



**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't's 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.

## Management

### Lakeview Blinds, Awnings & Shutters

#### Newcastle (Head Office)

A: Shop 1, 305 Hillsborough Road, Warners Bay, NSW  
P: (02) 4954 7190  
W: [www.lakeviewblinds.com.au](http://www.lakeviewblinds.com.au)  
E: [sales@lakeviewblinds.com.au](mailto:sales@lakeviewblinds.com.au)

#### Maitland

P: (02) 4964 2230  
E: [maitland@lakeviewblinds.com.au](mailto:maitland@lakeviewblinds.com.au)  
**Port Stephens** (02) 4985 7700  
**Central Coast** (02) 4393 2242

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### 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.

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#### Maitland

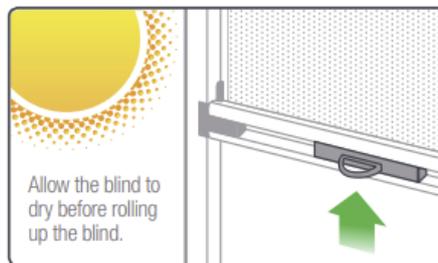
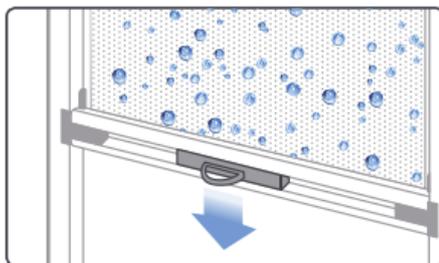
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### Ziptrak®

- 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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For more information on visit:

[www.ziptrak.com.au/swiftee-outdoor-blind-cleaner/](http://www.ziptrak.com.au/swiftee-outdoor-blind-cleaner/)



### 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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### 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.

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### 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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## Plantation Shutters

WSAA has prepared an Industry Guideline regarding Plantation Shutters. Plantation Shutters are an appealing window and door dressing, considered to be at the pinnacle of window covering types. They are manufactured from robust materials, and are considered to be fine furniture that typically increases the value of a home. Compared to other window covering types, the robust nature of Plantation Shutters also makes them substantially heavier, and when gravity combines with a Hinged or Bi-fold installation method, it is usual for slight dropping or sagging to occur to the panels when operated out of their closed position. The louvres of the shutter are used to control the light entering a room, but where access to the window is required for opening or cleaning the window, the shutter panels can be swung out of the way. It is expected that the panel will need to be lifted or assisted back into the window frame when closing, to support the panel and avoid damage to the window frame. To maintain structural integrity, shutter panels should be returned to their closed position promptly. Shutters are not expected to provide complete blackout, and are designed primarily to allow the user to easily and efficiently control light and airflow.

## WSAA 'Fit for Purpose' Statement

- WSAA members' products are specifically designed to be used for the recommended purpose and are guaranteed to be supplied free of defects.
- 'Free of Defects' means that the product meets its published description and specification, and is homogeneous in appearance after allowance for minor variance that is inherent on the processes of production.
- The product has performed satisfactorily when used in its design context in all of the climatic extremes experienced throughout Australia.
- 'Satisfactorily' means with continued but gradually diminished utility over its expected life, due to the unavoidable effects of Ultra Violet Radiation and weathering, such as colour variation, strength loss and dimensional change.
- 'Expected life' is at least the period covered by warranty, provided the product is installed properly, and cleaned and maintained as recommended.

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E: [sales@lakeviewblinds.com.au](mailto:sales@lakeviewblinds.com.au)

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E: [maitland@lakeviewblinds.com.au](mailto:maitland@lakeviewblinds.com.au)  
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## Awnings

WSAA has prepared an Industry Guideline regarding **Awnings**.

### **IMPORTANT NOTE: Acrylic Fabrics Common Irregularities**

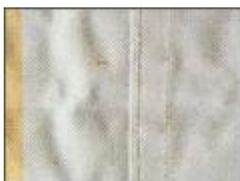
The nature of the fabric is that, regardless of all the attention that is paid during manufacturing and preparation, you might note some natural "imperfections" after your awning is installed. These small irregularities in your fabric are perfectly normal and nothing to worry about.



**Waffelbuilding or Veining** - Subsequent to handling during fabrication and assembly, acrylic fabrics treated with resins containing fluoride may show "veining" visible against the sunlight caused by an optical effect (differences in the refractions of light).



**White Lines or Folds** - Subsequent to handling during fabrication and assembly, acrylic fabrics treated with resins containing fluoride may show small white traces that appear on the fabric due to the stiffness that is caused by the fluoride treatment. These lines are particularly visible in light fabrics as. They are held up against the light.



**Waviness OR Corrugation in the seam / weld area** - As the fabric rolls up along the roller tube on the awning the seams will roll up with more accumulated material than the areas surrounding it. This difference in thickness may cause the fabric to wrinkle slightly around the seams. This may affect one seam but not the seam next to it.



These small irregularities in your fabric are normal and nothing to worry about. On the other hand, if you notice the slightest problem concerning the major qualities of your fabric within its warranty please let the supplier know.

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## Faults

WSAA 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.

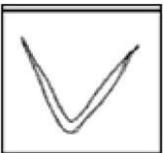
### Recommended Industry Guideline for Faults:

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.

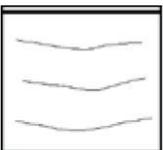
Minor colour variations may occur between any colour swatch supplied and the order received, as the colour swatch is a guide only, this includes paint, stain and lacquers.

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



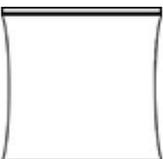
#### Fabric “V”ing

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 fabrics can be railroaded. Railroaded fabric often leads to curling or cupping of the outer edges of the blind. Railroaded 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.



#### Railroading and Cupping

Selected fabrics can be railroaded. Railroaded fabric often leads to curling or cupping of the outer edges of the blind. Railroaded 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.

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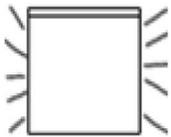
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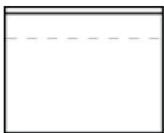


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### Light Gaps

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)*



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