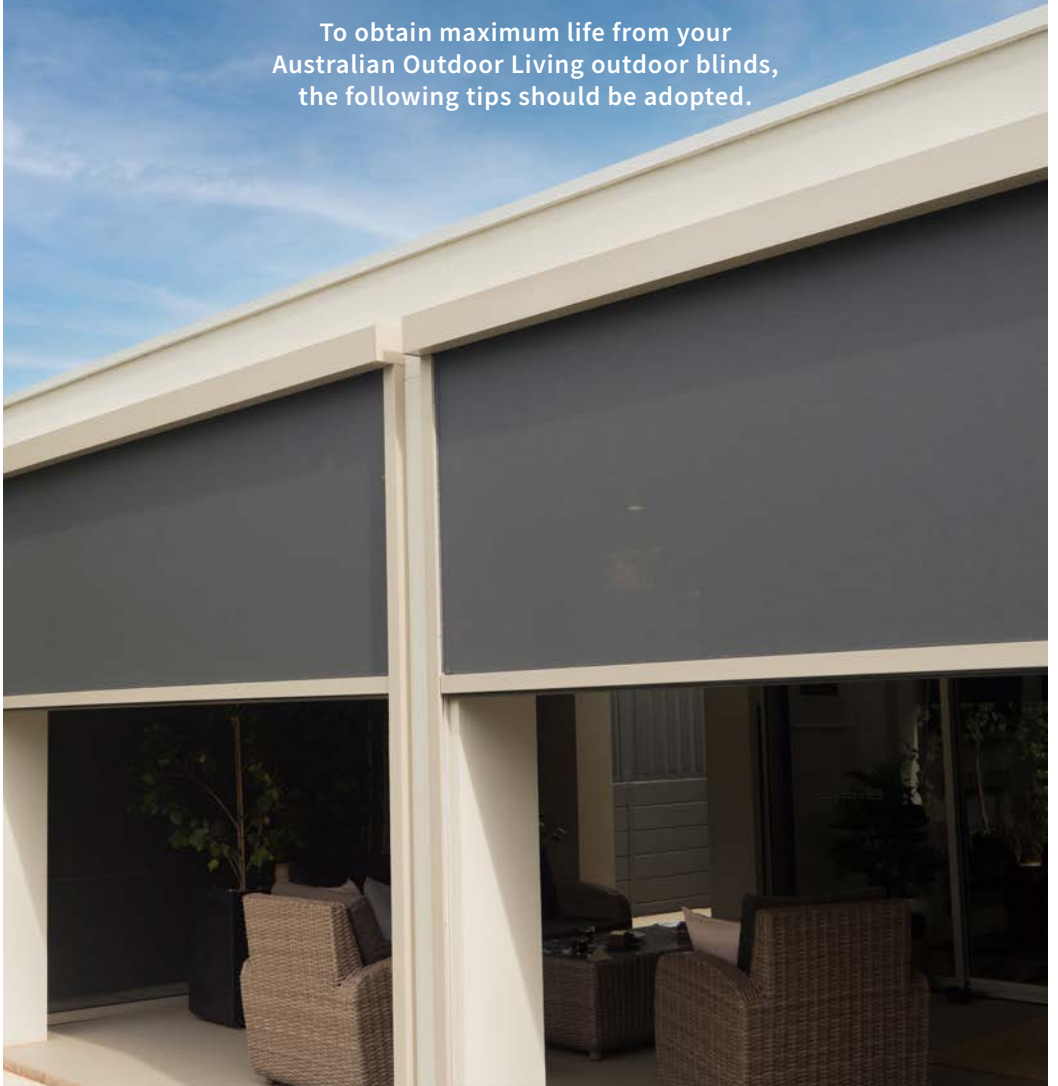




# CARING FOR YOUR **OUTDOOR BLINDS**

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To obtain maximum life from your Australian Outdoor Living outdoor blinds, the following tips should be adopted.





# CARING FOR YOUR **OUTDOOR BLINDS**

## Recommended Cleaning Process

1. Remove any particles on the surface of the material to avoid scratches when wiping with a cleaning cloth.
2. Clean with a soft fabric cloth or sponge using a diluted warm water detergent solution (1 part detergent, 10 parts water).
3. Rinse completely with fresh water and wipe dry with a soft lint-free cloth or sponge.

**Note:** Cleaning agents are commercially available for PVC materials. It is recommended that you verify the product's performance with the suggested cleaning instructions included and recommended by the cleaning solution manufacturer. Australian Outdoor Living take NO responsibility for the performance of any cleaning agent and any potential damage caused to the surface of fabric as a result of use of the cleaning agents.

