

SHADE ELEMENTS

Product Warranty

EXTENT OF WARRANTY

- **Shade Elements Awning Components:** 5-year Limited warranty on all hardware components of the system, the warranty is given to fabricators and installers who purchase Shade Elements Awnings.
- **Serge Ferrari Soltis Mesh:** 10-year Warranty
- **Docril Acrylic Canvas:** 10-year Warranty
- **Alpha Motors:** 7-year Warranty
- **Somfy Motors:** 5-year Warranty

WHAT IS NOT COVERED

- Normal wear and tear.
- Misuse or abuse.
- Product failure due to improper installation.
- Water Ingress into motors
- Damage caused by extreme weather events

- Performance issues and/or abnormal wear & tear issues relating to products that exceed manufacturers size recommendations.
- All costs associated with product removal and re-installation.
- Alterations or repairs that are not authorised.
- Exposure to chemicals or corrosive elements such as a marine or salt air environment, cleaning products or insects.
- Exposure to high humidity environments resulting in mould, mildew or fungal growths.

There are no warranties that extend beyond this express written warranty, except the implied warranties of merchantability and fitness for a particular purpose. Under no circumstances shall the manufacturers and/or suppliers of the products be liable for lost profits, or other indirect, incidental, consequential, special or exemplary damages.

WARRANTY CLAIMS

Please contact Shade Elements with details of the problem, invoice number and purchase order number.

Should, for any reason, the screen/s or products need to be returned to the factory. The customer shall repackage and send or deliver to the address provided. The products will be checked and if faulty will be repaired or replaced asap and returned to the customer, the freight cost will be reimbursed. However, if in the factory's view, the product is not faulty the factory may charge for repairs, changes and/or freight.



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Operation Care & Maintenance

All Shade Elements products are made of high-grade materials to exacting specifications. As long as the Awnings are installed, operated and maintained properly as per the instructions listed below, they should provide many years of satisfactory service. If requested at the time of installation, Shade Elements can explain the correct use of an awning and advise how best to remove it for cleaning.

GENERAL

- Retractable awnings should be retracted in periods of high winds and are intended to be used for sun protection. Your awning can only withstand small amounts of rain as long as the pitch is greater than 15°, if not, you could risk pooling in the fabric which can damage your awning.
- Awnings should be used under supervision only as weather conditions can change quickly.
- Do not roll your awning away when the fabric is wet.
- Do not attempt to adjust or remove any awning component, trying to do so may result in personal injury or product malfunction.
- Fabric can form wrinkles or in some instances have a slight wavy effect, this is normal due to the awning fabric requiring seams along the width. This is not a fault.
- Do not use a BBQ, other cooking equipment or gas heating under the awning, this can damage the fabric and cause mould/mildew.

OPERATION

Manually crank operated awnings should be turned to extend, turn slowly and do not try to force the crank handle, you must ensure to keep the handle on the same angle as the gearbox position.

When extending the awning turn the handle until the folding arms are in place and the fabric is at its most taut position – you may need to wind back slightly to reach this position.

When you are finished using the awning simply wind to retract - The fabric must always roll off the top of the roller tube. Ensure you do not jam the fall bar against the roller as this can leave indentations in the fabric.

Automated awnings: Automated awnings are very easy to use, inner and outer limits are set during installation. Simply push the button (up/down) to extend or retract your awning, this can be stopped in any position by pushing the centre button on the remote. Remotes and sensors are battery operated which will require changing from time to time.

HARDWARE MAINTENANCE

Your awning components are powder coated using Dulux powder coat systems. As a general rule cleaning should take place every six months. In areas where pollutants are more prevalent, such as beach front and industrial or geothermal areas, then a cleaning program should be carried out on a more frequent basis ie. one to three months.

- Carefully remove any loose surface deposits with a wet sponge.
- Use a soft brush (non abrasive) and a mild household detergent (do not use solvents) in warm water, remove dust, salt and other deposits.
- Rinse off with clean fresh water.
- It is recommended to check all fasteners annually.

FABRIC MAINTENANCE

We recommend cleaning your fabric with a soft-bristled brush and rinsing with water. For localised stains, clean with a neutral detergent mixed in lukewarm water and rinse.

When used in awnings, it is very important to allow fabric to dry completely before rolling it.

