTOR WILL NOT RESPOND TO WAND

1. Check the connection of the wand cable plug and ensure it is securely connected to the round motor head port. Make sure the plug at the end of the wand cable is fully inserted into the round motor head port located at the end of the tube **[Figure 1]**. Push the plug firmly into the port until you hear the locking mechanism click. The motor will beep when the wand is plugged in fully.

Once the wand is securely connected, try operating the shade. If the shade does not operate after the wand is securely connected, proceed to step 2.

2. Check the motor by pressing the setting button on the back of the wand **[Figure 2]**. Use an opened paperclip to fully press and hold down the setting button for 10 seconds.

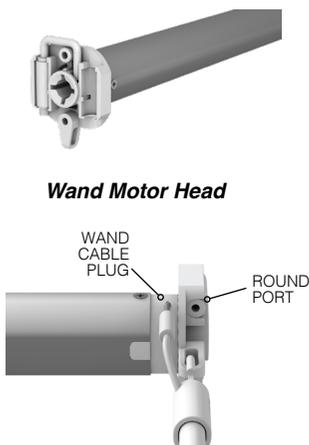
If the motor does not move after pressing the setting button, move on to step 3. If motor does move after pressing the setting button, press the button again to stop the motor movement, and request a new wand.

**NOTE:** The motor retains all previous programming, just connect the replacement wand to the motor for operation.

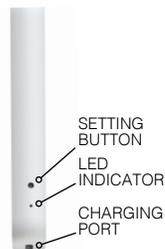
3. If the motor does not move after pressing the setting button, it may need to be charged. Charge the motor by inserting the charging cable connector into the charging port located at the base of the wand **[Figures 2 and 3]**. The green LED light on the back of the wand will flash three times to indicate the charging cable is connected and will continue to flash while charging **[Figure 2]**. Charging typically takes 5 - 6 hours. When the battery is fully charged, the LED light will glow solid green. Disconnect the charging cable from the wand's charging port and the power adapter from the wall outlet when the LED indicator turns solid green.
4. If both the motor and wand are working properly, try resetting the motor by following the instructions on page 4.

If the shade does not move after all the steps have been attempted, the motor is defective and needs to be replaced. To obtain a new motor, please contact the Pro Team at: 1-330-562-0023.

**NOTE:** The motor retains all previous programming, just connect the replacement wand to the motor for operation.



**Figure 1: Wand Hook Connection**



**Figure 2: Wand Charging Port**



**Figure 3: Wand Charging Cable Connection**

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## WAND CONTROL - TROUBLESHOOTING

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### MOTOR BEEPS AND WAND LIGHT FLASHES RED WHEN OPERATING SHADE

This means the battery is below 20%, and the motor needs to be charged.

### NO LED LIGHT SHOWING

1. If there is no LED light (red or green) showing during charging, check the connection between the wand and motor. Make sure the plug on the end of the wand cable is completely connected to the round motor head port at the end of the tube.
2. Ensure the charging cable is securely connected to both the power adapter and an active outlet. If the outlet is controlled by a light switch, ensure it's turned on. If there's no LED light after checking the wand, motor, and cable connections, proceed to Step 3.
3. Try charging the shade(s) with a different charger and adapter to determine if the charger is defective.
4. If there is no LED light after all steps have been attempted, then the wand needs to be replaced. Contact the Pro Team to obtain a replacement wand, 1-330-562-0023.

### REVERSING SHADE DIRECTION

If for some reason the shade direction is reversed, use an opened paperclip to fully press and hold down the setting button on the back of the wand until the shade jogs 2 times **[Figure 2]**.

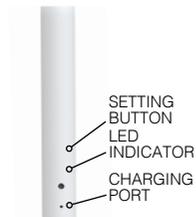
### RESETTING THE SHADE MOTOR

If you need to remove all shade stop limits and start over, follow these steps:

1. Use an opened paperclip to fully press and hold down the setting button on the back of the wand until the shade jogs 3 times and beeps 4 times **[Figure 2]**. This removes all programming.

**NOTE:** There is a longer pause between the 2nd and 3rd jogs. A “jog” is a quick, small up-and-down movement.

2. Set Upper and Lower Limits. See instructions on page 14 for resetting shade limits.



**Figure 2: Wand Charging Port**

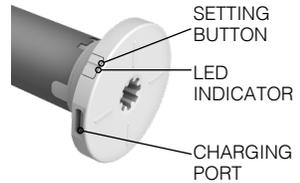
# REMOTE CONTROL - PREPARING MOTOR AND REMOTE

## CHARGING THE MOTOR BATTERY

The shade battery is inside the motor, encased in the shade tube. If you see a red light on the motor head or if the motor beeps when operating, that means it is time to charge.

