

SHADE ELEMENTS

Product Warranty

EXTENT OF WARRANTY

- **Omni Screen Components:** 2-year Warranty
- **Serge Ferrari Soltis Mesh:** 10-year Warranty
- **Shadeview Mesh:** 10-year Warranty
- **Achilles Clear PVC:** 2-year Warranty
- **Alpha Motors:** 7-year Warranty
- **Somfy Motors:** 5-year Warranty
- **Screen Fabrication:** 2-year Warranty

WHAT IS NOT COVERED

- Normal wear and tear.
- Misuse or abuse.
- Product failure due to improper installation.
- Water Ingress into motors
- Clear PVC opaqueness due to rolling up when wet.

- Gearbox unwinding from over tension
- 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 screens 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 screen and advise how best to remove it for cleaning.

GENERAL

- Screens should be retracted in periods of high wind.
- Rolling up fabric when wet can encourage growth of Mould, Mildew and Cloudiness.
- Ensure bottom locks are engaged when screen is lowered to prevent fabric moving in wind
- Ensure all fasteners are secured adequately
- Flashings are recommended where possible to prolong fabric lifespan
- Powder coating to be cleaned regularly

OPERATION

- Lower screen to desired location
- Fasten bottom rail in position with S/S clips or Slide Locks
- Back tension gearbox/motor to tighten screen – Do not over tighten as this can stretch fabric or potentially break the gearbox
- To raise screen, release slide locks or S/S clips and raise screen to the highest position. Do Not leave screen midway.

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.

SUNSCREEN MESH

Sunscreen mesh fabric should be brushed regularly with a non-abrasive brush and hosed down with clean cold water and left to dry completely before rolling up – this is important to prevent mould and mildew growth. For more stubborn stains a solution of mild detergent and luke-warm water. Rinse thoroughly and allow to dry completely before rolling away. Treat stains as soon as possible.

ACHILLES CLEAR PVC

The use of harsh chemicals for cleaning should be avoided, as these can scratch the surface or attack the material. Clear PVC should only be cleaned with a diluted solution of mild soap and warm water. Rinse with clean water and dry with a soft cloth or a sponge. Do not use solvents or chemical cleaners. Do not expose sheets to abrasion. We recommend Vuplex plastic cleaner/polish.

