



# Manufacturer's Warranty and Maintenance Indoor Blinds



## This Warranty is in addition to other legal rights you have under the Australian Consumer Law:

- Subject to the conditions of this warranty, Franklyn Blinds Awnings Security warrant the below products to be free from defects in design, material and workmanship at the time of installation, for a period of three years from the date of purchase.
- This warranty specifically covers blinds produced by Franklyn. Warranty is on product only.
- Approved child safety devices are supplied with our interior products and must be fitted to claim warranty
- Products must be returned to Franklyn Blinds factory for warranty claims.
- Products must be cleaned and maintained as per cleaning instructions.
- Warranty is valid if you carry out very basic maintenance on your interior blinds, don't put them down in front of open windows and keep them dry and vacuumed every few months.

## Covered under this warranty:

- |                                  |         |
|----------------------------------|---------|
| • Panel Glide Blinds             | 3 Years |
| • Ready Made Blinds              | 3 Years |
| • Roller Blinds                  | 3 Years |
| • Sheer Elegance                 | 3 Years |
| • Venetian Blinds Aluminium      | 3 Years |
| • Venetian Blinds Timber and PVC | 3 Years |
| • Vertical Drapes                | 3 Years |
| • Labour & Travel                | 3 Years |

We warrant these products free from defects within the following Acceptable Standard Guidelines:

- If a defect is visible with the naked eye in natural daylight at a distance of 1.2 metres, it is not acceptable.
- If a defect is not visible with the naked eye in natural daylight at a distance of 1.2 metres, it is acceptable.

## Motorisation:

- |  |         |
|--|---------|
| • Acmeda 240V Motors & Pulse               | 7 Years |
| • Acmeda Battery Powered Motors & Controls | 5 Years |
| • Somfy Motors and Controls                | 5 Years |
| - Batteries are not covered under warranty |         |

## Not covered under General Warranty for Interior Blinds:

- Normal Wear and Tear
- Misuse or abuse
- Use of components not supplied by Franklyn
- Any alterations made to the blinds as supplied that has not been carried out by a Franklyn service technician
- Incorrect or insufficient care, Cleaning and Maintenance – Refer Cleaning Instructions
- Exposure to the elements (e.g. sun damage), or discolouration over time;
- Blinds that shrink or expand due to weather conditions;
- Exposure to high humidity (resulting in mould & mildew or 'warping') – e.g. kitchens, bathrooms and natural variations in grain, colour and texture for timber venetian blinds and other timber product
- Holes or runs in, or fraying of, the material which occurs more than three months after installation;
- Broken chains, cords or mechanisms which occurs more than three months after installation;
- Puckering of material where material is over 2 metres in width;
- The most common cause of damage to blinds is a window being left open whilst the blind is in the down position. This action will void your warranty.
- Warranty does not cover the cost of removal, re-installation or despatch.
- Blinds will need to be packed suitably so as not to be damaged in transit on return to our factory. Any damage in freight will be the responsibility of the customer.
- Electrical works completed by your licensed electrical contractor



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## CLEANING INSTRUCTIONS

Fabric and bottom rail can be vacuumed with brush attachment to remove surface dust. A damp cloth can be used to wipe bottom rail and panel glide/Roman blind battens.

Marks on fabric can be treated with mild detergent, warm water and soft cloth. Be sure to test the effect of the cleaner on a discreet piece of the fabric to ensure the material is not stained or bleached by the cleaning product.

Regular vacuuming of venetian products is recommended to avoid dust build up. Use the brush attachment for ease of cleaning. For stubborn dirt, a mild detergent, warm water and soft cloth can be used.

Timber products should not be immersed in water due to possible warping. If timber becomes damp, ensure product is dried out quickly.

## IMPORTANT INFORMATION:

**\* The following is not covered by this Warranty:**

### Fabric "V"ING

Large width roller blinds larger than 2400mm and/or longer than 3000mm, could show the effect of "V'ing". This effect is predominant on all large blinds. To reduce this effect, consider splitting the blind into smaller widths and/or multi-linking blinds together.

### Patterns

Textured or directional fabrics may not have the warp (vertical) or weft (horizontal) yarns travelling perfectly perpendicular to each other. Some deviation from the pattern or texture will exist. You should expect to see variations of up to 30mm in the direction of the pattern from one side of the blind to the other.

### Railroading and Cupping

Selected fabrics can be railroaded. Railroading fabric often leads to curling or cupping of the outer edges of the blind. Railroading of the fabric changes the appearance of the blind, which is more pronounced in textured fabrics. Cupping of fabric at the outer edges of the blind is more pronounced on wider width roller blinds.

### Light Gaps

All roller blinds allow light to pass around the sides of the fabric (even when block out fabric is used). This is because the overall width of the blind including its brackets is always wider than the fabric width. Light Gaps are most prominent when a blind is fitted inside a window recess.

Face fitting may be a better option than reveal fitting, however, the only way that light gaps can truly be minimised is to use hardware systems that utilise side channels.

All venetians allow light to pass around the sides of the slats. Light can also reflect off the slats, therefore venetians are not a complete block out product.

### Large Venetian Blinds

Large venetian blinds can be quite heavy to raise and lower. Due to the weight, keeping the blind raised in the open position for an extended period of time may permanently damage the shape and appearance of the blind.

Raise large blinds with the lift cord and assist with your other hand to reduce the tension on the cord. Significant bowing may occur for blinds with width over 2000mm and drop of 1800mm.

### Puckering

Some wider width roller blinds will exhibit a deviation across the width of the fabric at the base rail. This can be minimised via selection of base rail options.