



OUTDOOR BLINDS & PIVOT ARM AWNINGS SERIES

System User, Maintenance &
Warranty Manual

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INTRODUCTION

Thank you for purchasing this Outdoor Blinds and Awnings Australia (OBA) product.

Prior to initial operation, it is mandatory that this operating guide be read and fully understood. Compliance with the procedures and safety instructions contained herein is essential to ensure correct, safe, and reliable product performance.

For the protection of all users and third parties, all warnings, cautions, and notes in this document must be strictly observed. Non-compliance with these instructions may result in improper operation, personal injury, or property damage, and will release the manufacturer from any liability arising therefrom. Please also refer to all safety markings and information affixed to the product and provided on its packaging.

This operating guide and all associated documentation form an integral part of the product. They must be retained for the entire service life of the product and transferred to any subsequent owner or operator.

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 applies exclusively to Outdoor Blinds and Awnings Australia (OBA) products stated below.

Outdoor Blinds and Pivot Arm Awning Series:

SCREENTEX CLASSIC

SCREENTEX WIRE

SCREENTEX ZIP

METRO PIVOT ARM AWNING

SAFETY:



All Outdoor Blinds and Awnings Australia (OBA) 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 motorised 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 jeopardise safety immediately.

PROPER INTENDED USE:

Outdoor Blinds and Awnings Australia (OBA) external products are primarily designed to provide protection against solar radiation. Within specified limits, they may also be used in moderate rain; however, any damage caused by wind, heavy rain, storms, or other severe weather events is not covered under warranty.

This warranty excludes any damage caused by extreme or abnormal weather events, such as high winds, hail, cyclones, or other severe environmental conditions beyond normal operating limits.

Any usage or exposure beyond the operational limits is considered non-intended use and will void the manufacturer's warranty.

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

Any components of Outdoor Blinds and Awnings Australia (OBA) 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 Australia (OBA) 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 Australia (OBA) accepts no liability for damage resulting from any non-intended use.



Prohibited Uses:

- Do not modify or alter the structure without authorisation.
- Avoid abrasive materials or harsh chemicals when cleaning.

SAFETY GUIDELINES

Load Restrictions:

Avoid hanging objects or placing heavy loads on the frame.

Regular Inspections:

Periodically check for signs of wear, corrosion, or damage, particularly after adverse weather events.

Professional Assistance:

Installation, repairs, and major adjustments should only be performed by qualified technicians.

PRODUCT INFORMATION

Technical Data

The dimensions and technical details of all Outdoor Blinds and Awnings Australia (OBA) 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 approximately 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:



Due to the vertical installation of external blinds and pivot arm awnings and their increased exposure to wind, appropriate wind limits must be established for each location. These limits should be determined through an on-site assessment conducted by a qualified installer in consultation with the property owner. The installer will advise the safe operational limits based on site conditions, product type and installation method. Operating the blinds outside these limits may void the warranty.

Wind Limit Factors:

Wind limits for Outdoor Blinds and Pivot Arm Awnings are influenced by several site-specific factors, including:

- The surface area of each blind or awning (e.g., width x drop)
- The location and orientation of the installation (e.g., coastal, elevated, or exposed areas)
- The installation method and the strength or condition of the mounting substrate

These factors must be assessed on-site by a qualified installer to determine suitable wind tolerances for safe operation.



The product may only be utilised up to the wind resistance class declared by the manufacturer.



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 installer should take place to determine any wind and / or motion sensitivity settings.

Accessories

- 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 Australia (OBA) specialist retailer.

OPERATION



The operation of Outdoor Blinds and Awnings Australia (OBA) external products may only be carried out by persons who have received instructions by trained specialist. Ensure that children do not operate the products unsupervised. Keep remote control units out of reach of children! During operation 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 Australia (OBA) external products, the automatic control (wind / sun control) must be switched off, so that the product cannot deploy automatically.



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



If the fabric becomes moist or wet, the system must be extended as soon as possible to allow the cloth to dry. Failure to do so may result in staining, mildew formation, or damage to the fabric and seams.



For systems **made with clear plastic**: system must be operated twice per day for the first 3 weeks following installation to allow the fabric to settle into its shape. Clear plastics may expand and contract due to changes in temperature, therefore it is important regularly operate the system to avoid potential damage and assist in smooth operation in the future. During the fabrics settling phase, the clear plastic will likely become temporarily sticky. In the event that this impacts the blinds operation (e.g. blind gets stuck), you may gently and safely guide the fabric by hand, ensuring the system is stopped prior to doing so. If unsure, please contact our team.

