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# Warranty Information

## OUTDOOR AWNINGS, EZIP AWNINGS, TRACK AWNINGS

### MANUFACTURER'S 1 YEAR WARRANTY AGAINST DEFECTS

1 Year – Manufacturer's Warranty which covers any hardware (inclusive of mechanisms, screws, headrails, cords, chains, motorized devices)

5 Years – Manufacturers Warranty on Somfy Motors (only for defects in materials and workmanship)

7 Years – Manufacturers Warranty on Alpha Motors (this does not include DC Motors which have a warranty of 3 years)

### To what products does this warranty against defects apply?

This warranty applies to Window Covering Products only, including:

- Operational cords
- All internal mechanisms
- Components, brackets
- Fabric delamination

### To whom do we give this warranty?

We give this warranty to you only if you purchased the goods specified above from us or a dealer or reseller as new goods (BLINDO).

This warranty is in addition to other legal rights you have under the law:

The benefits to you given by this warranty are in addition to other rights and remedies you have under law.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

**What we promise to do (and how we honour this warranty):**

We will either repair our goods, or replace our goods with new goods, at our option, if:

- The goods have a defect in the materials or workmanship, or the goods fail to operate as intended; and
- You make a claim under this warranty as provided below, within the time periods set out below.

**What this warranty does not cover:**

For the purposes of this warranty, “defect” does not include (and we will not replace or repair products suffering from) damage caused by:

- Normal wear and tear;
- Abuse, misuse, or accident;
- Exposure to the elements (e.g. sun damage), or discoloration over time;
- Exposure to high humidity (resulting in mould & mildew or ‘warping’)
- Extreme weather events or other acts of God; or
- Modifications made by any person other than a representative of BLINDO or caused by use or Installation that is not in compliance with the installation instructions provided with the product, or otherwise provided by

Please be aware that awnings are for sun shade only and not designed for rain, storms and high winds and should be retracted in these conditions to avoid damage. Fabric should be properly cleaned & maintained. Do not roll up wet or allow dirt to remain on fabric. No warranty on damage caused during strong winds, storms or misuse or MOULD. Do not water blast.

**The period in which this warranty applies:**


Procedure to make a claim under this warranty:

If a defect appears in the goods within the period specified above, to make a claim under this warranty you must, before the warranty period (see above) expires, and at your cost:

Submit details of your claim to, in the first instance, the address of the original place of purchase (To BLINDO PTY LTD at 4/55 COMMERCE CIRCUIT YATALA) including:

- Your name, address and phone number;
- What you consider to be the defect and the circumstances in which the defect appeared and that you wish to claim under this warranty; and
- Proof of your purchase of the product and details of the date and place of purchase. And
- Provide us with all other information we reasonably request about the circumstances in which you consider the defect was caused (including sending us the goods you allege are defective if requested to do so).

We will then arrange for the goods to be inspected and determine whether they are defective and if, acting reasonably, we agree they are defective we will (at our option) either repair the goods, or replace the goods with new goods. A call out fee will be charged for inspection, however any call out fee that we charge you will be refunded if we determine that the goods are defective.



### **Removal and re-installation costs:**

In relation to any claim made by you under this warranty, you are responsible for the cost of removal and re-installation of the goods.

## **Fabric Warranty**

### **What is covered?**

This warranty covers Outlook mesh & Docril Acrylic becoming non-functional due to loss of dimensional stability from exposure to conditions including sunlight and other normal atmospheric conditions. This warranty does not cover gradual fading, discolouration from atmospheric pollution, mould or other debris. Abnormal or excessive fading is covered.

Any defects found with regard to mesh configuration, dimension, strength or colour that exist at the time of initial delivery, must be reported to Ricky Richards within a reasonable period of time before fabrication or installation of the material.

### **Warranty Coverage Period (with manufacturer)**

The warranty coverage runs for 10 years from the date of purchase. This warranty can only be enforced against presentation of the original installers invoice showing fabric reference and colour as well as date of assembly. The correct care procedures (as outlined above) must be followed to ensure that every step has been taken to maintain the Outlook mesh/ Docril Acrylic Fabric.

## **Fabric Care Instructions**

### Outlook (Phifer Incorporated)

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 Outlook mesh products, the following points should be noted:

- Keep the fabric clean by brushing regularly both on the top and underside with a soft bristled brush and by
- hosing occasionally with clear, cold water.
- Do not apply soaps, detergents, cleaning fluids or insecticides.
- 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 an Outlook awning or blind is let down to dry after wet weather and should not be rolled up or stowed away when wet. Outdoor furniture and cushions should also be dried before storing away.

STUBBORN STAINS - Clean throughout with non-abrasive household cleaners, diluted rubbing alcohol or diluted bleach - 1:20 concentration. Rinse immediately with clean water and dry thoroughly.

## Docril (Citel)

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 Outlook mesh products, the following points should be noted:

- Keep the fabric clean by hosing regularly to remove dust, bird droppings and other solid particles.
- Do not apply detergents, cleaning fluids or insecticides. Bleach products should not be used to clean the PU coating on the underside of Docril Nautica fabrics, as bleach will discolour the coating. Strictly use a mild soap solution and water only for cleaning.
- 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.
- Water based stains should be treated first by rinsing with cold water. If this is not sufficient, Docril may be washed with a
- mild solution of soap in lukewarm water and rinsed thoroughly. We recommend gentle brushing with a soft brush or sponge
- as harsh scrubbing can damage the teflon coating.
- It is important that a Docril awning or blind is let down to dry after wet weather and should not be rolled up or stowed
- away when wet. Outdoor furniture and cushions should also be dried before storing away.

STUBBORN STAINS - Clean throughout with non-abrasive household cleaners, diluted rubbing alcohol or diluted bleach - 1:20 concentration. Rinse immediately with clean water and dry thoroughly. Do not use bleach on underside of Docril Nautica fabrics.