## Things Not To Do

- Avoid lowering blinds on obstacles as this may damage the blinds.
- Do not apply undiluted detergents, harsh chemicals, cleaning fluids, soaps or any type of insecticides, garden sprays or bore water to the fabric.
- Do not allow petrochemicals or solvents, such as methylated spirits, to come into contact with the fabric.
- Do not roll up blinds wet; irreparable damage can occur due to sunlight magnifying through the film and heating up the moisture captured inside the rolled-up layers.
- Do not allow foreign matter; dirt, bird droppings, tree sap etc. to remain in contact with the fabric, frame, or hardware.
- Avoid harsh scrubbing as the fabric surface may damage.
- Do not place bbqs or other hot appliances close to your blinds.



## General Maintenance

All blinds should be left down, in a tensioned position whenever possible. It is recommended that blinds should be extended for at least 48 hours at any one time before retracting. To extend the flexibility and clarity, if blinds are rolled up for an extended period of time, regular unwinding and placing them under correct tension is essential.

While clarity can be maintained with a cleaning regime, it is vitally important that all surfaces are not exposed to chemical compounds capable of damaging the surface.

Neutral diluted detergents are the most effective proven method of removing stains and marks off the surface without affecting the structure or makeup of the fabric.

## Hardware Maintenance

Most components are manufactured from stainless steel and although this material performs considerably better than plated steels, they are 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 spray (CRC marine 66, Innox or WD40).
- Give areas a light wipe with a dry cloth to remove any excess.
- Nearly all stainless steel will eventually get a condition called 'tea staining'. This is more prevalent in 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.

## **Powder Coated Surface Maintenance**

Over time, powder coated surfaces 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. Ensure that surfaces and crevices are rinsed thoroughly after cleaning.

Recommended frequency of cleaning:

- General environments (every 6 months)
- Marine/industrial environments (every 1-3 months)

## **Clear & Tinted PVC Blinds**

Clear and tinted PVC is subject to expansion and contraction as it sits in suspension in an unsupported state. Therefore, from time to time there will be creases that appear in the PVC. This is quite normal and the geared roller blind should be lowered and fastened into position and left under tension for 3-5 days.

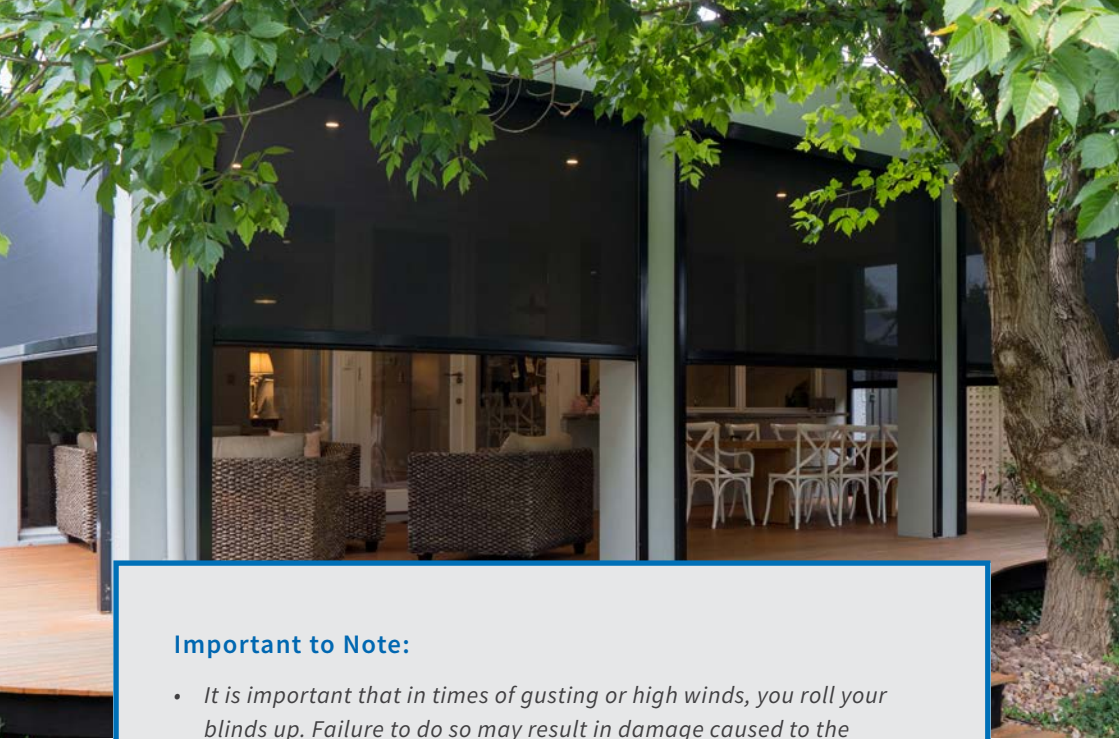
If PVC blinds are rolled up during summer or during a heat wave, the blinds must be lowered into position at least once every week. Keeping the blinds lowered and tensioned during such weather conditions will avoid long term permanent creasing and keep your blinds in good shape. Where direct sunlight is unavoidable, Bella Crystal and Bella Bronze Blinds should be left in the down, tensioned position as much as practicable.

