

Retractable Roof Series

Retractable Roof System User, Maintenance & Warranty Manual



Terms & Conditions Apply



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Basic Information:

Thank you for choosing to buy this Outdoor Blinds and Awnings product.

Before using the product for the first time, please take the time to thoroughly review this operating guide to ensure smooth and trouble-free operation.

For the safety of individuals, it is crucial to adhere to these instructions. Careful attention should be given to the notices outlined in the operating guide. Failure to do so releases the manufacturer from any liability obligations. Additionally, kindly take note of the information on the product itself and its packaging.

We kindly ask you to keep all manuals and documents secure and in the event of selling the product, pass them on to the new owner.

Explanation of the Notices:

Safety notices and important information can be found throughout the text. They are identified with the below symbols.



This symbol identifies notices that are important for the safety of persons or for the function of the shading product.



This symbol indicates important product information for the user.

Validity

This operating guide has validity for the following Outdoor Blinds and Awnings external products:

RETRACTABLE ROOF SERIES:

MED EVO AIR

MED EVO PRO

MED EVO FLEXWOOD

Safety:



All Outdoor Blinds and Awnings external products are designed and manufactured to suit Australian conditions. However, through non-observance of the corresponding guides during operation of the systems, dangers for persons involved or impairment to the product or other items of property can occur.



The product may only be operated in a technically perfect condition as well as in accordance with its intended use, with an awareness of safety and dangers under observance of this operating guide.



Electrocution risk exists with all motorized products. Only licensed electricians should perform work on electrical components. Regularly inspect power cables or any signs of wear or damage. Do not use the motor if the power supply cable is compromised. Address any defects that could jeopardize safety immediately.

Proper Intended Use:

Outdoor Blinds and Awnings All Seasons external products are primarily designed for protection against solar radiation and rain. Additionally, they can, within specified limits, be utilised in winds up to the rated wind speed for your project (see operation for more details).

Any usage beyond these limits is considered non-intended.

The manufacturing company disclaims liability for damage resulting from uses other than the intended purpose. Modifications, extensions, or conversions on Outdoor Blinds and Awnings external products are strictly prohibited without prior approval from the manufacturer.

Any components of Outdoor Blinds and Awnings external products not in optimal condition should be promptly replaced, using only original spare parts provided by the manufacturer. There is no guarantee that third-party parts comply with stressing requirements and relevant safety standards.

Additional loading on Outdoor Blinds and Awnings external products, such as suspended objects or the use of non-standard cables/ropes for anchoring, can lead to damage or product collapse and is therefore not permitted.

Installation and maintenance work should only be carried out by personnel who are suitably trained and qualified.

Outdoor Blinds and Awnings accepts no liability for damage resulting from any non-intended use.

Product Information:

Technical Data:

The dimensions and technical details of all Outdoor Blinds and Awnings external products can be examined in the current product catalogue from any specialist retailer.

Data for the electric drive:

Parameter	Value
Mains voltage	240 V AC
Current consumption	0.45 to 2.1 Amps (depending on drive)
Power consumption	90 to 460 Watt (depending on drive)
Class of protection for electric drive	IP 44
Continuous operation motor	approx. 4 minutes



The electric motor is not designed for continuous operation.

After approx. 4 minutes of operation, the thermal protection engages and the motor switches off. After 15-30 minutes the motor is operational again, however with 1-2 minutes the renewed drive time is significantly reduced.

Wind Limits

- Up to 115km/hr for Med Evo, Med Evo Pro & Med Evo Flexwood.



Optional sensors such as wind sensors are to be used as an additional safeguard only. Such sensors are to be considered as precautionary items only and should not be relied upon as wind gusts may cause damage to the product before it has time to retract. Suitable site consultation between property owner and suitably qualified installation personnel should take place to determine any wind and / or motion sensitivity settings.

Accessories:

The following accessories are available for Outdoor Blinds and Awnings external products:

- Radio remote control
- Automatic control Sun / Wind / Rain
- Time clock operation
- Smart automation systems

Detailed information about suitable accessories as well as their integration is available at every Outdoor Blinds and Awnings specialist retailer.

Operation:

General Safety Information for the Operation of Outdoor Blinds and Awnings external products



The operation of Outdoor Blinds and Awnings external products may only be carried out by persons who have received instruction by trained specialist personnel.

Ensure that children do not operate the products unsupervised. Keep remote control units out of reach of children!

During operation please ensure the user can see the product whilst moving.



