

**OUTRIGGER**

# Operating Instructions and Warranty

OI Code: OI1282

Operating Instructions and Warranty

**Roll up Side Screen**

**Fabric: Clear pvc**

## **1/ Connect crank handle**

Hook the crank handle extension rod through the ring on the crank mechanism attached to the end of the roller. Rotate the handle to unwind fabric from the roller.

The crank mechanism is self locking and can be rotated to any position, and when the crank handle is removed the awning will be locked in position

## **2/ Lower Screen**

To lower the awning. Rotate the crank handle and the awning should lower down vertically under its own weight.

Continue to lower the awning until there is only one layer of fabric left on the roller.

## **3/ Connect the End Tube to the lower saddles**

Hold the end tube at one end and with the other hand grab the 'S' hook and connect it to the lower saddles.

Go to the remaining 'S' hooks and connect them to the remaining lower saddles.

## **4/ Tension the Side Screen**

Wind the crank handle in the opposite direction to tension the awning. The awning should always be in the locked position when left unattended.

## **Wind In Instructions**

### **1/ Release the tension**

Attach the crank handle extension rod through the ring on the crank mechanism attached to the end of the roller. Rotate the handle to unwind fabric from the roller.

### **2/ Disconnect the end tube from the Lower Saddles**

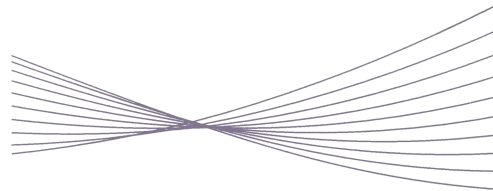
Hold the end tube at one end and with the other hand grab the 'S' hook and disconnect it from the lower saddle.

Go to the remaining 'S' hooks and disconnect them from the lower saddles.

### **3/ Wind in Side Screen**

Rotate the crank handle to retract the awning and wind the fabric onto the roller.

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## **Important**

### **1/ Heavy Rain**

### **2/ High Wind**

This side screen has been designed to withstand winds to approximately 100 km/h. In most instances this means the screen can be left up for months on end. However when gale force winds are forecast the side screen should be wound in as repeated exposure to high winds can shorten the life of an awning.

### **3/ Fabric Care**

This awning has been manufactured from a premium grade clear pvc fabric. The fabric is rainproof and has a life expectancy of approximately 10 years. The fabric has been stitched with a top grade uv stabilised sail making thread. The life of the thread is approximately 15 years.

Clear PVC is a durable fabric with a 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 sponge 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/ Awning Maintenance**

The retracting mechanism is a simple and robust system which requires minimal maintenance. The tension lever cord is a wearing item which is usually replaced when the awning is restitched

## **Warranty**

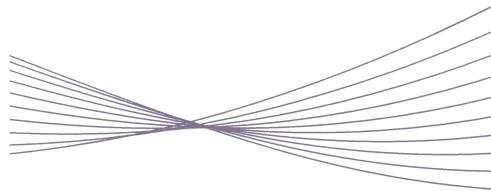
### **Fabric Guarantee**

Your side screen has been manufactured from 1mm thick clear pvc which comes with a 3 year guarantee. Clear pvc is a UV stabilised fabric that is mildew repellent. The fabric is rated as a fire retardant. The expected life of a clear pvc awning is approximately 10 years.

### **Fittings Guarantee**

The fittings for your awning are manufactured from either stainless steel or aluminium and are

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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 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 100 km/h and can be left up for extended periods of time. 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.

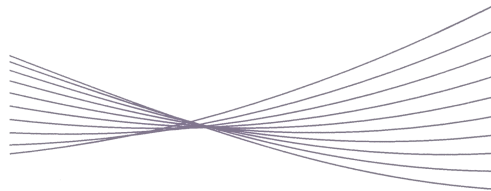
If it is a single person job, the call out fee is \$100 for the first half hour and then \$30 per half hour.

#### **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.)

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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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