



Manufacturer's Warranty and Maintenance Outdoor Blinds & Awnings



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 our products to be free from defects in design, material and workmanship at the time of installation, for the specified time periods stated below:

- Aluminium Privacy Screens 5 Years
- Auto Roll-Up Fabric 3 Years
- Café Blind 3 Years
- Cord and Pulley 3 Years
- Crank operated straight drop 3 Years
- Drop Arm Fabric 3 Years
- Fixed Canopy 3 Years
- Folding Arm - Australia 5 Years*
- Folding Arm - Turnils FA40 Series 5 Years*
- Folding Arm - Shan or Feng 5 Years*
- Folding Arm - Poinciana 3 Years
- Heavy Duty Channel 3 Years
- Louvre - Aluminium 5 Years
- Louvre - Steel 2 Years
- Multi Stop Channel 3 Years
- Wire Guide 3 Years
- Zipscreen - Mesh/Acrylic 5 Years*
- Zipscreen - PVC 2 Years
- Zipscreen Extreme 5 Years*
- Ziptrak 3 Years
- Labour & Travel 3 Years

*Warranted under Franklyn's Supplier Warranty

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

Fabrics:

Products are available in a wide range of fabric options depending on the requirements.

Fabric Options include:

- Docril Acrylic Fabric 10 year warranty*
- Docril Acrylic Nautica Fabric 10 year warranty*
- Eziview 5 year warranty*
- Outlook Mode 10 year warranty*
- Outlook Designs 10 year warranty*
- PVC – CLEAR or TINTED 2 year warranty*

*Products must be cleaned as per cleaning instructions.

Paint Finish:

All powder coated products are warranted for colour fastness for 5 years



Manufacturer's Warranty and Maintenance Outdoor Blinds & Awnings



GENERAL INFORMATION

- Our products are designed to protect from the sun in calm weather. In strong winds your product should be retracted.
- Our products are not designed as wind breaks or shelters from rain with some exceptions.
- Awnings should not be allowed to hold water and please don't hang anything from your outdoor blinds or awnings.
- We recommend the use of wind, rain and motion sensors but these are not infallible and of course this does not apply to manual products.
- It is highly recommended that products be retracted when unattended.
- If motorised, your motor is usually pre-set and adjusted by your installer and does not require any adjustment by the consumer.
- If your motor is used repeatedly in a short period, it will overheat and automatically cut out until it cools down. This is a normal function and a safety override on your motor. Please avoid direct wetting of the motor.
- Do not press the remote control buttons repeatedly as this may alter the pre-set limits on the motor. We recommend that you clean the spinner on your wind and remote sensors regularly.

MAINTENANCE AND CARE OF OUTDOOR BLINDS:

FABRIC MAINTENANCE

- Acrylic canvas fabrics are natural products whose appearance may change over time and in varying weather conditions.
- These changes, including waffling, veining and folding, are normal and consistent with the manufacturer's specifications.
- If the awning is retracted when wet, then extend the awning at the first opportunity to allow the fabric to dry so as to discourage the growth of algae, mildew or other fungal growth.
- To maintain the appearance and life of the fabric, clean the fabric by brushing regularly with a soft, dry brush. Occasionally hose down with clean, cold water on sunny days.
- Do not allow dirt, dust, grime, leaf litter and bird matter to remain on the fabric as these are mediums for bacterial growth.
- Rinse the fabric as soon as possible to remove foreign matter.
- Avoid cleaning the fabric during humid weather as this can encourage mould to appear.
- Do not use strong bleaches, solvents, alcohol (spirits) or abrasive cleaning agents
- For fibreglass or polyester based materials with a polymer coating, use a clear coloured cleaner such as Spray and Wipe. 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 product.
- For difficult marks, fabric cleaners are available which can be sprayed on and wiped off with a clean rag. Franklyn recommends Swiftee Outdoor Blind Cleaner- available for purchase from any Franklyn Showroom.
- Recycled water can leave traces of lime scale; adding a small amount of vinegar to the water will prevent this from occurring.
- Ensure the fabric is completely dry before retracting the awning.
- Do not use pressurised water cleaners, rotary brushes or steam cleaners.
- Incorrect cleaning will ruin or reduce the protection of the fabric finish and will not be covered under warranty.

