

**OUTRIGGER**

# Operating Instructions and Warranty

OI Code: OI40

Operating Instructions and Warranty

**Batten Awning with Poles and Frame**

**Fabric: Ferrari 502 pvc**

## **Periodic Maintenance**

### **Checking Awning Tension**

An Outrigger batten awning is a strong and durable structure requiring minimal maintenance. However as the awning is a dynamic structure, it is a good idea to periodically check the tension and lock nuts at each turnbuckle. If a line of ripples appears in the fabric, it is a good indication the lock nuts on one of the turnbuckles has loosened off and the turnbuckle is not holding the tension. If this goes unchecked the turnbuckle will eventually let go of one corner of the awning.

When tensioning the awning always apply sufficient force to ensure the fabric does not rest or come into contact with any part of the house or building as it will abrade the fabric.

### **Cleaning the Awning**

This awning has been manufactured from a premium grade pvc fabric, however to maintain a clean appearance the awning should be hosed twice a year to remove dust, leaf, and bird stains. Stubborn stains can be removed with a diluted household detergent such as Simple Green, or a pressure cleaner with a wide angle spray.

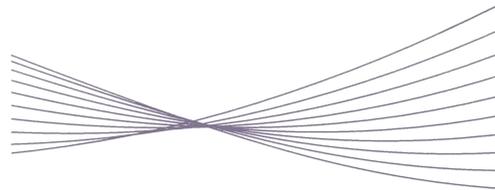
## **Important**

### **1/ Heavy Rain**

For rainproof awnings it is very important for the rain to flow off the awning. This is easily achieved by ensuring there is always adequate tension on the awning. A correctly tensioned awning has no sag. If you detect any sag in your awning please adjust the tension to eliminate the sag or phone Outrigger.

### **2/ High Wind**

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This batten awning has been designed to withstand winds to approximately 140 km/h and has been designed to be left up permanently.

### **3/ Fabric Care**

This awning has been manufactured from a premium grade pvc coated tensile fabric. The fabric is rainproof and has a life expectancy of 15 to 18 years. The fabric has been high frequency welded and the high load points stitched with a top grade uv stabilised sail making thread. The life of the thread is guaranteed for 15 years.

PVC is an extremely durable fabric with special surface coating designed to minimise the accumulation of dirt. It is however not self cleaning and a periodic clean with a hose and soft brush greatly assist in maintaining a clean appearance. For heavily soiled awnings a pressure cleaner with a wide angle spray is the most effective method of cleaning. If desired a mild household detergent may be used to assist with the cleaning.

### **4/ Seam Sealing the Stitching**

When a rainproof awning is first installed the stitching is sealed with a silicone or Scotchguard based spray to waterproof the needle holes. This is a temporary measure as after around 5 to 6 weeks the thread swells and completely seals the stitching.

If heavy rain occurs within the first 6 weeks after the awning has been installed, it is likely the awning will leak along the line of stitching. This is only temporary and after a couple more weeks the thread will completely seal the needle holes.

## **Warranty**

### **Fabric Guarantee**

Your awning has been manufactured from Ferrari 502 Awning pvc which comes with a 5 year manufacturers guarantee. Ferrari 502 pvc is manufactured with a high tensile polyester base cloth and is coated with a UV stabilised pvc that is mildew repellent. The fabric is rated as a fire retardant. The expected life of a pvc awning is approximately 12 to 15 years.

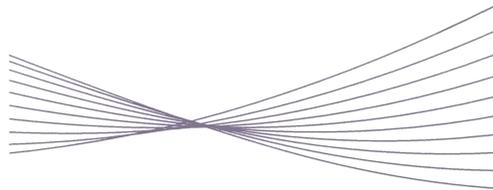
### **Fittings Guarantee**

The fittings for your awning are manufactured from either stainless steel or aluminium and are guaranteed for 5 years. The guarantee covers failure and deformation in normal conditions of maintenance and security. The powder coating on the poles and fittings incorporates a 5 stage pretreatment and is guaranteed for 5 years.

### **Workmanship Guarantee**

The awning fabric has been stitched with a UV stabilised Tenara expanded pte thread and all

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stitching is guaranteed for 15 years.

All workmanship performed by Outrigger in the assembly and installation of the awning is guaranteed for 3 years.

## **Exclusions**

Your awning has been designed to withstand winds to 140 km/h and can be left up permanently. Most houses in Sydney are designed for winds of this strength as well (Category 1 Structure). Occasionally winds in excess of this strength hit Sydney and cause damage such as bent poles, branches falling on awnings, tiles blowing off roofs and cutting awnings etc. This sort of damage is not covered by Outriggers warranty, however it is usual for it to be covered by your house and building insurance if you include the sail in your insurance policy.

## **Ongoing Customer Service**

### **Emergency Call-outs**

Emergency call-outs where an awning has ripped, come undone or may cause damage to property and people, and will require a scheduled visit within 24 hours of receiving the call, will be charged at the following rate;

If it is a two person job, the call-out fee is \$150 for the first half hour and then \$50 per half hour.

If it is a single person job, the call out fee is \$100 for the first half hour and then \$30 per half hour.

### **Non Emergency Call-outs**

Non Emergency call-outs where an awning has ripped or is holding water, but the problem has been temporarily rectified by the owner, will be charged at the following rate;

(Non Emergency call-outs usually require a visit scheduled within 7 days of receiving the call.)

If it is a two person job, the call-out fee is \$100 for the first half hour and then \$50 per half hour.

If it is a single person job, the call out fee is \$50 for the first half hour and then \$30 per half hour.

### **Service Calls**

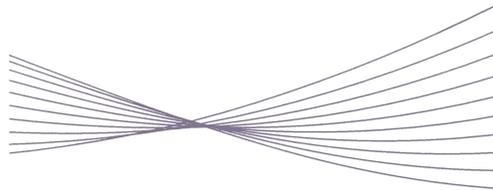
Service call-outs outside of warranty will be charged at the following rate;

If it is a two person job, the fee is \$100 for the first half hour and then \$50 per half hour.

If it is a single person job, the fee is \$50 for the first half hour and then \$30 per half hour.

### **Warranty Call-outs**

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Warranty call-outs will be assessed by an Outrigger Quote Person prior to scheduling a service visit. The Quote Person will quantify the repair work required and will determine if any out of pocket expenses will be incurred by the customer.

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