



PRODUCT WARRANTY

Sunstate Awnings warrants the owner of the Sunstate Awnings Products (the Product) that they are free from defect in components, fabrication, stitching and assembly under conditions of normal use for a period of three years. The Warranty applies from the date of shipment of the Product from Sunstate Awnings.

The obligation under this Warranty is limited to repair of the individual component found to be defective by Sunstate Awnings or their duly appointed representative. We may require faulty goods to be returned for inspection under our Quality Control procedure and Warranty approval process.

This warranty does not apply to damage outside the control of Sunstate Awnings including: -

- Failure of the owner to follow the Care instructions;
- Accident - human or weather related;
- Alterations of the Product in any way;
- Abuse or misuse of the Product;
- Product application outside the Sunstate guidelines.

Although extreme care is taken during the manufacturing of Fabric Awnings, some slight undulations or wrinkling may occur caused by joins, hems or side splines. These minor irregularities are characteristics of Awning fabrics and have no effect on the longevity or performance of the Awning. Please refer to individual manufacturers warranties on all fabric, vinyl and pvc.

All claims should be made, in the first instance, to the original Sunstate Awnings supplier who supplied and installed the product.

In order to prolong the life of the Sunstate Awnings product and to maintain your right under this warranty, you must follow the care and maintenance advice set out by Sunstate Awnings or the fabric manufacturer.

This warranty excludes:

- The costs of access, removal, freight costs and re-fitting of the Product;
- Malfunction of products from our suppliers and any damages caused by that malfunction;
- Other parties or products on which our products are fixed to or intended to be secured to.



FABRIC AWNING CARE INSTRUCTIONS

WEATHER

Fabric Awnings are specifically designed to create shade and are not recommended as a wind break. Do not expose Awnings to extreme weather conditions – Awnings should be rolled up in windy or stormy weather.

PERIODIC CLEANING

Keep the fabric clean by brushing both the top and underside with a soft brush. Hosing occasionally on a hot day with cold water will minimise the development of algae, mildew and fungi by removing dust and grime.

Awnings should not be rolled away wet. However if bad weather requires them to be rolled away wet, roll them back out as soon as possible to prevent mould build up.

Occasionally extend the Awning fully down to even out the material, particularly if the Awning is usually set in one position.

Do not allow dirt, plants or bird droppings to remain in contact with the fabric.

Do not apply detergents, cleaning fluids or insecticides.

STAINS

Clean thoroughly with a non-abrasive household cleaner (except for Clear PVC) and rinse immediately with clean water and dry thoroughly. For Clear PVC use a diluted solution of mild soap and warm water. Rinse with clean water and dry with a soft cloth or sponge.

Sometimes it is impossible to stop wrinkles and undulations in fabric due to vertical joins, hems or side splines. Whilst we endeavour to eliminate them, wrinkles and undulations are characteristic to the rolling of fabric and will not affect the performance of your Awning.

Please feel free to contact us with any questions or concerns.



ALUMINIUM AWNING CARE INSTRUCTIONS

ALUMINIUM

Aluminium is a widely used corrosion resistant material.

The moment aluminium is exposed to oxygen (air) a very thin, inert and transparent native oxide layer naturally forms and gives aluminium its corrosion resistance. Surface treatments such as anodising and powder coating are finishes designed to further improve upon this property.

PERIODIC CLEANING

Keep the awning clean - regular cleaning will maintain the appearance of your awning and will maximise the awning life.

The build up of dirt or grime can hold moisture to the coated surface which can over time be detrimental to the aluminium, powder coated and anodised finishes.

Regularly wash the surfaces with warm water containing a PH neutral wetting agent or soft detergent every year or more regularly as required. In harsher environments such as industrial applications or in coastal or salt air environments, every six or even three months is recommended.

Use a non-abrasive fibre brush or sponge and thoroughly rinse with clean water.

The above should be carried out during cooler temperatures and preferably in shade if possible. However, if heavier soiling does occur, more regular cleaning is recommended.

Do not apply strong detergents, strong cleaning fluids, solvents, acids, degreasers or insecticide. And do not use abrasive materials, tools or anything that may scratch the surface.

Please feel free to contact us with any questions or concerns.