



Shade Sail Care and Warranty Guide

Recommended Care & Maintenance

Maintenance	Conducted by	Frequency	At the cost of...	Importance
Annual Inspection	Shade sail professional	Recommended once a year	Owner/ by arrangement with shade sail professional	This will give you a report on the condition of the sail and highlight any small issues before they become big problems.
Re –Tension	Shade sail professional	As required	Owner	Shade Sails which are loose are more prone to damage. Without optimum tension on your shade sails, damage can occur to the fabric and support structure. Rectify immediately if this occurs
Re –Stitching	Shade sail professional	As required	Owner	Over the years the stitching can give way due to being broken down by the sun.
Cleaning	Shade sail professional	As required	Owner	Cleaning of your shade sail ensures all environmental residues are removed to increase the life of the fabric, while reducing the likelihood of stains or growth (such as mould) on the fabric.
Gale Force/ Cyclonic Winds	Owner/ Shade sail professional	As required	Owner	Shade Sails must be removed in gale force or cyclonic conditions to prevent damage to sail and supporting structures

Recommended Cleaning Methods

Using Sugar soap and a soft bristle brush.

Work the soap into the fabric and leave for 15-20 minutes and then rinse the sail.

NOTE: The brush must have soft bristles and must not be applied to fabric in such a way as to damage the weave of the Shade Fabric in any way.

If using a high pressure hose, a rotating brush head attachment must be used.

Do not spray the fabric directly with a high pressure hose as this can permanently damage the fabric.



For Shade Sails With Hard To Move Dirt And Grime.

Where a commercial grade cleaning product is required for hard to move grime, we would suggest a product known as Wet & Forget. More product information, pricing and instructions can be obtained by calling 1800 222 302 or online at www.wetandforget.com.au



The cleaning procedure is as follows.

Always use a soft brush or sponge to prevent damage to the fabric. Use the table below to determine the product concentration and water dilution levels.

Dirt	Concentration	Product
Minor	15%	Liquid Sugar Soap
Medium	30%	Liquid Sugar Soap
Major	25%	Wet & Forget

Conclusion

Morgans Upholstery & Shade Sails does not recommend shade sails be cleaned with bleach or mould removal products.

Acid washing or the use of a high pressure hose will damage the fabric. The use of any processes, other than the ones recommended here may void the warranty and will greatly reduce the lifespan of the Shade Fabric. Should the above two cleaning methods prove to be unsuccessful we suggest that the shade sail be taken down and cleaned by a shade sail cleaning professional.

Warranty

Fabric Suppliers Warranty

Warranties vary greatly, all products Morgans Upholstery & Shade Sails use are covered by Fabric Manufacturers warranties from 5 to 15 years depending on fabric chosen, and all warranties are limited and generally fall within the following conditions

- 1) The definition of 'failure' used means any instance where the fabric has lost more than 5% of its strength for each year of its life.
- 2) This guarantee does not cover deterioration due to chemical exposure (cleaning chemicals, PVC's, solvents etc).
- 3) This guarantee does not cover damage to the cloth caused by stresses beyond its design strength. (Excessive wind loads, poor structure design etc.)
- 4) This guarantee does not extend to colourfastness of the fabric. All resins and colours are chosen with extreme care for long life however exposure to sunlight can cause some changes over a period of time.
- 5) We do not cover consequential loss or damage other than that is required by law.
- 6) The decision to replace or reimburse, is made by the Fabric Manufacturer and is at their total discretion.

For full terms and conditions please contact your Morgans Upholstery & Shade Sails for a full copy of the warranty.



Shade Professional Workmanship Warranty

Morgans Upholstery & Shade Sails offers 2 year manufactures warranty. This covers manufacturing and installation of shade sail.

If shade sail is not removed in gale force winds or cyclonic conditions as per care instructions warranty will be null and void.

If the shade sail is worked on by another manufacturer warranty will also be null and void.

Shade fabric is not warranted where it is installed on a shade structure that is not engineered and built by Morgans Upholstery & Shade Sails

This warranty shall be void if damage to, or failure to, the shade fabric is caused by contact with chemicals, misuse, vandalism, any act of God, including but not limited to, ice, snow or wind in excess of the applicable building code parameters.

The shade structures have been designed to eliminate any friction between the rafters and the fabric. The warranty will, therefore, be voided if any modification (temporary or permanent) or any attachment (temporary or permanent) is made to the rafter, cross pieces, or ridge beams.

Labour for the removal, installation and/or freight charges of the shade fabric will be covered in full for a period of 12 months, where the shade structures supplied and installed by Morgans Upholstery & Shade Sails are defective. In all cases where the shade structures are not installed by Morgans Upholstery & Shade Sails all labour for the removal, installation and/or freight, will be at the client's expense, and the warranty will only be applicable to the repair or replacement of the defective materials.

Morgans Upholstery & Shade Sails reserves the right, in cases where certain shade fabric colours have been discontinued, to offer the customer a choice of available colours to replace the warranted fabric of the discontinued colour. The company does not warranty that any particular colour will be available for any period of time, and reserves the right to discontinue any colour for any reason it may determine, without recourse by the owner of the discontinued fabric colour.

Steel

The structural integrity of the steel is warranted for a period of 10 years Workmanship and powder coated (painted) surfaces are warranted for a period of 12 months. This warranty shall be void if damage to the steel frame (or paint) is caused by contact with chemicals, misuse, vandalism, and any act of God, including but not limited to, ice, snow or wind in excess of the applicable building code parameters.

Installation

Labour for the removal, installation and/or freight charges of the fabric will only be covered in instances where Morgans Upholstery & Shade Sails or its agents have installed the shade structures. In all cases where units were not installed by Morgans Upholstery & Shade Sails, all labour for the removal, installation, and/or freight, will be at the client's expense and the warranty will only be applicable to the repair or replacement of the defective materials.

For Further Information please contact us directly.

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