CRANK HANDLE OPERATION



The cranking gear series does not have an **end stop**. If the fabric is wound up incorrectly, it may result in malfunctions.

Deploying the system:

Insert hook of the crank handle in the eye of the driving gear and turn crank until the cloth becomes slack.

Turn back briefly to achieve the optimum cloth tension. Mid-way position is also possible.

Retracting the system:

Turn the crank in reverse direction until the system is closed.

When you retract the awning/blind, ensure that the cloth (fabric) is always wound up straight with even tensions on the roller tube.



On reaching the end position, do not continue to turn the hand crank inside and outside with force. This may cause damage to the transmission, and overstretching or wrinkling of the cloth.

ELECTRIC DRIVE OPERATION



During handover, a trained specialist will provide instruction on the operation of the electric drive system. This includes explaining the function and placement of all operating elements.

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.

Obstacle detection is only integrated into the ScreenTex Zip system. Although this acts as an extra layer of protection, this function is not a guaranteed solution. Therefore, the awning path must be completely cleared from obstacles and system operation should be monitored with every use. 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 abrasive cleaning tools, harsh chemicals and solvents for cleaning! Solvents such as alcohol or petrol must not be used! Avoid mechanical scrubbing or machine washing, as this may damage the protective coatings or fabric structure.

FABRIC CLEANING AND MAINTENANCE INSTRUCTIONS

To maintain the performance, appearance, and service life of this product, regular cleaning and proper maintenance are required. The following procedures must be observed when cleaning fabric components:

1. General Cleaning: remove loose dirt and debris from the fabric using a soft brush or hand sponge. For light soiling or small spots, a clean rubber eraser may be used, or the area may be brushed once dry to remove surface particles.
2. Routine Washing: prepare a mild liquid detergent solution in warm water. Using a soft brush, gently clean the fabric with the diluted, skin-safe soap solution. Rinse thoroughly with clean, cold water to remove any detergent residue. Repeat the process if necessary.
3. Stubborn Stains: for heavy soiling or persistent stains, use only a cleaning agent specifically formulated for awning fabrics. Follow the cleaner manufacturer's instructions precisely, and refer to the fabric supplier's care documentation for material-specific requirements.



After cleaning, the awning cloth must be dried completely before retracting or storing the product to prevent mould or mildew formation. Failure to follow these cleaning and maintenance instructions may result in premature material degradation and may void the product warranty.

ALUMINIUM AND POWDER-COATED COMPONENTS

CLEANING AND MAINTENANCE REQUIREMENTS

Over time, environmental factors such as ultraviolet exposure, pollution, dirt, salt, and airborne contaminants can accumulate on powder-coated and anodised aluminium surfaces. Regular cleaning prevents the build-up of these residues and ensures continued product performance.

The aluminium frame and other coated components should be cleaned using a mild household cleaner and a damp, soft cloth. Avoid abrasive tools or strong chemical agents that may damage the coating.

To preserve the aesthetic appearance and structural integrity of the product, and to maintain warranty coverage, regular cleaning and maintenance must be performed in accordance with the following instructions. Failure to carry out maintenance as outlined may void the product warranty.



Cleaning Frequency

- Standard environments: Every six (6) months.
- Coastal or industrial environments: Every three (3) months, or more frequently if heavy salt or pollutant exposure occurs.



Cleaning Procedure

- Remove loose surface deposits using a wet sponge. Do not dry-dust the surface, as this may cause scratching.
- Prepare a mild detergent solution (5-10% concentration) in warm water (approximately 20°C). Using a soft, clean cloth or sponge, gently wash the surface to remove dirt, salt, or other residues.
- Rinse thoroughly with fresh, clean water to remove all traces of detergent.
- Wipe dry with a soft, non-abrasive cloth if desired.



Inspection and Maintenance Checks: After cleaning, ensure operational mechanisms are functioning correctly. Verify that the product opens and closes smoothly and that control mechanisms are operating as intended.



Compliance Requirement

As a condition of warranty, the cleaning and maintenance procedures outlined above must be performed and recorded at the specified intervals. Maintenance records may be requested to validate any warranty claim.

For further guidance, refer to the *Dulux Technical Advice on Care and Maintenance of Powder-Coated Surfaces*.

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 external fabrics are high-performance materials designed with high UV and fade resistance, anti-mould properties, and water- and dirt-repellent finishes. With proper care, these fabrics will provide many years of effective and comfortable sun protection.

