



Vanguard WARRANTY & MAINTENANCE

Fabric & Aluminium Products

2017_V2

Vanguard offers a 5 year extended warranty on all products.

All products installed by Vanguard are guaranteed up to 2 years from the date of purchase (supply only order) or installation.

Vanguard extends the product warranty to 5 years from the date of purchase or installation provided the following conditions are met:

- Maintenance work is carried out by the end of the 2nd year from the date of installation by an authorised Vanguard technician; and
- Recommendations and correct product use have been adhered to.

IMPORTANT INFORMATION REGARDING COMPULSORY MAINTENANCE (FOR WARRANTY EXTENSION):

If compulsory maintenance work is not carried out, the warranty will expire at the end of the 2nd year. Maintenance is to be carried out by an authorised Vanguard technician and must include checking of all mechanical components and fabric.

Original Vanguard spare parts must be used, otherwise the warranty will be voided.

WARRANTY DETAILS

Warranty coverage: Vanguard Warranty covers all products sold and installed by Vanguard. Fabrics, powder coating, motors and remote controls are not covered under the Vanguard Warranty. These items are covered by the respective manufacturer's warranty.

Warranty duration: All products are guaranteed for 2 years from the date of purchase or installation. The customer must notify Vanguard of any defects within 2 months from the date the product becomes defective for a warranty claim to be valid.

EXTENSION

All products installed by Vanguard are guaranteed for 2 years from the date of purchase or installation. Vanguard extends the product warranty to 5 years from the date of purchase, if the following terms are met:

- Maintenance work must be carried out by the end of the 2nd year from the date of purchase or installation by an authorised Vanguard technician.

The warranty for the 3rd, 4th and 5th year only covers parts recognised as faulty by Vanguard and does not cover labour costs, dismantling, assembly or transport. The warranty extension covers claims as follows:

- Year 3: covers 60% of the value.
- Year 4: covers 50% of the value.
- Year 5: covers 35% of the value.

IMPORTANT: For all warranty claims or maintenance work undertaken, the client is responsible for the call out and labour costs. In cases where an elevated work platform or scaffolding is required the client is also responsible for hire costs.

EXCLUSIONS

The warranty is not valid in cases of improper use of the product.

The warranty does not cover any malfunctions caused by negligence or careless use (e.g. Failure to observe the instructions or correct use of the product), incorrect installation or maintenance by unauthorised persons, damage caused in transport, or due to circumstances which are not related to manufacturing faults and/or conformity of the product.

The warranty is not valid in cases of improper use during wind, rain, hail or other combined events, collapse of the wall the product is anchored to, tampering with the product*, installation, dismantling and maintenance carried out by anyone who is not a Vanguard authorised technician or not correctly carried out, failure to carry out the compulsory maintenance work within the given terms and the use of any spare parts that are not originals.

*It is not possible to alter, change or modify the product during or after installation without prior authorisation from Vanguard. Products or components (including motors and automated systems) cannot be used with products without the express authorisation of Vanguard. The application and installation of unauthorised parts, components or side fasteners to Vanguard structures, roofs or awnings could compromise the proper functioning and stability of the structure itself, as well as its resistance to wind and atmospheric agents in general, and the durability of the product. The warranty will no longer be valid if the above mentioned provisions are violated and Vanguard will decline any responsibility.

MAINTENANCE

FABRIC MAINTENANCE

CLEANING & GENERAL MAINTENANCE

- Do not allow dirt, dust, grime, leaf litter or bird waste remain on your retractable roof, awning or blinds for even a short period of time as it can cause discolorations.
- As retractable roofs, awnings and blinds 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 to maintain optimal colour.
- Do not use solvents, alcohol (spirits) or abrasive cleaning agents.
- Do not use pressurised water cleaners, rotary brushes or steam cleaners.
- If there are fingerprints, light grease or oil on the powder-coated metal parts - wash with mild household detergent and a soft cloth. Rinse off with water and dry with a soft cloth.
- Canvas and acrylic fabrics can be treated with a hypochlorite bleach to remove stubborn stains or mould. The fabric should be washed with a solution of 1 part bleach to 4 parts water. Apply the diluted solution to the fabric with a soft brush and rinse of thoroughly after 10 minutes. Please follow all safety instructions on the bleach packaging. Care should also be taken to protect gardens and surrounding areas from the solution run off.
- Light dirt can be brushed off the roof, awning or blinds with a dry brush.
- Recycled water can leave traces of lime scale; adding a small amount of vinegar to the water will prevent this from occurring.
- Avoid cleaning fabric during humid weather as this can encourage mould to appear.
- Ensure fabric is completely dry before retracting the roof, awning or blinds.