Do not touch the product when retracting or deploying it (danger due to pinch points).

The fabric / cloth may not be walked on and not loaded with foreign bodies.

No toys, objects or weights may be attached to the product. The resting against of objects (e.g. a ladder) is also not allowed.



When working close to the projecting area of Outdoor Blinds and Awnings external products, the automatic control (wind / sun control) must be switched off, so that the product cannot deploy automatically.



Outdoor Blinds and Awnings external products should be retracted in the evenings and before leaving home.



With the formation of ice, snow or strong wind, external products may not be deployed.

Outdoor Blinds and Awnings external products can be used for limited protection against light rain IF: The system must be used on the minimum inclination of 15° (Equal to 25% or more) to allow effective angle for water run off. The unsupervised utilisation as protection against rain is not permissible since the formation of a water pocket cannot be entirely excluded. Under no circumstances should the user allow the product to hold water, doing so can result in extensive damage to the fabric and system which is not covered under warranty.



If the product fabric / cloth becomes moist or wet, the system must be extended as soon as possible in order to dry the awning cloth (danger of the formation of stains and mildew, damage to the awning material and the seams).

Operating Outdoor Blinds and Awnings external products with Electric Drive



During the course of handover of the system, training by trained specialist personnel must take place for operating the electric drive. Thereby the allocation of the operating elements is explained.

Deploying the system:

Press the out button to deploy the product to the desired shading level, either partially or completely. The motor will automatically stop when the end position is reached.

Retracting the system:

Press the in button and retract the product to the required degree of shading, either partially or completely. The motor will automatically stop when the end position is reached.

If using a remote control, you can press the middle button to halt the operation of the product at any time.



During operation please ensure the user can see the product moving.

Additional information about special functions can be referred to in the documentation for the motor control and operating devices.

Cleaning and Care:



Use suitable safety products and disconnect power when required.



Do not use any high-pressure cleaners or scouring agent and scouring sponges for cleaning! Solvents such as alcohol or petrol must not be used!

Note: When cleaning or servicing awnings with electric motors, always ensure that the power is switched off to prevent accidental extension or retraction. Never wet the motor, sensors or remote control. Doing so may cause damage not covered by the warranty.

Cleaning of Outdoor Blinds and Awnings external products:

Remove dirt from the system using a soft brush or a hand sponge. For small spots, use a clean rubber eraser or brush them off when dry. Clean the fabric with a mild liquid detergent in warm water. Use a gentle, skin-friendly diluted soap solution and a soft brush. Rinse thoroughly with clean cold water and repeat the process if necessary.

For more stubborn dirt and stains, we recommend using a specially formulated awning fabric cleaner, following the instructions provided (refer to the specific fabric cleaning instructions for your fabric type).



After cleaning, the awning cloth must be dried completely before retracting.

The aluminium frame of the system can be cleaned with a common household cleaner and wiped off with a damp cloth. The following is from the powder coating Warranty by Dulux Australia:

“The effects of ultraviolet light, pollution, dirt, grime and salt deposits can all accumulate on your powder coated surface over time. To extend the effective life of powder coatings and protect any warranty requirements that may exist, a very simple regular maintenance program should be implemented and recorded for the removal of any residues.

As a general rule, cleaning should take place every six months. However, in areas where pollutants are more prevalent, especially in coastal or industrial regions, a cleaning program should be carried out on a more frequent basis (i.e. every three months).”

THREE STEPS TO CLEANING POWDER COATED / ANODISED SURFACES

1. Eliminate loose deposits with a wet sponge, avoiding surface scratches by refraining from dry dusting.
2. Clean the powder coating using a soft, clean cloth and a mild detergent dissolved in warm water to remove dust, salt or other deposits.
3. After cleaning, always rinse with fresh water to eliminate any residual detergent.

As a warranty requirement all products are required to be cleaned regularly as outlined above.

WARNING

In certain instances, potent solvents commonly advised for thinning different paint types and for mastic/sealant cleanup can be detrimental to the prolonged life of the powder-coated surface. It is crucial to avoid using these solvents for cleaning purposes, as doing so will nullify the warranty. For the removal of paint splashes or sealants/mastics, the following solvents can be safely employed: Methylated Spirits, White Spirits, Ethyl Alcohol, and Isopropanol. Regular cleaning, as detailed above, is mandatory as part of the warranty requirements for all products.

