

# SHADE ELEMENTS

## Product Warranty

### EXTENT OF WARRANTY

- **Shade Elements Pergola Components:** 5-year Limited warranty on all hardware components of the system, the warranty is given to fabricators and installers who purchase Shade Elements Pergola systems.
- **Serge Ferrari Soltis Mesh:** 10-year Warranty.
- **Serge Ferrari Soltis Proof:** 10-year Warranty.
- **Somfy Motors:** 5-year Warranty.

### WHAT IS NOT COVERED

- Normal wear and tear.
- Misuse, abuse or vandalism.
- Product failure due to improper installation.
- Water Ingress into motors.
- Damage caused by extreme weather events.
- Alterations or repairs that are not authorised.

- 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.
- 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.
- Damage caused by incorrect operation or cleaning
- The warranty will be void if the maintenance plan is not followed.

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 Pergolas 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 a Pergola and advise best practice for cleaning.

### GENERAL

- Retractable pergolas should be retracted in periods of high winds exceeding their design specification. Your pergola is recommended to be installed at a pitch no less than 9°, any less increases the risk of water pooling in the fabric which can damage your pergola.
- Retractable pergolas should be used under supervision only as weather conditions can change quickly.
- Do not attempt to adjust or remove any pergola 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 pergola fabric requiring seams along the width. This is not a fault.
- Do not use a BBQ, other cooking equipment or gas heating under the pergola, this can damage the fabric and cause mould/mildew.

### OPERATION

#### Prior to operation:

- Ensure the pergola is free from debris (obstructions, wind blown objects etc).
- Ensure the area that the pergola will extend into is clear and the pergola will have full movement.
- Ensure the wind speed does not exceed your pergolas maximum wind speed rating.
- Ensure the operator has full line of site so they can stop the pergola extending if required.

#### It is recommended to retract the Pergola completely when you are not present as:

- Weather conditions can change rapidly and these may exceed the tolerances of the system.
- Debris can accumulate on or around the pergola which may inhibit the operation of the pergola.

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

### HARDWARE MAINTENANCE

Your pergola 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

Shade Elements pergola fabrics are the latest in PVC membrane technology. They have a top surface layer that provides excellent dirt resistance, as with most product surfaces it is important to clean and maintain the product to keep it looking at its best for its intended lifespan.

If the surface is stained the recommended cleaning method is to use a neutral detergent (solvent free, non-alkali with pH of 5 are used) with a soft sponge and rinse with sufficient water.

Solvent based cleaners should not be used. Abrasive cleaning agents should not be used because these can damage the top surface of the fabric.