### To charge the motor battery:

- Insert the charging cable connector into the charging port on the motor head at the end of the shade tube **[Figure 5]** and plug the power adapter into a wall outlet. The green LED light on the motor head will flash three times to indicate the charging cable is connected and will continue to flash while charging. Charging typically takes 5 - 6 hours. When the battery is fully charged, the LED light will glow solid green.
- Disconnect the charging cable from the motor's charging port and the power adapter from the wall outlet when the LED indicator turns solid green.



**Figure 5: Motor Head**

## PREPARING THE REMOTE

The remote comes with 2 AAA batteries. To remove the remote's battery cover, press and slide the entire back cover in a downward motion. Insert the batteries, ensuring the positive (+) and negative (-) ends align with the markings inside, and then slide the cover back onto the remote in an upward motion **[Figure 6]**.

The LED screen on the remote will turn on when the remote batteries are engaged.

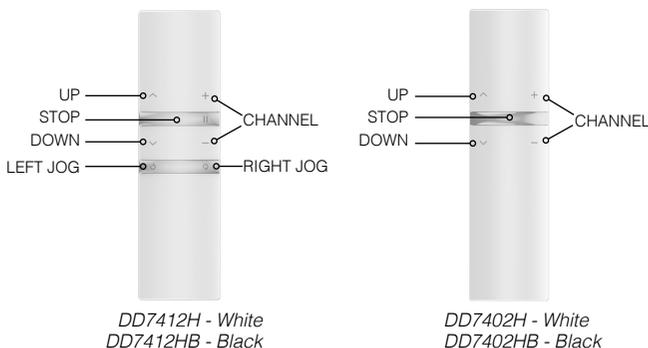


**Figure 6: Remote with Battery Cover Removed**

## HIDING/UNHIDING REMOTE CHANNELS

**To Hide**, press and hold the "+" and "-" channels on the remote at the same time until the letter "C" (indicating change) appears. This could take up to 15 seconds **[Figure 7]**. Press "+" or "-" to select the highest channel desired. Then, press the Stop button, until the "o" appears on the display to confirm the setting has been saved.

**To Unhide**, press "+" or "-" until you reach the highest visible channel. Press and hold the "+" and "-" channels on the remote at the same time until the letter "C" (indicating change) appears **[Figure 7]**. This could take up to 15 seconds. Then, press the stop button until the "o" appears on the display to unhide all channels.



**Figure 7: Remote Control Buttons**

## REMOTE CONTROL - PAIRING REMOTE

### PAIRING REMOTE/WALL SWITCH

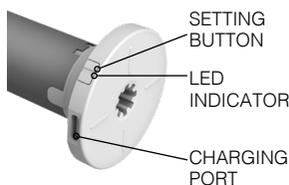
Your remote should come paired and programmed to your shade(s). If the remote becomes unpaired, follow the instructions below to pair any remote or wall switch to your shade:

1. **On the remote**, select the channel number that will operate the shade **[Figure 7 and 8]**. (Do not select Channel 0).
2. **Press & hold the Setting Button [Figure 5]** on the shade motor head until the shade jogs once. Let go, and you'll hear a long beep.
3. **Quickly press the UP button**; shade will jog once and beep 3 times **[Figure 7 and 8]**.

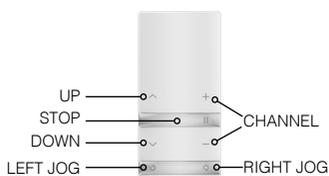
**Note:** Once the motor jogs, press UP within 20 seconds. A "jog" is a quick, small up-and-down movement.

### UN-PAIRING SHADE FROM THE REMOTE/WALL SWITCH

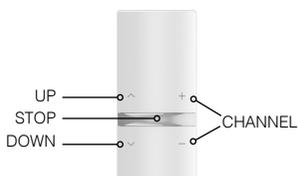
Follow PAIRING REMOTE steps, but press the **DOWN** button instead **[Figure 7]**.



