

ISSEY GENERAL MAINTENANCE & CARE

DATED 1 June 2011

Thank you for choosing an Issey Sun Shade Retractable System. The Issey Systems are manufactured under the highest standards of production, after comprehensive research and development. As with most sunshades, ongoing maintenance will ensure longevity. This information sheet contains instructions on how best to care and maintain the Issey Systems.

<p><u>ANODISED OR POWDERCOATED SURFACES</u></p>	<ul style="list-style-type: none"> Remove dirt and grime with a soft cloth or sponge with warm water and mild detergent; Rinse thoroughly with fresh water to remove residual detergent; Systems should be cleaned every 6 months or more regularly if near industrial or coastal areas.
<p><u>HOW TO CARE FOR ACRYLIC WATER REPELLENT FABRIC</u></p> <p>Routine Maintenance</p> <p>Eliminate Spots</p> <p>Stain Removal</p>	<p>The type of fabric is especially selected firstly for its technical suitability followed by your lifestyle choices.</p> <p>Acrylic fabrics are woven, they are also highly breathable, which is why they dry quickly with only air exposure. This fabric will not support the growth of mildew, but dirt on the fabric can lead to mildew growth, which makes regular cleaning important. No set timetable exists for when fabric should be cleaned, and the local environment has a great deal to do with determining cleaning frequency. Cleaning is required less frequently in a dry environment than in a humid one with heavy foliage. It is acceptable to retract the fabric wet but with the next opportunity, it is recommended to be extended to dry naturally.</p> <ul style="list-style-type: none"> Clean your awning to eliminate surface dirt by vacuuming, blowing, beating or brushing the fabric; Then clean with lukewarm water and a mild natural soap while gently brushing. Rinse thoroughly to remove soap. For fingerprints or grease, you may use a solvent. For water based stains, sponge out as much as possible then clean with a wet cloth. For more stubborn cases, a general solution of no more than 1/2 cup (4 oz.) of bleach (Clorox) and 1/4 cup (2 oz.) of natural soap per gallon of water is normally recommended. The fabric should be soaked in this mixture for no more than 20 minutes. Excessive soaking in bleach can deteriorate sewing threads. The fabric should be rinsed thoroughly in cold water to remove all of the soap. The fabric afterwards should receive an application 303 Treatment for Water and Dirt Repellency.
<p><u>HOW TO CARE FOR SEE-THROUGH SCREEN FABRIC</u></p>	<p>The Screen Fabric is a durable and colour-fast polyester vinyl coated see-through screen fabric. To prolong the life of the fabric, we recommend the following:</p> <ul style="list-style-type: none"> Hose the fabric with water on a regular basis. For stubborn dirt, dust the textile with a non-metallic brush and wash with water and mild detergent. Do not use abrasives, petrol or acid such as bleaches or ammonia at any time. Rinse thoroughly.

Bespoke sun shade solutions for Australia's unique environment

Freecall 1800 070 000 • www.issey.com.au • sales@issey.com.au

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Issey Pty Ltd trading as Issey Sunshade Systems • ABN 52 088 699 594



MOTORISED SYSTEM

Important

Motorised systems are designed to be operated at least once a fortnight. Take care to avoid the motor while hosing and cleaning the system. Motor is splash-proofed.

Hand Held Remote Transmitter

If you have a non-wired control unit, it is fitted with a 3V lithium battery (type 2430) which has an estimated lifetime of 2-3 years. Replace battery when the LED no longer lights up and/or the motor no longer responds to commands. This battery should be available at battery specialists or watch stores.

Automatic Operation

It is important to note that both devices are used to detect wind speed; however, they are not adequate to safeguard your sunshades against sudden gust of strong wind for they are not capable of reacting instantly to retract. Therefore, a conservative view and care is taken to set the wind velocity according to the situation. Sunshades must be retracted when strong winds occur or are expected.

The Wind Sensors or The Sun & Wind Sensors

Check the sensor every 6 months to ensure that it is spinning freely. Gently rotate the sensor cups with your fingers. Clear any obstructions, taking care not to damage the cups of the base of the sensor. Every 3 years, this device should be check for material deterioration and possible replacement.

MANUAL CRANK OPERATION

- Remove detachable crank handle when not in use;
- Store crank in a dry location;
- Wipe crank handle with Lanotec or Inox using a soft cloth every month to prevent rusting;
- Ensure you wind the sun shade in the correct direction to extend and retract;
- Do not overwind the sun shade.

STAINLESS STEEL CABLES

Tea staining on stainless steel can be minimized by:

- Washing stainless steel surfaces with mild detergent and warm water,
- Rinse with clean cold water to remove residual detergent,
- Wipe dry with soft cloth,
- Wipe with Lanotec or Inox using soft cloth to retain lustre.

MOVING PARTS



It is recommended to lubricate the bearings and any movable parts of the framework such as headbox, tracks and bottom bar, to remove possible squeaking noises. We recommend spraying with WD-40, at the source of the noise. It is easily available at any hardware store.

Recommended areas to spray the lubricant are: inside each end of the headbox; at the joints of folding arms; inside tracks and any other location where there is movement that can cause squeaking noises.



GENERAL

Is there any maintenance required for a sunshade?

It is a good idea to inspect your awnings every spring and autumn for normal wear and tear.

Check the frame to see if the attachments are properly in place. Usually just a screw driver or pair of pliers will be needed to tighten any loose hardware if necessary.

Check to see if any stitching on the fabric has come loose. Often the cover can be re-sewn and this will extend its life.

WARRANTY

See Issey Warranty Statement for more information.

This Limited Warranty does not cover any other damage or material failure resulting from, but not limited to, normal weathering, oxidation, accidental damage or intentional damage, fire or flood, windblown objects, windstorm, hail or chemical pollutants, mildew, structural defects, negligent maintenance or misuse or abuse, incorrect installation by a third party, or any other causes or occurrences beyond the control of Issey.

This limited warranty shall be void if incompatible accessory items are installed which cause defects to occur.

This Limited Warranty shall be void if harmful cleaning compounds are used.

The Warranty must be accompanied with the invoice. Warranty period starts from date of purchase on the invoice. Property in goods supplied will not pass to you until they, and all other goods supplied by us to you, have been paid for in full. Warranty is also void under this circumstance.

Issey Frame	5-year Warranty
Dickson Acrylic Fabric	5-year Limited Manufacturer's Warranty
Soltis/Sunworker Screen	5-year Limited Manufacturer's Warranty
Somfy Motors	5-year Limited Manufacturer's Warranty
Somfy Electronics	5-year Limited Manufacturer's Warranty
Installation	1-year Warranty

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