

CARING FOR YOUR OUTDOOR BLINDS & AWNINGS:

MAINTENANCE GUIDELINES AND WARRANTY DETAILS



TRACK CARE

- ▶ Regular use of eZIP® is advised for optimal performance, while prolonged periods of inactivity may lead to diminished effectiveness.
- ▶ Infrequent use of outdoor blinds & awnings may result in the appearance of pressure marks on the fabric, necessitating time for resettlement.
- ▶ Proper maintenance of eZIP® track blinds involves ensuring they are clean and devoid of debris. Periodic rinsing with clean water and subsequent drying is recommended.
- ▶ If lubrication of the tracks is required, silicon spray is the recommended solution. It is advisable to conduct a test on a small, inconspicuous area beforehand.
- ▶ Utilise a soft brush or cloth for cleaning the hardware, refraining from abrasive sponges or solvent-based cleaners (such as turps, kerosene, or paint thinners) on componentry or Powder Coated surfaces, as such actions will nullify the warranty.

FABRIC CARE

General marking and mould is inevitable for outdoor fabrics, prompt attention to the affected area will minimise the chance of staining or fabric degradation.

To obtain the maximum life from your awning and blind products, the following points should be noted:

- ▶ The maintenance of fabric plays a crucial role in ensuring the optimal functioning of the system. Fabrics possess a memory and allowing the blind to remain lowered for a period typically facilitates the resettling of the fabric.
- ▶ Washing most fabrics with a hose at normal tap pressure is generally sufficient. Alternatively, a soft cloth or brush with a very mild detergent can be employed.
- ▶ Utilising an outdoor cleaning glove with gentle pressure can effectively remove dirt, ensuring caution is exercised to prevent stretching or marking of the fabric. For Mesh or PVC fabrics, a chamois may aid in drying and polishing. It is imperative to avoid the use of high-pressure cleaners or harsh chemicals on fabrics.
- ▶ While regular washing and maintenance are advocated to maintain optimal functionality, it is crucial to ensure the blinds are thoroughly dried before rolling them up to prevent the onset of mould or deterioration.
- ▶ Keep petrol, oil, solvents, kerosene and other similar fluids away from the fabric.
- ▶ Do not allow bird droppings, earth, sand or vegetable matter to remain in contact with the fabric.
- ▶ It is important that the awning or blind is let down to dry

after wet weather and should not be rolled up or stowed away when wet.

- ▶ Avoid over-tensioning straight drops to prevent fabric stretching.
- ▶ No powered, high pressure washers to be used for cleaning fabric. **Warranty will be voided.*

EXTREME WEATHER

Outdoor blinds & awnings are engineered to withstand moderate winds, with a capacity of up to 45km/h; however, it is essential to exercise prudence. In the event of a storm or extreme wind conditions, it is advisable to retract all outdoor blinds & awnings.

- ▶ It is not recommended to leave outdoor blinds and awnings at a halfway position during severe winds or storms.
- ▶ If operation during windy conditions is necessary, it is advised to retract them individually to prevent the accumulation of a significant gust of wind within an enclosed area.

WARRANTY

This warranty is applicable solely to Designer Blinds & Plantations products that have been exclusively sold by us.

We give this warranty to you, the original purchaser, only if you purchased the goods directly from us.

This warranty supplements your existing legal rights as provided by law

Your Rights as a Consumer:

As a purchaser of goods from Designer Blinds & Plantations, you are entitled to certain guarantees under the Australian Consumer Law (ACL). These guarantees ensure that the products you purchase meet certain standards of quality, fitness for purpose, and accuracy of description.

Guarantee of Acceptable Quality

- ▶ We guarantee that our outdoor blinds are of acceptable quality, meaning they are safe, durable, and free from defects.
- ▶ They are fit for all the purposes for which goods of that kind are commonly supplied.
- ▶ Our blinds are expected to be acceptable in appearance and finish, meeting the standards appropriate for their price and nature.

Guarantee of Fitness for Purpose:

- ▶ Our outdoor blinds are guaranteed to be fit for any disclosed purpose or any purpose that you make known to us before purchasing.
- ▶ We represent that our blinds are fit for the purposes for



which we advertise or describe them.

Guarantee of Matched Description:

- ▶ We guarantee that our outdoor blinds match the description provided by us or any sample shown to you before purchase.

Your Remedies:

If our outdoor blinds fail to meet any of these guarantees, you have the right to seek remedies under the ACL. These remedies may include repair or replacement depending on the nature of the issue.

Contact Us:

If you have any questions or concerns regarding your rights under the Australian Consumer Law or if you need assistance with a warranty claim, please contact our customer service department at service@designerplantations.com.au or call us at 02 4603 7638.

Your Rights Matter:

Your rights as a consumer are important to us. We are committed to ensuring that you receive products of the highest quality and that your consumer rights are upheld.

The period in which this warranty applies

Designer Blinds & Plantations outdoor blinds come with a comprehensive warranty commencing from the date of installation.

- ▶ 12 Months on Workmanship
- ▶ 10-year UV warranty on Fabric
- ▶ 5 years on Components
- ▶ 7 years on Motors
- ▶ 3 years on Remotes and Sensors.

Our commitment under this warranty entails either repairing the goods or providing a replacement with new goods, as determined by us, under the following conditions:

- ▶ The goods demonstrate a defect in materials or workmanship, or they fail to function as intended; and
- ▶ You submit a claim under this warranty as outlined below, within the specified time frames specified above.

What this warranty does not cover

For the purposes of this warranty, a “defect” does not encompass (and we will not repair or replace products afflicted with) damage resulting from:

- ▶ Normal wear and tear;
- ▶ Gradual fading, mould, or other debris;
- ▶ Abuse, misuse, or accidents;
- ▶ Exposure to elements such as sun damage, or

gradual discoloration over time; industrial or corrosive environments;

- ▶ Failure to adhere to cleaning and maintenance instructions;
- ▶ Extreme weather events or other acts of nature; [Awnings: Do not leave awning out in fresh winds as defined by the ****Beaufort Wind Scale**** and/or rain, as it may damage your awning], or
- ▶ Modifications performed by any individual other than a Designer Blinds & Plantations representative or caused by non-compliant use or installation contrary to the provided product installation instructions.
*** <http://www.bom.gov.au/marine/knowledge-centre/reference/wind.shtml>*
- ▶ This warranty does not cover expenses related to the removal of the warranted goods or installation of the repaired or replaced goods. In cases where the cost of labour exceeds our standard call-out fee any additional expenses incurred beyond this amount shall be the responsibility of the customer.

How to make a claim under this warranty

If a defect arises in the goods within the specified warranty period, to initiate a claim under this warranty, you must, before the expiration of the warranty period (as detailed above), and at your own expense:

- ▶ Submit comprehensive details of your claim to service@designerplantations.com.au or alternatively call us on 02 4603 7638.

These details should include:

- ▶ Your full name, address, and contact number;
- ▶ A description of the perceived defect, along with the circumstances surrounding its manifestation, indicating your intent to claim under this warranty; and
- ▶ Proof of your purchase of the product, including details of the purchase date.

Additionally, you must:

- ▶ Provide us with any other relevant information we reasonably request concerning the circumstances leading to the alleged defect (including providing photos if requested).

Following this, we will arrange for an inspection of the goods to ascertain their condition and determine if they indeed exhibit a defect. If, upon reasonable evaluation, we concur that the goods are defective, we will, at our discretion, either repair them or replace them with new goods. Please note that a call-out fee will be incurred for the inspection. However, any call-out fee that is charged will be refunded if we determine the goods are defective.