**Figure 5: Motor Head**

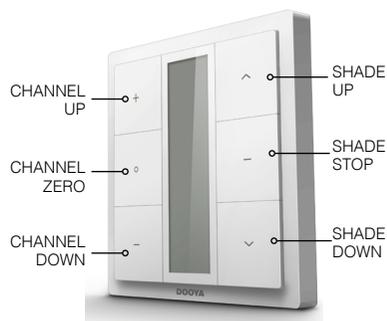


DD7412H - White  
DD7412HB - Black



DD7402H - White  
DD7402HB - Black

**Figure 7: Remote Control Buttons**



**Figure 8: Wall Switch**

## REMOTE CONTROL - OPERATING

Hand held remotes or wall switches come in a multi-channel format, allowing them to operate a single shade or groups of shades across several channels. Although the remotes and wall switches may have different appearances, they share the same operational instructions.

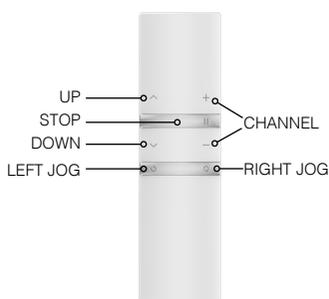
### SHADE OPERATION

- If using a multi-channel remote or wall switch, press the “+” or “-” [Figures 7 and 8] to select the correct channel.
- Press (and release) the **Up** or **Down** button and the shade will move to the upper or lower stop limit set by the factory. To change the stop limits, follow the instructions on page 14.
- Press (and release) the **Stop** button:
  - While the shade is raising or lowering to stop it at that point.
  - When the shade is not moving to go to the set middle limit. Follow the instructions on page 14 to set the middle stop limit.
- To align the fabric panels on a Dual Sheer Shade, press (and release) the **Jog** button to raise and lower the shade in small increments.
  - The **Left Jog** button will raise the shade and the **Right Jog** button will lower the shade in small increments.

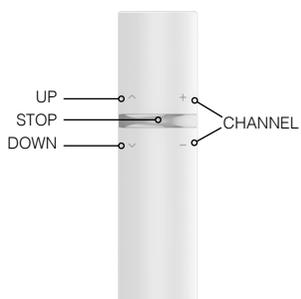
### MULTI-CHANNEL REMOTE AND WALL SWITCH

Multi-channel remotes [Figure 7] and wall switches [Figure 8] control several shades independently with just one remote.

- 15 channels can be programmed.
- A single shade or group of shades can be programmed to operate on a specific channel, as identified on the order.
- Channel 0 is the factory setting group channel; it operates all shades at once. This cannot be modified.

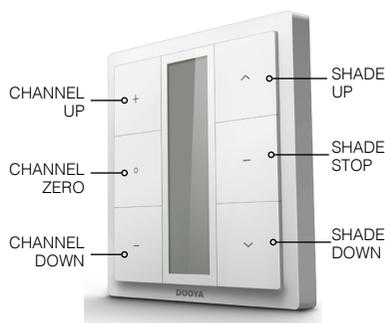


DD7412H - White  
DD7412HB - Black



DD7402H - White  
DD7402HB - Black

**Figure 7: Remote Control Buttons**



**Figure 8: Wall Switch**

### CHANGING THE REMOTE BATTERY

If the shade does not respond when you press Up, Down, or Stop on the remote, it may be time to replace the batteries. The remote control uses 2 AAA batteries.

To remove the remote's battery cover, press and slide the entire back cover in a downward motion. Insert the batteries, ensuring the positive (+) and negative (-) ends align with the markings inside, and then slide the cover back onto the remote in an upward motion **[Figure 6]**.

The LED screen on the remote will turn on when the remote batteries are engaged.

**NOTE:** The remote should operate your shades from a distance of up to 100 feet, but low remote battery power can shorten this distance. It's possible for the remote to display a channel number on the LED screen while still not having enough power to signal the motor and operate the shade.



**Figure 6: Remote with Battery Cover Removed**

### MOTOR WILL NOT RESPOND TO REMOTE

1. Is the antenna damaged or blocked? If it is damaged, the motor needs to be replaced.
2. Check the remote channel. Any shades that are programmed to the remote will operate on channel "0". Navigate to channel "0" by pressing the minus sign "-" on your remote. Once there, press the up "▲" or "▼" down buttons to operate shades that are programmed to the remote **[Figure 7]**.

To determine the shades programmed to individual remote channels, click through each channel after "0" using the plus sign "+" and press up or down to see the shades that can be operated on each channel.

If your remote does not turn on, move on to step 3.

If your remote turns on but does not operate shades, move on to step 4.