General Information on external fabrics:



Polyester, Fibreglass and Acrylic fiber external fabrics are high-performance products with high UV and fade resistance, anti-mould, water and dirt-resistant finish. They will provide years of comfortable protection from the sun given the right care and attention. Do not allow build up of grim, dirt, stains, sticks, leaves, bird droppings as doing so may permanently damage the fabric. Where possible clean or hose off on sunny days.
Note: Despite the high level of technology in the manufacturing of such awning fabrics, the treatment of the fabric produces small defects that cannot be avoided. These small cosmetic defects do not affect the life or the functioning of the fabric.

Maintenance:



The safe usage of Outdoor Blinds and Awnings external products can only be ensured if the system is checked and serviced regularly.

All Outdoor Blinds and Awnings external products should be examined regularly for signs of wear and damage to system, fabric covering or frame.



It is our recommendation that a service check be carried out every 6 months depending on installation location and amount of usage (see more under 'Operation'). A service logbook should be kept, recording any cleaning, maintenance or repairs works to provide in the case of a warranty claim.
If damage is noticed, then an Outdoor Blinds and Awnings specialist or suitably trained and licensed service organisation is to be commissioned for the repair.



All Outdoor Blinds and Awnings external products in need of repair must not be used to avoid further damage.

Typically, the mechanical components require minimal maintenance. Periodic lubrication of the moving parts using a suitable dry lubricant, such as silicone spray (avoiding wet lubricants like WD40), along with regular inspections and servicing by an external product specialist, is essential. These measures contribute to extending the lifespan of the awning.



Extreme caution must be taken when working on any systems under tension. Systems can be built with a high amount of internal spring tension which can cause serious personal injury. DO NOT adjust these systems unless you have been trained to do so.

Sensor maintenance

If there is a sensor control system, the sensor should be checked periodically for damage and to ensure it is functioning. Eg, blow on the wind sensor / pour a small amount of water on the rain sensor.

If it does not work correctly, it must be checked by a specialist supplier.



For all motorised products there is a risk of electrocution. Work on electrical components may only be carried out by licensed electricians. Never wet the motor, sensors or remote control. Doing so may cause damage not covered by the warranty.

Removal of Outdoor Blinds and Awnings external systems:



Damage to persons or property can result due to improper installation procedures. Only allow removal of system to be carried out by an Outdoor Blinds and Awnings specialist or suitably trained and licensed person.



For all motorised products there is a risk of electrocution. Work on electrical components may only be carried out by licensed electricians.

Warranty:

Outdoor Blinds and Awnings guarantees its external products, supplied to the Buyer, to be free from defects in materials or workmanship under normal and proper use for a duration of 5 years from the invoice date, contingent upon receiving full payment.

Outdoor Blinds and Awnings will promptly repair or replace materials or equipment found to be defective upon examination, provided that the defect is reported in writing within the stipulated 5-year period.

It is the responsibility of the Reseller/Distributor to extend and service this warranty for the end user, as a condition of the sale of Outdoor Blinds and Awnings Products.

Outdoor Blinds and Awnings assumes no liability for direct or consequential loss or damage arising from the use or inability to use the goods or equipment supplied. Before usage, the Buyer/Dealer, along with the ultimate user, must assess the product's suitability for its intended use, and the user assumes all associated risks and liabilities.

If the Buyer resells any Outdoor Blinds and Awnings products to another Buyer or End-User, the terms and provisions of this warranty must be included in such resale. However, Outdoor Blinds and Awnings responsibility to any third party in such a case is limited to its responsibility under the warranty to the original Buyer. It's important to note that if the new buyer lacks all necessary documentation, receipts, and manuals from the previous owner, we cannot guarantee the product.

Documents to be handed over to another Buyer or End-User to validate warranty:

- User Maintenance & Warranty Manual (this document)
- Proof of Purchase
- Completed Service Logbook (annual service required to validate warranty)

Fabric – Five Year Warranty

External textiles are warranted for their resistance to rot and colour fastness. This warranty is valid under the following terms and conditions:

- Outdoor Blinds and Awnings will, for a period of 5 years, either provide a free replacement or, at its discretion, take action to address the issue, excluding any associated costs or compensation for any reason whatsoever.
- Any complaints must be submitted within ten days of noticing the defect, accompanied by the purchase invoice, to the authorised Outdoor Blinds and Awnings dealer from which the product was purchased.
- The fabric must be made available for inspection of manufacturer.
- The replacement or reimbursement of the defective fabric does not extend the duration of the original warranty.

