



# Product User Guide

How To Care For & Maintain Your Products





## PRODUCT USER GUIDE

# External Blinds Product Care, Maintenance and Warranty

### CARE

Even the most durable materials require a certain amount of care, and fabric awnings are no exception. With only a minimum amount of attention, your awnings will remain bright and serviceable. The following Do's and Don'ts give the most important guide lines for proper care. With a minimal amount of effort, your awnings will provide comfort and style for both interior and outdoor living space for many years to come.

#### FABRIC AWNING CARE DO'S

- Do keep your awning clean. This is the best protection against mildew. Even mildew-resistant fabric can grow and accumulate dirt or foreign materials remaining on the top or bottom surface.
- Do wash down your awnings. You can use mild clear soap but rinse thoroughly and immediately. Special cleaners and protections are available.
- Do hose your awning with clean water every month or so. We recommend that you do this on a sunny day. It is recommended re-proofing is done annually.
- Do keep the underside of your awning clean by simply brushing with a clean household broom.
- Do keep shrubbery and vines away from your awning, as many brushes contain an acid that can be harmful to your awnings.
- Do inquire about the low cost of having your awning frames recovered with a bright new fabric when present awnings are beyond repair.

#### FABRIC AWNING CARE DON'TS

- Don't fold or roll the awning in cold temperatures.
- Don't drag your awning across any abrasive surfaces, such as cement, asphalt, or the awning.
- Don't get insect spray on the fabric, as some solutions may impair the water repellent of the fabric and cause staining.
- Don't allow water to stand on the awning, causing pockets and possible stretching. Don't overlook small rips and tears.
- Don't wash your awning with harsh or strong solutions or scrub too vigorously with an abrasive cleaner. Don't force your awning when raising or lowering them. Do it gradually.
- Don't cook food or have fires beneath or around the awning.
- Don't store awning when damp or wet. Mildew is the fabric's greatest foe, and is caused by dampness. Mildew may grow on the surface of the damp awning and permanently stain the fabric.
- Don't leave the awning down in harsh winds or in a storm. If damaged in storms or harsh winds it will not be covered by warranty.
- Don't permit leaves, twigs, dirt etc to remain on your awning, as this might cause staining on your fabric.

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**ABN: 16 054 617 711**  
OPEN 6 DAYS



## PRODUCT USER GUIDE

### Verticals, Panel Glides & Venetians

- Surface dust can be removed using a feather duster or a soft brush.
- Regular cleaning of your blind will help ensure no buildup of residue affects your blind or its fabric.
- For anything more persistent, a gentle baby wipe is recommended.
- Ensure to never use vigorous motions to clean as this could permanently damage the fabric.
- Please note that any other way of cleaning is not recommended by Lakeview Blinds.
- Puckering along the bottom rail is a result of using bottom rail spline. It is not a manufacturing flaw and cannot be eliminated. Spline is dependent on weather conditions & environmental factors, in colder weather it may retract causing puckering, but in warmer weather it will extract.

### Awnings

- Keep your awning clean. This is the best protection against mildew. Even on mildew- resistant fabric can grow and accumulated dirt or foreign materials remaining on the top or bottom surface.
- Do wash down your awnings. You can use mild soap but rinse thoroughly and immediately.
- Special cleaners and protections are available.
- Do hose your awning with clean water every month or so. We recommend that you do this on a sunny day.
- Do keep the underside of your awning clean by simply brushing with a clean household broom.
- Do keep shrubbery and vines away from your awning, as many bushes contain an acid that can be harmful to your awnings.
- Do check the conditions of your awning frames.
- Rust is not likely to form, but if it should, it might cause deterioration or stain the fabric.

### Vertical Sheers & S-Fold Curtains

- Surface dust can be removed using a feather duster or a soft brush.
- Because of the variations in the fabrics, it is recommended that you spot clean a small area as a test first.
- You can lightly hand wash and dry Vertical Sheers & S-Folds.
- They can also be ironed on a cool setting or steamed to remove creases.
- Silicone spray (when required) can be used to lubricate your track. Before spraying ensure that your fabric is covered or placed to one side to avoid the product coming into contact with the blinds.
- Never use harsh cloths, harsh abrasives, chlorine or ammonia-based chemicals or cleaners on any surface as they may affect the appearance, longevity, and warranty of the product.



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### Zipscreen®

Once you've invested in a Zipscreen outdoor shade, taking good care of it through regular cleaning and maintenance is key to the longevity of your shades. It is recommended to clean your Zipscreen at least every three months, or more frequently for coastal locations to ensure the shades are free from dirt, dust and grime. Regular cleaning and proper maintenance are vital to prolonging the life and appearance of your Zipscreen. By following these steps, you can ensure that your outdoor area remains fresh, inviting, and enjoyable for many seasons to come.