3. Check the remote. When the remote is working properly, the LED screen on the front of the remote will turn on. If the LED screen does not turn on:

Remove the remote's battery cover by pressing and sliding the entire cover in a downward motion. Remove the batteries and then re-insert them ensuring the positive (+) and negative (-) ends align with the markings inside. Then, slide the cover back onto the remote by pressing in an upward motion. The LED screen on the remote will turn on when the remote batteries are engaged.

If the remote still does not work, replace the current remote batteries with two new AAA batteries.

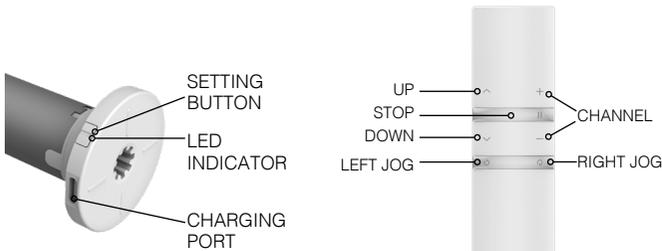
If your remote does not turn on after trying the steps above, request a replacement remote. If your remote turns on but does not operate shades, move on to step 4.

## REMOTE CONTROL - TROUBLESHOOTING

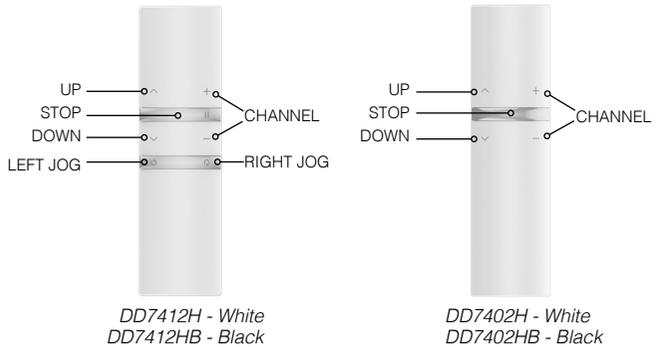
4. Check the motor by pressing the setting button on the motor head **[Figure 5]**.

If the motor does not move after pressing the setting button, move on to step 5.

If the motor moves after pressing the setting button, press the button again to stop the motor and try operating your shades. If the shades still do not operate, move on to step 6.



**Figure 5: Motor Head**



**Figure 7: Remote Control Buttons**

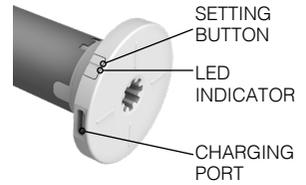
5. If the motor does not move after pressing the setting button, it may need to be recharged. Charge the motor by plugging the charging cord into the charging port on the motor head. The LED light will blink green when the motor is charging and glow solid green when the motor is fully charged.  
  
If the motor can be charged, try operating your shades again once they have reached full charge.
6. If the motor is working properly and the remote is working properly, try re-pairing the remote to the shade by following the pairing instructions on page 6.
7. If the motor is working properly and the remote is working properly and you are unable to pair the remote to the shade, try resetting the motor by following the reset instructions on page 11.

### MOTOR BEEPS AND RED LIGHT FLASHES WHEN OPERATING SHADE

This means the battery is below 20%, and the motor needs to be charged.

### REVERSING SHADE DIRECTION

If for some reason the shade direction is reversed, press and hold the Setting Button on the motor head until the shade jogs 3 times **[Figure 5]**.



**Figure 5: Motor Head**

### REORGANIZING SHADES ON A MULTI-CHANNEL REMOTE

The simplest way to move a shade (and the set stop limits) from one channel to another is by unpairing and pairing the shade to channels on the remote. Follow Pairing/Unpairing Shade From Remote/Channel instructions on page 6.

**Example:** Left and right shades in the dining room are on separate channels, but you want them to move together.

1. Left Shade = Channel 1
2. Right Shade = Channel 2
3. Navigate to an unused channel and pair both the left and right shade to the new channel. Once added, both shades can be controlled from the new channel.

To move a group of shades from one channel to another, each shade needs to be moved individually from one channel to another. Follow the instructions above by un-pairing and re-pairing each shade in the group on the new channel.

**NOTE:** Your shade has been programmed at the factory with an upper and lower stop limit. This means it will automatically stop when the shade is fully raised or lowered. These preset limits will remain with the shade when moved to another channel.

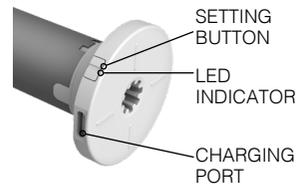
### RESETTING THE SHADE MOTOR

If you need to remove all shade stop limits and start over, follow these steps:

1. Press & hold the Setting Button on the shade motor head until the shade jogs 4 times then beeps 4 times **[Figure 5]**. This removes all programming.