## **Optical Clarity**

Visual translucency is affected by light refraction, dust, flow marking, fish eyes, embossing, cloudiness and various other characteristics of flexible PVC film products. Such characteristics are not imperfections in the material and are not a result of any faulty manufacturing process.

## **Cloudiness**

Under certain atmospheric conditions (such as cold, dewy mornings or in regions of high humidity), PVC can look cloudy or milky. Direct sunlight or heat generally draws out any moisture present and will restore it to its original clarity. This cannot be alleviated totally and always remains a characteristic of PVC blinds.



### **Important to Note:**

- *It is important that in times of gusting or high winds, you roll your blinds up. Failure to do so may result in damage caused to the outdoor blinds and possibly to your house, which is not covered under the warranty.*
- When your new Bella Vista Blinds are installed, you may notice loose threads along the outer weld. This is a common occurrence and they will fall off in time.
- If over tightened, the blind material may begin ‘waisting’ in the middle due to the tension. If this occurs, loosen the tension slightly so the blind fills out.

### **Battery Warning**

The product peripheral remote requires button batteries to operate. Keep this out of reach of children; If the battery compartment does not close securely, stop using the product and keep it away from children; Dispose of used batteries immediately and safely and If you think batteries might have been swallowed or placed inside any part of the body, seek immediate medical attention.



# WARRANTY INFORMATION

The Products supplied to you will, under normal use be free from defects arising from manufacture of the product. The Warranty Period begins on the date of purchase and ends once the Warranty Term for the specific Product expires.

## Classic Blinds

Bella Vista Fabric	5 Year Warranty
Bella Opaque Fabric	5 Year Warranty
PVC Clear	3 Year Warranty
PVC Tint	3 Year Warranty
Welds, Seams or Pockets	2 Year Warranty
Gearbox	1 Year Warranty
Clips	1 Year Warranty
Standard Anchors	1 Year Warranty
In Ground Anchors	1 Year Warranty
Top Axle & Components	1 Year Warranty
Bottom bar & Components	1 Year Warranty
Winder Handle	1 Year Warranty
Pelmet & End Caps	1 Year Warranty
Standard or Custom Brackets	1 Year Warranty
Beams & Posts	1 Year Warranty
Labour	1 Year Warranty

## SmartTrack Blinds

Bella Vista Fabric	5 Year Warranty
Bella Opaque Fabric	5 Year Warranty
PVC Clear	3 Year Warranty
PVC Tint	3 Year Warranty
Motor	5 Year Warranty
Remote	2 Year Warranty
WiFi Bridge	2 Year Warranty
Welds, Seams or Pockets	2 Year Warranty



Pelmet, End Caps & Tracks	2 Year Warranty
Gearbox	1 Year Warranty
Top Axle & Components	1 Year Warranty
Bottom bar & Components	1 Year Warranty
Winder Handle	1 Year Warranty
Standard or Custom Brackets	1 Year Warranty
Beams & Posts	1 Year Warranty
Labour	1 Year Warranty

1. This Warranty only applies to products expressly stated as above that:
  - (a) Have been paid for in full; and
  - (b) Remained installed at the location it was first installed.
2. If a claim is accepted Australian Outdoor Living will, at its sole discretion, either provide a replacement Product in a manner Australian Outdoor Living considers reasonable, or, as elected by Australian Outdoor Living, repair or touch up the Product at Australian Outdoor Living's premises or on site.
3. **What the Warranty does not cover** – This Warranty excludes all other warranties, conditions, offers, promises or assurances, whether express or implied, except to the extent that such warranties, conditions, offers, promises or assurances, cannot by virtue of law be so excluded. This Warranty does not extend to any damage, defects or failures within the Product or costs which directly or indirectly arise from or are due to, but not limited to:
  - a) General wear and tear.
  - b) Accidental or intentional damage, including damage caused by persons (such as, but not limited to, damage caused by sharp or heavy items, cigarette butts, or falling into the product);
  - c) Damage caused by animals – including dogs;
  - d) Ripples, creases and embossing of the welds, edges and fabric are not covered. These are purely cosmetic and do not impact on the performance of the blind;
  - e) Damage, or staining, caused by exposure to external substances or liquids (including but not limited to bore water or chemicals such as methylated spirits, turpentine, paint, petrol, or chlorine);
  - f) Exposure to heat, or heat reflective materials, either in place prior to the installation of the product or after (such as, but not limited to glass pool fencing, Colorbond fencing, BBQ's or food/grease splatter from the same, fire pits or any reflective materials);