#### Step 1: Pre-Cleaning Preparation

- Start by lowering your Zipscreen to its fully closed position.
- Gently remove excess dirt, dust, and debris from the fabric & aluminium using a soft-bristle brush.
- Prepare a small amount of mild soap or outdoor fabric cleaner in a bucket with clean, lukewarm water.

#### Step 2: Cleaning The Fabric

- Dampen a soft sponge or cloth in the soapy water solution.
- Gently scrub the fabric & aluminium, paying extra attention to any spots or stains.
- Avoid using excessive force to prevent stretching or damaging the fabric.
- Note- Never clean your Zipscreen with abrasive products, chemicals, or solvents.

#### Step 3: Rinsing

- Thoroughly rinse the shade using a garden hose with a gentle spray nozzle.
- Make sure to rinse away all soap residue to prevent it from attracting dirt in the future.
- Note: - Do not use a pressure hose to clean your Zipscreen.

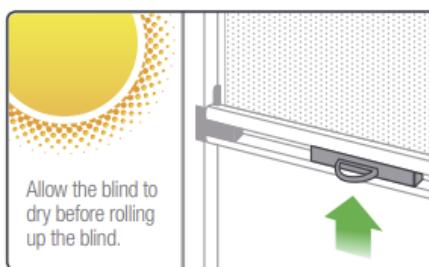
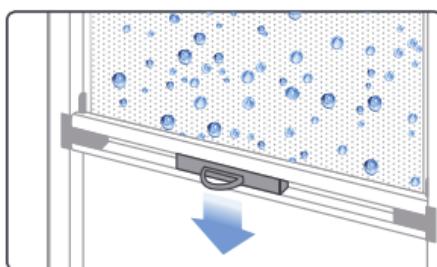
#### Step 4: Drying

- Allow your Zipscreen to air dry thoroughly in its extended position.
- Avoid rolling it up before completely dry to prevent mold and mildew growth.
- To ensure smooth operation, your Zipscreen may benefit from adding silicone spray lubricant in the side channels.
- Note- Do not use oil-based lubricants, e.g. WD40, as they will attract dust build-up in the channel.

## PRODUCT USER GUIDE

### Ziptrak®

- Avoid rolling up the blind when it is wet. Moisture within the rolled up blind material may cause mould to form.
- In window conditions care must be taken when operating motorised Ziptrak® blinds in windy conditions.
- They must be supervised whilst raising and lowering at all times.
- In windy conditions, blinds should be left down and locked, or fully retracted – half-way is the most vulnerable position.
- When expecting or experiencing very strong winds, a storm or a severe weather event, your blinds should be fully retracted.
- Ziptrak® blinds should be cleaned regularly to remove the buildup of environmental residues.
- It is recommended that blinds are washed down every 3 months.
- If you live in a coastal area, your blinds should be washed more often to thoroughly remove sand, salt, dirt and moisture deposits from all areas of the blind.
- Approximately once a year, you may wish to add lubricant to assist in the continued smooth operation of the blind.
- You must use silicone spray, such as food grade Helmar H4000.
- With correct cleaning and maintenance Ziptrak® blinds will look great and function properly for years!
- Use Swiftee® outdoor blinds cleaner on your Sunscreen Mesh or Clear PVC blinds. For more information visit: [www.ziptrak.com.au/swiftee-outdoor-blind-cleaner/](http://www.ziptrak.com.au/swiftee-outdoor-blind-cleaner/)



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### Internal PVC Shutters

PVC Shutters are known to be a very easy clean product due to their material.

Using a clean damp cloth followed by a dry cloth or feather duster to clean of any dust is an easy and suitable option.

Ensure to always use care when operating the louvres and panels of your shutter. Ensure to avoid slamming, tugging or any forceful movements. Although PVC Shutters are designed to be durable products constant mishandling can reduce their lifespan over time.

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## PRODUCT USER GUIDE

### Roller Shutters

Regular cleaning of your roller shutter comes very recommended and is important to ensure it is cared for correctly. You can clean your roller shutter by using a non-abrasive cloth or sponge and mild soapy water. It is important to remove of salt residue, gum and tannins that may drop from trees or any other residue spill, as these may contain corrosive properties. All stainless steel, aluminum and powder coat finishes can be affected by salt air conditions, where corrosion can build up on these surfaces. Due to this, regular cleaning is critical.

In high salinity areas its necessary to clean your roller shutters every 2-4 weeks. When cleaning, ensure water doesn't enter the pelmet especially if the shutters are motorised to prevent any possible damage to the motor. It is NOT recommended to use grease or regular lubricants, as these products attract dust and grit etc. which then increases the wear and tear of your product. Instead, a dry silicone spray is recommended.