**NOTE:** There is a longer pause between the 2nd and 3rd jogs. A "jog" is a quick, small up-and-down movement.

2. Reset upper and lower limits. See instructions on page 14 for setting shade limits.



**Figure 5: Motor Head**

### GREEN LIGHT ON MOTOR HEAD DOES NOT CONTINUOUSLY FLASH WHILE CHARGING

If the green LED light does not continuously flash while charging, the LED light can be turned on. Refer to TURNING ON/OFF LED LIGHT ON MOTOR HEAD instructions to turn on the flashing green LED light.

**NOTE:** The shade's motor will charge with the flashing green LED light either off or on.

### TURNING ON/OFF LED LIGHT ON MOTOR HEAD

The LED indicator light on the motor head for remote motors continuously flashes when the shade is plugged in to charge. This is a feature that can be turned on or off, depending on customer preference.

1. Lower the shade to the lower stop position.
2. Once the position is reached, press and hold the DOWN button for 5 seconds. A red LED light will flash on the motor head 3 times, signifying that the LED indicator has been turned on or off.

### MOTOR WILL NOT SET LIMITS

1. Check the buttons. Make sure you are pressing the Up and Stop or Down and Stop buttons together at the same time. You must press and hold both buttons simultaneously when setting limits.
2. Reset the motor and shade limits following the instructions on page 11 for remote motors.
3. If all these steps are tried and failed, request a new motor.

### CHANGING MOTOR SPEED

Motors can be sped up or slowed down. Please note motors are quieter at speeds slower. Motors come standard in their slowest speed.

1. Remove the battery cover on the back of the remote by pressing and sliding it in a downward motion. You will need to have access to the P2 button on the back of the remote to make speed adjustments. The P2 button is located to the left side on the back of the remote.
2. To **increase** the speed, use the following sequence:  
P2 + Shade Jog + Up Button + Shade Jog + Up Button + Shade Jog
3. To **decrease** the speed, use the following sequence:  
P2 + Shade Jog + Down Button + Shade Jog + Down Button + Shade Jog
4. The motor has three speeds. Once the shade has reached its fastest/slowest speed, the shade will no longer jog after pressing the up/down button the second time.

### SETTING THE SOFT-STOP OPTION

Soft Stop is a feature available on remote control motors that can be turned off or on. When Soft Stop is turned on, the shade movement slows as it approaches the upper, middle, or lower limit. Shades ship with this feature turned off.

**To turn on**, follow the instructions for increasing motor speed until you reach the fastest speed. Once fastest speed has been reached, repeat the sequence again to turn on Soft Stop.

**To turn off**, follow the instructions for decreasing motor speed until you reach the slowest speed. Once slowest speed has been reached, repeat the sequence again to turn off Soft Stop.

## PRO HUB SET UP

### About this Device

The Pro Hub allows users to link their remote motorized shades to their Internet connection via Ethernet or WiFi, enabling control via the Connector+ app and other smart home devices.



### Step 1 Download APP

Scan below QR Code.



### Step 2 Pair the Hub

The Connector Hub can be paired directly through an Ethernet cable or wirelessly through your WiFi\* signal using the instructions linked in the QR codes.

\*If pairing through a WiFi signal, only use **2.4G** internet speed.



Ethernet (iOS)



Ethernet (Android)



WiFi (iOS)



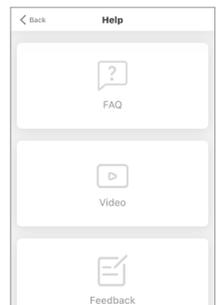
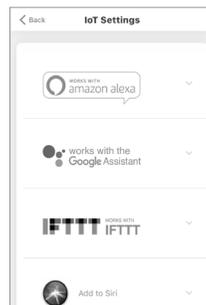
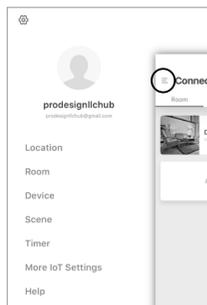
WiFi (Android)

### Step 3 Pair Shades to Hub

Once your hub has been connected, follow directions in the Connector+ app for pairing shades.

### Additional App Features

Within the Connector+ app menu, find additional features including information on connecting your hub to smart home devices and a help section offering FAQs, instructional videos, and our feedback submission portal.



