

Warranty of your Umbrella

Guarantee

We are pleased to extend the manufacturers warranty of 2 Years on the frame and fabric on all Side Post Classic & Cafe & Courtyard Umbrellas installed to the manufacturers specifications and maintained as outlined below.

Your Ultrashade Umbrella (The Product) has been designed to provide long and satisfactory service and protection when operated in accordance with instructions and under normal use.

All product components are quality checked prior to dispatch. If installation is not carried out by an authorised Ultrashade Umbrella installer, the purchaser is required to inspect all parts carefully on receipt of the product. Should any part be missing or prove defective the customer is to notify their distributor prior to installation.

No claim shall be accepted after 7 working day of delivery of the product to the client nominated delivery address pertinent go either faults within the manufacture of the product or omissions of supply of fittings and or goods. Clients are to check the presence of all required components and fittings and the condition of the same at the time of delivery.

Conditions of Guarantee

1. Your Ultrashade Umbrella comes with a 2 Year repair or replacement warranty on all parts and workmanship. This cover extends to frame and canopy of the HE & SP & CE models, sold under the names, Café & Courtyard, Side Post, Commercial & Heavy Duty.
2. This Guarantee does not cover any repair consequent to accident, alteration or repairs by any other than an authorised agent of Shade Australia, nor does it cover misuse, fire, flood, extreme exposure, hail stones larger than 5 mm diameter, very high wind conditions or earthquake. Nor does it cover damage to any surface and or structure to which the product may be mounted. It is totally the responsibility of the client to ascertain that the surface and or structure to which the product is to be mounted is suitable for such a purpose.
3. This Guarantee applies to the original purchaser only who is required to ensure that the information here-in is completed and retained. The Guarantee is not transferable.
4. This warranty is valid only if the fabric is kept free of dust and grit which is achieved by regular cleaning. This will help prolong the life of the fabric. If the structure is located under trees, frequent washing of bird droppings and organic materials is required to prolong the life of the product and its appearance. Any Guarantee conditions will be voided if The Product is cleaned with any abrasive materials and or solvents. Clean the product only by hosing or gentle sponging with a wet sponge or mop and mild soapy water free of chemicals.
5. This Guarantee is valid only if the product is put up and lowered as instructed (Telephone 1800 155 233 if in any doubt about this for further instruction).
6. If for any reason the product is to be transported for any reason what-so-ever, the unit must be carefully packaged using suitable materials as to ensure the units' safe transit to its intended destination.
7. The costs of transportation and insurance both ways for the repair of the product are to be met by the claimant.
8. This Guarantee is the only express Guarantee given by Shade Australia. No person has the authority to change or add to these obligations and liabilities.
9. Shade Australia reserves the right to determine whether or not any fault is caused by faulty workmanship at the time of manufacture or if material or any part of the product is defective.
10. Shade Australia and or their agents may offer advice but accept no responsibility as to the suitability of the final positioning of The Product.
11. As may be appropriate and or required, the client may elect to ascertain all Council requirements regulations and approvals that may apply to the erection of the product within any chosen location. It is the sole responsibility of the client to personally determine and decide whether local approval should be sought. All costs associated with such activities are to the direct and independent cost of the purchaser and are not in any manner included with the product supply costs and charges.
12. In the event that either server weather forecasts and or warnings pertinent to the location in which the product is located it is recommended that the unit be lowered and secured as shown with the body-strap.

CARE AND MAINTENANCE

The warranty offered does not account for degradation of synthetic materials over time, nor for modifications or lack of maintenance that may result in reduced strength over time. It does not cover mistreatment of umbrella, in particular leaving standing in excessive winds or damage caused during removal and replacement of umbrella.

Regularly check and re-tighten grub screw at base of frame, particularly during use in breezy conditions as it can work loose over time.

WINDY CONDITIONS

This umbrella is NOT DESIGNED to withstand strong winds. We strongly advise that your umbrella be closed and secured when not in use and not be left opened in windy conditions. **Failure to close umbrellas in windy conditions may damage the umbrella and will void the warranty.**

CARE OF 100% ACYLIC OUTDOOR FABRIC

When used in permanent outdoor situations 100% Acrylic Outdoor Fabric should be hosed regularly to remove dust, bird droppings, tree sap and other solid particles.

To ensure that water repellence is fully retained after continuous outdoor exposure the fabric should be treated with a water repellent compound every 12 months. Professional services are available for this re-treatment work.

Waterborne stains such as coffee, tea, red wines, etc should be treated first by rinsing in cold water. If this is not sufficient the fabric may be washed with a mild solution of soap in lukewarm water (max. temperature 38 degrees C, 100 degrees F) and rinsed thoroughly.

As the fabric is made from 100% acrylic fibre it is heat sensitive. Therefore when washing or cleaning:

DO NOT wring, spin or press dry, as permanent creases may be set in the fabric

DO NOT dry in an electric or gas dryer

ALLOW TO AIR DRY.

Open & Close Instructions

Refer to specific Open / Close instructions on following page. Damage caused by failure to follow these instructions is not covered under warranty.

Sidepost Classic Open and Closing Instructions

TO OPEN

1. Remove the securing strap.
2. Gently pull the rope (the canopy may require some assistance from the fully closed position).
3. Open the canopy until the fabric is taut.
4. Securely fasten the rope onto the cleat on the main pole.
5. Neatly roll up the rope and put it into the purse.

TO CLOSE

1. Untie the rope from the rope-cleat.
2. Release the rope allowing the canopy to close quickly with a “Woosh motion” causing the air to push the fabric out and clear of the arms.
3. When fully collapsed, pull the fabric from between ALL arms.

NOTE: MAKE SURE THERE IS NO FABRIC CAUGHT BETWEEN OR BEHIND THE ARMS. IF ALL FABRIC IS NOT CLEAR, DAMAGE TO THE CANOPY MAY OCCUR! ANY SUCH DAMAGE IS NOT COVERED BY OUR WARRANTY.

4. Wrap or furl the fabric panels around the umbrella in the same way you would a hand held umbrella.
5. YOU MUST SECURE THE FABRIC PANELS WITH THE STRAP PROVIDED!

NOTE: FAILURE TO SECURE WITH THE STRAP MAY RESULT IN DAMAGE TO THE CANOPY. ANY SUCH DAMAGE IS NOT COVERED BY OUR WARRANTY.

WRAP OR FURL THE FABRIC AROUND THE UMBRELLA ENSURING THAT ALL FABRIC IS REMOVED FROM BEHIND THE ARMS. THIS MUST HAPPEN EVERY TIME THE UMBRELLA IS COLLAPSED IN ORDER TO AVOID DAMAGE. ALWAYS SECURE WITH THE STRAP PROVIDED.

*****WARNING!!! WARNING!!! WARNING!!!*****

This umbrella is **NOT DESIGNED** to withstand strong winds. Umbrella should be closed when not in use and not used in windy conditions.

Use the umbrella as instructed and you will enjoy many years of excellent service from this premium quality Australian made umbrella.



TO REMOVE THE CANOPY FROM THE MAIN FRAME

1. Close the canopy as per instructions.
2. Unhook the pulley from the main pole hook.
3. Lift the canopy approximately 30mm vertically, then rotate 180°.
4. Canopy can now be lowered or removed from the main frame for storage.