### CW Products Warranty Periods

CW Products Made to Measure Roller Shutters	Warranty Period
	
Aluminum Shutters & Manufacturing, Paint Finish	5 Years
Hardware & Accessories	2 Years
SIMU Tubular Motors & Control Systems	Warranty Period
	
Tubular Motors & Control Systems	5 Years
CW Products Home Automation Systems	Warranty Period
	
Motors	5 Years
	
Solar Panels, Batteries & Controllers	2 Years
	
All Electronics	1 Year

\*The above information is a direct guide from CW Products.

## PRODUCT USER GUIDE



## 12 Volt & 240 Volt Motors

- It is recommended to replace the batteries in your remote/s every 6-12 months.
- Ensure to not leave remotes outdoors.

### Alpha 12 Volt Motor System Tips:

- Your charger comes with 3 metre cable and an extra 3 metre extension cable is also available if required.
- In the case of your motor head being difficult to access after installation, your motor comes with a 20cm charging tail for optional use.
- The WSERD 30-B Motor has internal Lithium rechargeable batteries with enough storage for 12-18 months of average use. Our testing showed an average of 750 up/down cycles per charge.
- Our most popular opposition brands only achieve 500 cycles average in the same test blind.
- It can be used on blinds up to 3x3m.



\*Information relating to WSERD30-B Motor (12 Volt Battery Operated)

## Bermuda Shutters

We recommended that your Aluminium Bermuda Shutters are cleaned and maintained as they are exposed to salt air, salinity areas and weather such as rain and wind. Maintaining your Bermuda Shutters consistently will overall help to prevent any dirt or residue from adhering and causing difficulty when cleaning.

### Cleaning can be achieved by:

- Using a high-pressure hose (removal of dirt or residues).
- Using a brush or cloth with warm mild soapy water.

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# BMAA INDUSTRY GUIDELINE

BMAA has prepared an Industry Guideline to assist manufacturers and retailers deal with customer queries regarding the final product. This guideline is in no way a substitute for legal advice. Businesses are bound by legislation such as Australian Consumer Law and Australian Standards such as AS2663.2-1999, Textiles – Fabrics for window furnishings – Coated curtain fabrics.

This Guideline is one that is accepted by the industry and should be seen as a "reasonable" test for looking at a perceived fault.

### Recommended Industry Guideline for Faults:

The acceptable guideline for imperfections, marks, dots etc. on completed product is:

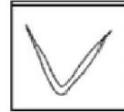
- If an imperfection is visible with the naked eye in natural daylight at a distance of 1.2 metres, it is not acceptable.
- If an imperfection is not visible with the naked eye in natural daylight at a distance of 1.2 metres it is acceptable.

Minor colour variations may occur between any colour swatch supplied and the order received, as the colour swatch is a guide only, this includes paint, stain and lacquers.

### CHARACTERISTICS OF ROLLER BLIND FABRICS & BLIND FABRICS GENERALLY

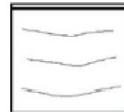
#### Fabric "V"ing

Large width roller blinds larger than 2400mm and/or longer than 3000mm, could show the effect of "V"ing. This effect is predominant on all large blinds. To reduce this effect, consider splitting the blind into smaller widths and/or multi-linking blinds together. This does not affect the functionality of the blind, it is an aesthetic effect only.



#### Patterns

Textured or directional fabrics may not have the warp (vertical) or weft (horizontal) yarns travelling perfectly perpendicular to each other. Some deviation from the pattern or texture will exist. You should expect to see variations of up to 30mm in the direction of the pattern from one side of the blind to the other.

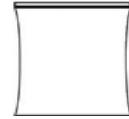


## PRODUCT USER GUIDE



### Railroading and Cupping

Selected fabrics can be railroaded. Railroading fabric often leads to curling or cupping of the outer edges of the blind. Railroading of the fabric changes the appearance of the blind, which is more pronounced in textured fabrics. Cupping of fabric at the outer edges of the blind is more pronounced on wider width roller blinds.



### Light Gaps

All roller blinds allow light to pass around the sides of the fabric (even when blackout fabric is used). This is because the overall width of the blind including its brackets is always wider than the fabric width. Light Gaps are most prominent when a blind is fitted inside a window recess. Face fitting may be a better option than reveal fitting, however, the only way that light gaps can truly be minimised is to use hardware systems that utilise side channels such as blackout systems.



### Fabric Joins

Some roller blind sizes may require fabric to be joined. Depending on the fabric and type of join used, this may result in either visible pinholes through the join, or a solid band across the width of the join.



### Puckering

Some wider width roller blinds will exhibit a deviation across the width of the fabric at the base rail. This can be minimised via selection of base rail options but may not be completely eliminated.



This Guideline does not override any rights under Australian Consumer Law

### References:

Standards Australia AS 2663.2-1999, *Textiles – Fabrics for window furnishings – Coated curtain fabrics*. Available from SAI Global.  
The Australian Consumer Law (ACL)