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## WAND AND REMOTE CONTROL - CHANGING/RESETTING LIMITS

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### CHANGING PRESET UPPER AND LOWER STOP LIMITS

If you are changing preset stop limits, follow the instructions below.

**NOTE:** When changing limits, the motor is in "program mode" and only moves in small increments. To move the shade more quickly, press & hold the UP or DOWN button until the shade moves continuously.

TO CHANGE THE **UPPER STOP** LIMIT:

1. **Press UP** to move the shade to the current pre-set upper stop limit.
2. **Press & hold UP & STOP** buttons together until the motor jogs once.
3. Move the shade to the desired upper stop limit.
4. **Press & hold UP & STOP** buttons together until the motor jogs 2 times and beeps once.

TO CHANGE THE **LOWER STOP** LIMIT:

1. **Press DOWN** to move the shade to the current pre-set lower stop limit.
2. **Press & hold DOWN & STOP** together until the motor jogs once.
3. Move the shade to the desired lower stop limit.
4. **Press & hold DOWN & STOP** buttons together until the motor jogs 2 times and beeps once.

TO CHANGE (OR SET) THE **MIDDLE STOP** LIMIT:

This motor also has a middle stop position capability. Setting this limit is left to the customer. Both the upper and lower limits must be set before the middle stop limit can be set.

1. Move the shade to the desired middle stop limit
2. **Press & hold STOP** button for 5 seconds until the motor jogs once and beeps once.
3. To confirm that you've set this limit, move the shade to another position. Then while the shade is not moving, press the STOP button and the shade should move to the set middle stop limit.

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## WAND AND REMOTE CONTROL - CHANGING/RESETTING LIMITS

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### RESETTING UPPER AND LOWER STOP LIMITS (FROM FULL RESET)

If your shade motor requires resetting, follow the instructions below to set your stop limits. If you're using a remote or wall switch to operate your shade, be certain to pair it with the shade before setting the stop limits. Follow the PAIRING REMOTE/WALL SWITCH Instructions on page 6.

**NOTE:** When starting from a full reset, the motor is in "program mode" and only moves in small increments. To move shade more quickly, press & hold UP or DOWN button until the shade moves continuously. Please remember that there are no limits and you need to press STOP when you reach the desired limit.

TO SET THE **UPPER STOP** LIMIT:

1. **Always set the upper limit first** when adding limits after a full reset.
2. Move the shade to the desired upper stop limit.
3. **Press & hold UP & STOP** buttons together until the motor jogs 2 times and beeps once.

TO SET THE **LOWER STOP** LIMIT:

1. **Always set the lower limit second** when adding limits after a full reset.
2. Move the shade to the desired lower stop limit.
3. **Press & hold DOWN & STOP** buttons together until the motor jogs 2 times and beeps once.

TO SET THE **MIDDLE STOP** LIMIT: Follow instructions above for setting the middle stop limit.

*For other simple troubleshooting or repair tips such as replacing a motor, please contact our Pro Team for instructions and video links.*

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## SHADE WARRANTY

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### WHAT IS COVERED BY THIS WARRANTY?

This shade is warranted against defects in materials and workmanship, provided that:

1. The product was installed according to the product instructions.
2. Our recommendations were followed regarding limitations and specifications of the product.

We reserve the right to determine if your shade warrants a repair or partial replacement of any parts. If necessary, we will replace your shade with a new shade of equal or superior value. This shall be your sole remedy under this warranty.

All motors, remote controls and wand motors are warranted for a period of five years from the date of purchase.

### WHO IS COVERED BY THIS WARRANTY?

This warranty applies only to the original retail purchaser with proof of purchase in the USA.

### WHAT IS NOT COVERED BY THIS WARRANTY?

Your shade may also show some fading and discoloration over time. This is not considered a defect for the purposes of this warranty.

This warranty does not cover the removal or installation of original or replacement shades. This warranty does not cover damage or defects caused by, or resulting from improper maintenance, neglect or improper use, wear and tear, abuse, neglect, accidents, alteration, commercial use, installation, removal or reinstallation or exposure to excessive moisture.

Failure to follow the proper installation, charging and use instructions will invalidate the warranty for motors, remotes and wand motors.

### YOUR RIGHTS UNDER STATE LAW

This warranty gives you specific legal rights. You may also have other rights which may vary from State to State. In no event shall we be liable for incidental or consequential damages or for any other direct or indirect damage, loss, cost, expense or fee. 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. This warranty is exclusive and in lieu of all other obligations, liabilities or warranties.

If you have any questions or concerns, please contact the Pro Team at:  
1-330-562-0023.