WIND & RAIN

- All products come with a wind resistance rating, however this should be regarded as a suggestion, and it is the responsibility of the customer to retract fabric products in windy conditions.
- If you must retract your product in wet conditions, ensure when possible that it is extended and allowed to completely dry – this will avoid mould or mildew appearing on the fabric.
- Products should always be retracted in high winds, rain and storms.
- Avoid leaving pools of water sitting on fabrics, as it will cause mould to appear.
- Ensure that products are extended and retracted regularly, particularly if usually set in 1 position – this will allow the fabric to even out and will be less likely for crumples and wrinkles to occur.

FABRIC LIMITATIONS

Mould

Due to the high level of pollutants in the air blinds, awnings or retractable roofs can be attacked by micro-organisms which will make them impossible to clean afterwards. If the product/s are 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/s will not be affected.

Waves and ripples

Waves can form near the sewing and side edges due to the double thickness of the fabric. When retracted these areas are placed under different levels of tension which can cause the effect.

Fraying and abrasion

In the event your blinds, awning or retractable roof 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 and environmental factors

Blinds, awnings or retractable roof 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 and sewing

Blinds, awnings or retractable roofs 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.

Clear PVC limitations

Clear PVC when combined with another fabric can cause waving, pinching or curling due to the different material compositions and properties. Excessive pulling may cause ripping or permanent deformations in the fabric. These are not covered under warranty.

IMPORTANT: Clear PVC has a 1 year warranty (offered by the fabric supplier). Clear PVC fabric is excluded from all warranty extensions.

POWDER COAT/ANODISING MAINTENANCE

GENERAL MAINTENANCE & CLEANING

- Over time with exposure to the elements, powder coatings may show some signs of weathering, such as loss of gloss, chalking and slight colour change. Regular cleaning will minimise the effects of weathering and ensure that dirt, grime and salt do not build up.
- Do not allow dirt, grime or salt to accumulate on the powder coating.
- Wash powder coating with warm water, non-abrasive pH neutral detergent and a soft cloth/brush.
- Recommended frequency of cleaning
 - General environments: every 6 months
 - Marine/industrial environments: every 1-3 months
- Ensure that surfaces and crevices are rinsed thoroughly after cleaning.

HARDWARE & COMPONENTS MAINTENANCE

GENERAL MAINTENANCE & CLEANING

Hardware

- Components are manufactured from 316 marine grade stainless steel and although performance is considerably better than plated steels, it is still susceptible to corrosion if not properly maintained.
- Wash with warm water, non-abrasive pH neutral detergent and a soft cloth/brush. Allow to dry.
- Lightly spray all carriers, pivots and brackets with a corrosion preventative (CRC marine 66, Innox or WD40).
- Give areas a light wipe with a dry cloth to remove any excess.

Tracks

- Spray food grade silicon to the inner lip of each side of the track.
- Ensure the carriers pass through the lubricant and it is distributed evenly along the track.
- Apply additional lubricant around carriers.
- Give areas a light wipe with a dry cloth to remove any excess.

Tea staining

- Stainless steel is not stain free. Nearly all stainless steel will eventually get a condition called 'tea staining', which is associated with exposure to coastal environments. It causes a discolouration of the surface but does not affect the structural integrity or longevity of the material.
- The effects of prevailing winds, topography, shielding, pollution and temperature can create regions of higher than average effects. Areas up to 20km from the coast can be affected.
- Stainless steel products can maintain a lustrous appearance if properly cared for.
- Wash with warm water, non-abrasive pH neutral detergent and a soft cloth/brush. Allow to dry.
- Spray with a corrosion preventative (CRC marine 66, Innox or WD40).

IMPORTANT: *Stainless steel hardware is not warranted against the effects of tea staining, preservation and prevention is the responsibility of the customer.*

OPERATING SYSTEMS & SAFETY DEVICES

MOTORS

- All products (excluding Tolo GA / Med Twist) use Somfy motors and controls which carry a 5 year warranty.
- Gibus Tolo GA: Cherubini Blue Wave RX V25 motor (5 year warranty).
- Gibus Med Twist: 2 x Linak LA23 linear motors and Telco automation (5 year warranty).

IMPORTANT: *Product installation excludes electrical (electrician) and elevated work platform or scaffolding requirement costs.*

SOMFY SENSORS

All Somfy weather sensors come with a 5 year manufacturers warranty.

- Eolis (wind sensor)
- Soliris (wind/sun sensor)
- Rain sensor
- Eolis 3D (wire free motion sensor)

IMPORTANT: *Never set the wind sensor above the wind resistance specified for the product.*

REPAIRS

Product repairs/service should only be done by an authorised Vanguard technician. Any repairs done by anyone other than a Vanguard technician will void the product warranty.

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CONTACT

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