- g) The growth, for any reason, of living organisms such as mould, lichen, or algae;
- h) Damage caused by alterations, mishandling or excessive loading beyond the tear and tensile strength of the product;
- i) Any abnormal natural phenomena or act of God including, without limitation, earthquakes, fires, floods, tornadoes, storms, hurricanes, lightning, strong winds, heavy hail, volcanic activity or the build-up of snow or other natural substances;
- j) Using inappropriate cleaning products – DO NOT USE abrasive cream or powder cleansers, furniture polish/wax/powder; oven cleaner, drain cleaners, sugar soap, strongly alkaline or acidic cleaners;
- k) Unauthorised modifications – Any modifications or work to the product by any person other than Australian Outdoor Living approved suppliers;
- l) Inadequate maintenance or reasonable upkeep – Products must be cared for and maintained in a suitable manner and as per recommendations. All repairs during the Warranty period must be carried out by a qualified Australian Outdoor Living representative. Any tampering with the product could result in your Warranty becoming void;
- m) Colour and gloss variations – Any variations with the colour or gloss within the Product including any replacement product, or any aging or fading of colour, shine or gloss level over time;
- n) Consequential loss or damage including but not limited to, any indirect or consequential loss (including, without limitation, loss of profit, loss of revenue, loss of contract, loss of goodwill or increased cost of workings) even if due to the negligence of any suppliers, employees or agents;
- o) This warranty does not cover corrosion, tea staining, peeling or flaking to any Outdoor Blind Component (such as but not limited to all fixings, clips, saddles or anchors, posts, beams, tracks, pelmets, or axles);
- p) Labour for any warranty issue outside the labour warranty period;
- q) Any elevated work platforms or scaffolding costs for any warranty issue.

The Warranty Period does not recommence if a Warranty claim is made. In this case the original Warranty commencement date remains, and the Warranty Period is determined from this date.

4. **Limitations** – The above listed guarantees are express guarantees and should be read in conjunction with statutory warranties where legislation makes provisions for consumer Warranty claims. Our goods come with guarantees that cannot be excluded in 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.

5. **Claims** – All Warranty claims must be in writing and reported within 48 hours of fault occurring. To claim your Warranty please send the following:

- Your name, address and phone number.
- Proof of purchase including sales order numbers and dates of purchase.
- Description of how the Product is defective and accompanying photographs.

After Australian Outdoor Living receives your claim, we will contact you within 28 days to discuss the claim. Where possible, any agreed rectification works are to commence within 21 business days. Should Warranty claim be denied due to poor use, lack of maintenance or reasonable upkeep, then claimant may be subject to service charges.

6. **Initiating a Claim** – To initiate a warranty claim, contact Australian Outdoor Living on **1300 13 13 49** or **[australianoutdoorliving.com.au](http://australianoutdoorliving.com.au)**

## CONTACT YOUR LOCAL OFFICE



### Adelaide, SA

589 South Road,  
Regency Park, SA 5010

PO Box 848,  
Prospect East, SA 5082

P (08) 8229 7000  
F (08) 8234 9744

*Kuchel Enterprises Pty Ltd T/As  
Australian Outdoor Living*

*ABN: 24 519 482 665 | BLD: 214381*



### Melbourne, VIC

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P (03) 9930 7600  
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*Australian Outdoor Living (VIC) Pty Ltd*

*ABN: 52 137 265 402 | ACN: 137 265 402  
CDB-L: 62708*



### Brisbane, QLD

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Loganholme, QLD 4129

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*Australian Outdoor Living (QLD) Pty Ltd*

*ABN: 48 162 106 890 | ACN: 162 106 890  
QBCC: 1281538*



### Newcastle, NSW

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Bennetts Green, NSW 2290

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Newcastle, NSW 2300

P (02) 4044 3179

*Australian Outdoor Living (NCC) Pty Ltd*

*A wholly owned subsidiary of Australian  
Outdoor Living (NSW) Pty Ltd*

*ABN: 13 614 142 639 | ACN: 614 142 639  
BLD: 301891C*



### Canberra, ACT

8 Alumina Street,  
Beard, ACT 2620

P (02) 6298 4700

*Australian Outdoor Living (ACT) Pty Ltd*

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### Perth, WA

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*Australian Outdoor Living (WA) Pty Ltd*

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BLD: 101862*

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Minchinbury, NSW 2770

P (02) 8602 1200

F (02) 9625 6655

*Australian Outdoor Living (NSW) Pty Ltd*

*ABN: 92 148 940 112 | ACN: 148 940 112*

*BLD: 301891C*





**AUSTRALIAN  
OUTDOOR LIVING**

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**1300 13 13 49**

[australianoutdoorliving.com.au](http://australianoutdoorliving.com.au)