FRAME & HARDWARE MAINTENANCE - POWDER COATING

- As awnings are fixed outside they will get dirty over a period of time. This will not reduce their usability but it is recommended that the powder-coated parts are cleaned regularly with a soft woollen cloth to maintain optimal colour.
- To maintain your warranty, please don't allow dirt or salt to accumulate on the powder coating (or fabric for that matter).
- You should wash the powder coating with mild detergent every 6-12 months.
- In coastal areas, breezes can form whirlwinds transporting grains of sand and salt water. This creates a 'sandpaper' effect, which can reduce the thickness of the powder coating on the structure and components. Coastal areas are considered 'aggressive environments' therefore it is recommended that regular cleaning and maintenance be carried out using fresh water and mild detergents to increase product life expectancy
- Please avoid allowing things like paint, concrete, harsh cleaning materials, solvents etc. to come into contact with your powder coating or fabrics. If this occurs, please rinse with cold water and mild detergent or natural soap immediately.
- Try to avoid water getting on or around your motors. We recommend the use of Silicone spray on your moving parts avoiding the fabric and motor. This should be done annually or as necessary.
- For mechanical/moving parts and stainless steel components it is recommended to use a protective lubricant spray (CRC Marine 66®, Innox® or WD40®), followed by a light wipe with a dry cloth to remove excess.



Manufacturer's Warranty and Maintenance Outdoor Blinds & Awnings



WIND AND RAIN CONDITIONS

- Our Outdoor Blinds, Pivot Arms and Folding Arm Awnings will generally withstand wind up to around 35 km per hour. Notwithstanding this suggestion, it is the responsibility of the customer to retract the awning in windy conditions.
- We suggest that if the wind is gusty and it's uncomfortable outside, awnings in particular should be retracted.
- Our products are not intended to be waterproof. Water will generally not damage an outdoor blind or awning, however if you need to retract them when they are wet, they should be extended as soon as practical and allowed to dry.

TECHNICAL LIMITS OF FABRICS:

Mould

- Due to the high level of pollutants in the air, awnings can be attacked by micro-organisms which will make them impossible to clean afterwards. If the awning or roof is installed near roads, air ducts or trees which drop resin or leaves it is important that regular cleaning and maintenance be carried out.

Creases

- Cobweb effect can form when the fabric is being created. Particularly for light colour fabrics these creases can become darker marks, however the quality and operation of your product will not be affected.

Waves/Ripples

- When the awning is rolled up, a double thickness is produced along the joins and side seams, this may cause the single layer of fabric between the joins and side seams to ripple or waffle. These anomalies are 'visual defects' that do not diminish the quality of the product.

Fraying & Abrasion

- In the event your awning is exposed to continuous strong winds it may show signs of wear, fraying or abrasion. This is less likely to occur in polyester fabrics.

Water-repellence

- Acrylic fabrics are not waterproof, and like any other fabric they have microscopic porous holes where the threads cross over. Further to a special impregnation treatment for outdoor use, the acrylic and polyester fabrics are dirt, water and oil repellent. This means that any drops of water will run off the awning fabrics due to their inclination. The effectiveness of this finish does gradually reduce over time due to weather and environmental factors.

Resistance to Decomposition & Environmental Factors

- Awning fabrics are generally made from synthetic fibres, which do not contain any biodegradable substances and therefore are resistant to decomposition. A build-up of dirt and organic substances on the surface of the fabric combined with humid conditions can encourage mould to appear. If the fabric is rolled up while still damp the layers of fabric cannot dry and discolouration can occur. Damage of this nature is caused by failure to adhere to the recommendations and is not covered under warranty.

Side edges & sewing

- The awnings are made up from strips of fabric, where each row of sewing and edge is reinforced. When the fabric is rolled up, the lines of sewing and the edges are rolled on top of each other causing added tension on the area. This tension can cause waves in the material to appear

Fabric joins

- Some Awnings sizes may require fabric to be joined. Depending on the fabric and type of join used, this may result in either visible pinholes through the join, or a solid band across the width of the join.

PVC – Clear / Tinted

- Clear PVC is susceptible to degradation due to exposure of UV light and pollutants. PVC will turn yellow and brittle over time. Clear PVC can scratch if not maintained properly and can shrink up to 3%.



Manufacturer's Warranty and Maintenance Outdoor Blinds & Awnings



EXCLUSIONS:

* The following is not covered by this Warranty:

- Fair wear and tear.
- Damage resulting from accidents, negligence, neglect
- Damage, including adjustment to the pitch settings of folding arm awning, resulting from storm, wind, rain, hail.
- Damage resulting from the consumer not following the Maintenance and Care instructions for the products.
- Damage to or deterioration in the performance of the goods when repairs or adjustments to the goods have been undertaken by a party other than Franklyn blinds or a technician approved by Franklyn.
- Deterioration of surface finishes due to exposure to ocean salt spray or other corrosive atmosphere including hazardous industrial processes.
- When any coating agent, other than a mild detergent diluted in lukewarm water for cleaning purposes, is applied to the fabric.
- Labour, third party costs or electrical costs (other than the direct replacement of components forming part of the Automation Systems supplied by Franklyn Blinds).
- Goods ordered outside of recommended specifications and goods purchased from parties other than Franklyn.
- Small colour variations from powder coating colour samples and between components and profiles and variations in fabric colours from samples that are caused by industrial processes.
- Changes or variations in the fabric including veining and folding over time caused by the natural reaction of the fabric to the environment.
- Goods that fall outside the warranty period.