

### Product Warranty

Shadeco warrants each awning, blind and shutter which is sold and installed to be free from defects in material and workmanship under normal use and conditions for a period of 24 months. Shadeco will repair or replace any product that proves defective within the limits of this warranty.

Some of our suppliers have an extended warranty for replacement of faulty parts only. Where a supplier determines that a part has failed under the terms of their extended warranty, a replacement part will be supplied at no cost and **Shadeco will only charge for the cost of service labour.**

Shadeco does not warrant electric motors operated through Home Automation control systems such as CBUS. It is essential that the control system be correctly designed and installed using forward & reverse relays to prevent the motor receiving 2 signals at the same time.

Handsets are covered by a manufacturers warranty but do not carry a warranty from Shadeco due to the fact that they can be dropped and damaged. Handsets will be replaced under warranty if deemed as faulty by the manufacturer. Shadeco will charge a service call fee to program the handset.

Our awnings are designed to be used as sun shelters in calm conditions. The use for any other purpose or in any other conditions is done at the Consumer's risk.

Electronic controls such as wind sensors are a valuable safeguard but will not guarantee protection in all circumstances.

This warranty does not cover:

1. Defects that occur outside the warranty period.
2. Any product that has been subject to misuse, negligence, accidental damage or improper maintenance.
3. Defects resulting from installation by a person who is not an authorised Shadeco installer.
4. Product that has been repaired and or serviced by a person who is not an authorised Shadeco installer or repairer.
5. Product that has been modified or altered in any way.
6. Product that has not been maintained in accordance with the Care and Maintenance Instructions.
7. Product that has been damaged by matters covered by the owner's insurance and/or outside the control of Shadeco - such as fire, theft, abuse or an act of God.
8. Defects that result from use other than normal residential use.

### Care & Maintenance

To ensure the longest possible life from you awning, we recommend you follow these guidelines;

#### Operation & Care:

1. DO NOT leave your awning out if you are not at home, in windy conditions or if storms are approaching and under no circumstances should the awning be allowed to hold water.
2. Ensure the fabric is thoroughly dry before rolling it away.
3. Close your awning in wet weather even if the fabric is wet. Only open your awning to dry the fabric when the weather improves.
4. No objects should be attached to or hung from the awning as damage may occur.
5. Extreme care is required with motorised products. Avoid water contact with motor systems and do not attempt to adjust the motor settings.
6. Awnings should be operated (ie extended and retracted) at least every two months to maintain proper working order.

#### Maintenance

##### To clean the fabric:

1. Keep the fabric clean by brushing it regularly, both inside & out with a soft brush. Hosing occasionally with clean, cold water on hot days will minimise the development of algae, mildew & fungus by removing dust and grime. DO NOT allow dirt, leaf litter, bird droppings etc to remain on the fabric as this provides a perfect environment for bacteria to proliferate.
2. While hosing down the fabric, also wash the frame. Removal of salt residue in areas close to the ocean is essential (take care not to wet the cable & motor on motorised awnings).
3. To remove wet or embedded stains, sponge clean fabric with a damp cloth. Use diluted detergent with warm water, and avoid rubbing the stain. In all cases the cleaning process should be tested in an inconspicuous area first.
4. DO NOT wash the fabric with strong detergents or bleach. Most of our fabrics are impregnated with mould & water repelling agents, however under certain conditions, even these preventative agents can be rendered ineffective. Keep insecticides, solvents and fuels away from fabric.

##### To clean the framework, cassettes & headboxes:

The effects of ultra violet light, pollution, dirt, grime and salt deposits are detrimental to a powder-coated surface as they accumulate over time.

1. Carefully remove any loose deposits with a wet sponge.
2. Use a soft brush or cloth (non abrasive), and a diluted dish detergent remove other deposits. Do not use steel wool, scrapers, scouring liquids or powders as they will permanently scratch the coated surface.
3. Rinse off with clean water.
4. Apply a coating of 'SILICON SPRAY' to all frame joints and cables (WD40 is not suitable). This is particularly important in high corrosion areas near the ocean and should be performed frequently in coastal areas.