EXCLUDED FROM WARRANTY:

- Blemishes such as mottling, waffling, folds, etc., resulting from handling during the preparation of the awning or its installation – refer to additional details below.
- Defects arising from the natural aging and regular wear of the fabric (fair wear and tear).
- Consequences of conditions related to installation, the environment, or use that do not align with the normal conditions of fabric use.
- The repair of damage or defects in the fabric resulting from accidents or negligence due to force majeure.

Explicitly excluded, in particular, is any deterioration caused by:

- Improper maintenance or the use of unsuitable products or instruments: no detergent, chemical product, or solvent is permitted, nor any scraper or other instrument that may harm the surface.
- Lightning or other unusual weather conditions.
- Atmospheric or phytosanitary pollution.
- Soiling caused by animals.
- Incorrect assembly or handling by the user, the projection of various products, hanging objects on the fabric, falling objects, bumps, road accidents, vandalism, burns from cigarettes or other sources, or fire.

The fabric may exhibit minor irregularities, which are considered normal and not a cause for concern. Despite careful manufacturing and preparation, the nature of the fabric may result in some natural "imperfections" that may become apparent after the awning is installed.

Waviness OR Corrugation in the seam / weld area

As the fabric rolls up along the roller tube on the awning the seams will roll up with more accumulated material than the areas surrounding it. This difference in thickness may cause the fabric to wrinkle slightly around the seams. This may affect one seam but not the seam next to it.

Stretching of the side hems

The fabric is usually kept permanently taut using an active spring system. Seams and hems have a reinforcing effect but must also take most strain and withstand extremely high loads. When the fabric is rolled up the hems and seams lay on top of one another, this increases the pressure and tension even more. Seams and hems are pressed flat and increase in length. When the awning is extended out this can lead to the side hems becoming wavy and hanging down slightly.

White Lines or Veining

Subsequent to handling during fabrication and assembly, acrylic fabrics treated with resins containing fluoride may show “veining” visible against the sunlight caused by an optical effect (differences in the refractions of light).

Powdercoating - Five Year Warranty

Cleaning is recommended every six months; however, in areas with higher pollutant levels, especially in coastal or industrial regions, a more frequent cleaning program should be implemented and documented (e.g., every three months).

While some potent solvents are suggested for removing sealants or building residues, they may be detrimental to the long-term durability of the powder-coated surface. It is advisable to avoid these solvents, as any damage may not be immediately visible and could take up to twelve months to manifest. Usage of such solvents for cleaning purposes will void the warranty. In cases where paint splashes, sealants, or other residues need removal, safe alternatives include Methylated Spirits, Turpentine, or White Spirits.

Please refer to Dulux’s site for up to date details - <https://duluxpowders.com.au/warranties/>

Motors - Five Year Warranty | Accessories - One Year Warranty

Outdoor Blinds and Awnings warrants the motors and accessories to be free from defects in material and workmanship under normal and proper use for a period of five years for motors and one year for accessories (from date of invoice). Outdoor Blinds and Awnings’ only obligation shall be to repair or replace defective equipment which does not conform to the warranty. Outdoor Blinds and Awnings shall not be liable for any injury, loss or damage, direct or consequential, arising out of, or the inability to use, the equipment. Before using, Buyer and/or the ultimate User shall determine the suitability of the product for its intended use, and User assumes all risks and liability in connection therewith.

Installation - Two Year Warranty

The installation warranty for external products extends for a period of two years, covering any installation-related issues or faults within that timeframe.

Consumables - One Year Warranty

Consumables such as Sikaflex, sealants, tapes, ropes, zippers, clips, and replaceable batteries are provided with a warranty coverage of one year starting from the date of the final invoice.

EXCLUDED FROM WARRANTY:

- If the product has been opened, dismantled or returned with clear evidence of abuse or other damage.
- Water damage to automation systems or interference with the automation system controls caused by the Buyer or a third party changing the limit setting of the goods.
- Interference with radio signals of automation systems caused by any external factors, including radio signals in the vicinity of the Goods, or internal electric systems to which the Goods are connected.
- Small colour variations from powdercoating colour samples and between components and profiles that are caused by industrial processes.
- If electrical accessories and other components have been used in disregard of the basic wiring diagram for which they were designed.
- Damage to or deterioration in the performance of Goods when repairs or adjustments have been undertaken by a party other than Outdoor Blinds and Awnings or a technician not approved by Outdoor Blinds and Awnings.
- Fair wear and tear, including but not limited to consumable parts such as side zips, lifting tapes and driving belts.

