

Retractable and Spring-Arm Awnings User Guidelines and Care Instructions

Congratulations on your new awning from Douglas Outdoor Living Solutions! A great deal of careful design and refinement has gone into the fabrication and installation of your awning – proper care and maintenance will ensure it retains its good looks and functionality for many years.

The life and good looks of your awning largely depends on the way you use them and how you care for them.

Your awning is made from high quality aluminium components and covered with either an acrylic canvas or polyester fabric, both being specifically made for this type of installation. Both types of fabric use high quality water repellents, mildew retardants and UV stabilisers to give your awning a maximum life span.

However even the most durable materials require a certain amount of care, and fabric awnings are no exception. Even with only a small amount of attention, your awning will remain bright and serviceable for many years.

1. **Annual Inspection** – we can be contracted to give you a report on the condition of your awning and highlight any issues that may impact the life of your product before they become a major problem. Alternatively we can explain to you key issues to look out for.

2. **Adverse weather conditions** – your awning is not designed to withstand strong winds. If strong winds or gusts are expected, roll away your awning to prevent damage. Similarly, any accumulation of snow or hail on the awning may damage the awning components and fabric – roll away your awning when hail or snow are expected. If for some reason snow and hail does accumulate on the awning, immediately remove this load using a soft broom.

3. **Avoid direct and intense heat** - keep any intense heat source such as patio heaters and BBQ's well away from your awning at all times. Note that sparks eg from a fire place or fireworks may damage the awning fabric.

4. **To keep your awning bright and serviceable** please observe the following points:

- Keep your awning clean. This is the best protection against mildew. Even on mildew resistant fabric, mildew can grow on accumulated dirt or foreign materials on the surface and will eventually damage or stain the fabric.
- Wash down your awning every 3 to 4 months. Use a soft brush and mild soap if required. Rinse thoroughly with clean water after using any soap.
- Keep the underside of your awning clean by gently brushing with a clean household broom.
- Keep shrubbery and vines away from the awnings, as some bushes contain an acid which can be harmful to your fabric. Branches from shrubbery may damage the awning fabric.
- Regularly check the condition of awning frames. Rust is not likely to form, but if it does, it might cause deterioration or staining of the fabric.
- Avoid folding or rolling the awning in cold temperatures.

- Avoid contact between the fabric and insect spray as some solutions may impair the water repellency of the fabric and cause staining.
- Do not allow water to stand on the awning as this may cause stretching of the fabric.
- Avoid contact with sharp objects as these may puncture the fabric. Do not ignore small rips or tears as these are likely to spread – arrange repair immediately.
- Do not wash your awnings with a harsh or strong solution, or scrub too vigorously with an abrasive cleaner – this may result in colour fading and scuff marks. For advice on more persistent stains please contact us for specific cleaning instructions.
- Do not force or yank your awnings when raising or lowering them. Do it gradually.
- Avoid storing awnings when damp or wet. Mildew is a fabric's greatest foe and is caused by dampness. Mildew may grow on the surface of a damp awning and permanently stain the fabric.
- Do not permit leaves, twigs, dirt, etc to remain on your awnings as they might cause damage to or stain the fabric.

5. **Insurance** – we suggest you add your new awnings to your household insurance; that way you are covered in the unlikely event of them being damaged.

**If you have any questions at any time about your awning and looking after it, please call us on
(06) 878 6300 – we'll be glad to help**