

**OUTRIGGER**

# Operating Instructions and Warranty

OI Code: OI28

Operating Instructions and Warranty

**Sail Awning with Poles**

**Fabric: Ferrari 502 pvc**

## 1/ General Notes

This sail awning has been tensioned with stainless steel turnbuckles. Turnbuckles are generally used on sails and awnings that are left up permanently or for sails that are taken down infrequently. There are three reasons for this. The first reason is sails with turnbuckle tension take approximately 40 minutes to take down and one hour to set up. The second reason is 316 grade stainless steel turnbuckles lock up very easily if a lubricating oil is not placed on the thread to stop it burring. And the third reason is it is crucial for every one of the turnbuckle locking nuts to be tightly locked off, as it takes only one left loose to cause the sail to come adrift in the first big wind.

## 2/ Unravel Sail and orientate with poles

A sail will only go up one way and it is important to orientate the correct corner with each pole. For light coloured awnings it is a good idea to place the awning on a drop sheet.

## 3/ Carefully connect the Sail to the Poles

Ensure each turnbuckle is fully unwound and is connected to a corner of the sail. Undo the circlip on the pin on the free end of one turnbuckle and connect the turnbuckle to the stainless steel fitting on the adjacent pole. Ensure the circlip and pin are fitted correctly and leave the turnbuckle loose.

Try not to drag the awning across the ground.

## 4/ Connect the Sail to the House

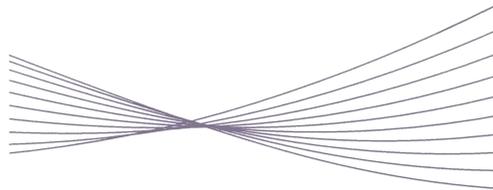
After connecting the sail to the poles, it is then connected to the house. If the sail has a straight edge with an end batten it will connect to the house fittings with stainless steel shackles. If the sail has a curved edge with clew plates it will connect to the house fittings with turnbuckles.

For sails with an end batten and more than 2 house fittings it is advisable to connect the centre fittings first. For sails with a turnbuckle at each corner it sometimes helps to connect a cord to the final turnbuckle prior to connecting to the house fitting. The cord is fed through the house fitting in such a way so that pulling on the cord draws the turnbuckle closer to the house fitting.

## 5/ Tension the Sail

Wind the centre bottle section of each turnbuckle to apply tension to the sail. It is advisable to wind each turnbuckle in stages to ensure the sail ends up correctly tensioned. A correctly tensioned sail has the turnbuckles aligned with the diagonals, with roughly equal tension on each turnbuckle.

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When the sail is correctly tensioned, the locknuts on every turnbuckle are locked off and the shackles are tightened with a shackle key or pliers. It is important that every turnbuckle and every shackle is tightened off.

### Take Down Instructions

#### **1/ Release Tension**

Go to one corner of the sail and release the turnbuckle lock nuts. Loosen the tension by unwinding the centre bottle section of the turnbuckle. Stop unwinding before the centre bottle section reaches the end of its thread.

Undo the circlip on the pin at the pole or house connection end of the turnbuckle, and pull the pin out to release the sail.

#### **2/ Disconnect Sail**

Release the tension at the other corners of the sail and disconnect the remaining turnbuckles and shackles.

It is advisable to keep all turnbuckles and shackles attached to the sail.

#### **4/ Storing the Sail**

For light coloured sails it is a good idea to lower the sail on to a drop sheet. The sail can then be rolled or folded to store.

The sail should be stored in a clean and dry environment.

### Periodic Maintenance

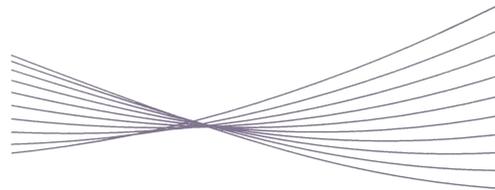
#### **Checking Sail Tension**

An Outrigger sail awning is a strong and durable structure requiring minimal maintenance. However as the sail is a dynamic structure that moves around in high winds, it is a good idea to periodically check 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 sail

When tensioning the sail 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 Sail**

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**Fabric: Ferrari 502 pvc**

This sail 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 sail has no sag.

#### **2/ High Wind**

This sail 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.

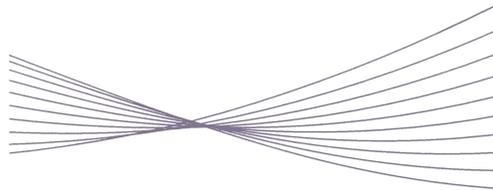
#### **4/ Seam Sealing the Stitching**

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**

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**Fabric: Ferrari 502 pvc**

## **Fabric Guarantee**

Your sail 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 ptfе thread and all 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.

## **Set up Instructions**

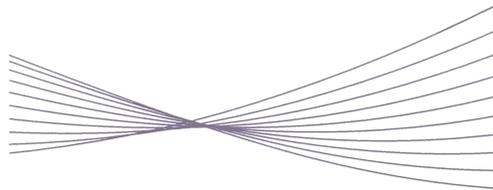
## **Ongoing Customer Service**

### **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.

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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

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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