THIS WARRANTY DOES NOT APPLY:

- To damage where a system has been dismantled or repaired by other parties with clear evidence of abuse or violation.
- If a motor or accessory has been opened, dismantled or returned with clear evidence of abuse or other damage.
- If our written specifications are not properly applied by the Buyer, including when selecting equipment.
- If our written instructions for installation and wiring of the electrical connections have not been followed.
- If usage, adaptation or installation are not in accordance with our installation and operating instructions.
- To mechanical or chemical damages caused by other parties or other causes.
- To damage caused by storms, rain, extreme winds and tempest.
- To damage or malfunctioning, caused by incorrect or inappropriate electrical wiring of connections by other parties.
- Where the products were used to perform a function other than those for which they were designed and recommended.
- To damage created by obvious failure to regularly inspect and maintain, or fair wear and tear. (e.g. salt). An annual service call (by Outdoor Blinds and Awnings or a qualified technician nominated by Outdoor Blinds and Awnings) is required to validate warranty - service log to be filled out by technician.
- Where any component other than Outdoor Blinds and Awnings componentry has been used, unless otherwise approved by Outdoor Blinds and Awnings in writing.
- To costs relating to incorrect measuring and/or installation not undertaken directly by Outdoor Blinds and Awnings.
- Where the fabric has not been cleaned according to instructions. Outdoor Blinds and Awnings fabric is rot free. However, when used outside it does need regular cleaning at least once a year. A detergent should be applied to dissolve any dirt that lodges in the fabric then thoroughly rinsed with a fine hose to revive the fabric and extend its lifetime.

Service Logbook:

Item	Action
Remote control	Check remote is working and LED lights indicate battery is OK. Replace battery if more than 12 months old.
Sensors	Inspect sensors if present. Test and ensure system responds.
Lubrication of moving parts	Spray dry lubrication in moving parts and visually inspect. Check all bolts & fixings are tight and have not become loose.
Ensure system is square & level	Measure rail width at front / back and diagonal measurements. If mounting structure has moved adjust system back into square.
Check motor limits are correct	Inspect front rail position when in / out to ensure stopping in correct position. Inspect wheels / mounts and drive tape positions.
Fabric Inspection	Visually inspect fabric joins and pockets to ensure all in good condition and no visible damage.
Check mounting brackets are tight	Inspect all rail fixings are firm and have not vibrated loose.
Motor cable inspection	Check motor power cable for any damage.
Inspect & clean timing belts	Visually inspect timing belts inside rafters from below. Hose out dirt and salt - full length of rafters.
Aluminium profiles and casing	Clean down all aluminium profiles with warm soapy water using mild detergent, rinse with clean cold water. (do not wet motor)
SERVICE COMPANY: NAME: DATE:	COMMENTS BY SERVICE STAFF:

WE RECOMMEND THIS IS COMPLETED BI-ANNUALLY OR MORE FREQUENTLY FOR COASTAL SITES
ANNUAL SERVICE CALL FROM DATE OF INSTALLATION IS REQUIRED TO VALIDATE WARRANTY

Trouble Shooting:

This guide is intended for basic trouble shooting only, should you be unsure of any issues please contact your supplier to arrange a service call.

Problem	Possible Reason/s	Solution
No response from product when using the remote control.	<ul style="list-style-type: none"> No power. Batteries in hand held remote or motion sensor need to be replaced. Incorrect channel on the remote control is selected. 	<ul style="list-style-type: none"> Check power supply. Replace batteries. Select correct channel on the remote control.
Product stopped working while in use.	System motors have a built in thermal protection, after multiple uses it will stop working to allow for motor to cool down.	Wait for approx 15-20min and try again.
Wind sensor is retracting the product when in light wind.	Sensor setting is set low.	Adjust sensor to slightly higher setting.
Product is not working correctly as per pre-set motor limits.	Other electrical works on the home / building may have re- set the motors memory	Please contact our office or service team.
Angle of product has changed.	Position has changed after use in high winds or rain.	Please contact our office or service team.
Awning retracts without reason.	Batteries are depleted, safety feature retracts the awning when a sensor can't be found.	Replace the batteries in sensor.
Product retracts and extends in an untimely response to the environment. (Yo-yo effect).	The sensor may be in DEMO mode. 5 o'clock.	Return sensor to live range and out of DEMO mode.