To maintain performance and prevent permanent damage, do not allow grime, dirt, stains, sticks, leaves, or bird droppings to accumulate on the fabric. Where possible, clean or hose the fabric down on sunny days to allow thorough drying.

Note: Despite the advanced manufacturing processes used in these fabrics, minor cosmetic imperfections may occur. These do not affect the overall performance, durability, or function of the material. For more details, refer to the Fabric (Acrylic and PVC) Warranty section.

MAINTENANCE



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

All Outdoor Blinds and Awnings Australia (OBA) 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 'Cleaning Frequency').

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 Australia (OBA) specialist or suitably trained and licensed service organisation is to be commissioned for the repairs.



All Outdoor Blinds and Awnings Australia (OBA) 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.

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 Australia (OBA) specialist or suitably trained and licensed person.

ELECTRIC MOTORS

Electric motors are consistently supplied with a stable power source of 240V, and during installation, an external receiver is tuned into the motor/remote.



If the power supply to the motor is consistently interrupted, the pre-programmed motor settings may be lost. In such cases, a service call from an Outdoor Blinds and Awnings Australia (OBA) technician is required to reset the motor and re-establish pairing with the remote control.



If the indicator light on the wall switch or handheld remote appears dim, this signals that the battery requires replacement. To replace the battery, turn the remote over and use a small Phillips-head screwdriver to remove the retaining screw. Slide off the battery cover, replace the old battery with a new one of the same type, then reattach the cover and tighten the screw. The remote will resume normal operation once the new battery is installed.

SENSORS (WIND, SUN & RAIN)

Rain sensors, wind sensor and sun sensor, are continuously supplied with a steady 240V power source. During installation, the technician will configure the sensors to initiate the closure of the system. This action is triggered when the sensor detects rain for 30-60 seconds, sending a signal to the motor to fully close the system.



If the sensor is installed near drip lines, gutters, or beneath overhanging trees, it may detect falling water or debris and inadvertently trigger the roof to close. To maintain proper functionality, the sensor must be kept clean and free from dirt, leaves, and animal droppings. Regular inspection and cleaning are recommended to ensure reliable operation.

WARRANTY TERMS & CONDITIONS:

	Outdoor Blinds and Awnings Australia (OBA) guarantees its external products, supplied to the Buyer, to be free from defects in materials or workmanship under normal and proper use for the duration listed below from the invoice date, contingent upon receiving full payment.
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COMPONENT	WARRANTY PERIOD
Frame, Construction and Motors	5 Years
Fabric (Acrylic and PVC), Powdercoating	10 Years*
Installation, Fabric (Clear Plastic)*	2 Years*
Accessories (e.g., rubber strips, sign writing, silicone seals)	1 Year

Outdoor Blinds and Awnings Australia (OBA) 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 periods above.

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 Australia (OBA) Products.

Outdoor Blinds and Awnings Australia (OBA) 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 Australia (OBA) 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 Australia (OBA) 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:

Outdoor Blinds and Awnings Australia (OBA) guarantees its external products, supplied to the Buyer, to be free from defects in materials or workmanship under normal and proper use for the duration listed below from the invoice date, contingent upon receiving full payment.

1. User Maintenance & Warranty Manual (this document)
2. Proof of Purchase
3. Completed Service Logbook (on-timely service required to validate warranty)

*POWDERCOATING - TEN (10) YEAR WARRANTY

To validate this warranty, regular cleaning and maintenance must be performed in accordance with the powder coating manufacturer's guidelines. Cleaning should occur at least every six (6) months; however, in areas with higher pollutant levels—particularly in coastal or industrial environments—a more frequent cleaning program should be implemented and documented (e.g., every three (3) months).

Please refer to the *Dulux Powder Coatings Warranty Guidelines* for the most up-to-date maintenance instructions:

<https://duluxpowders.com.au/warranties/>

1. Appropriate Powder Coating Selection Based on Location
 - It is the responsibility of the client to ensure that the correct grade of powder coating is selected for the installation environment. Outdoor Blinds and Awnings Australia (OBA) will provide guidance on suitable coating types (for example, coastal-grade coatings for properties located within approximately 100 metres to 2 kilometres of the coastline) in accordance with the powder coating manufacturer's recommendations.
 - However, the final decision regarding whether to use standard or coastal-grade powder coating rests with the client.
 - Warranty coverage may be affected or voided if the recommended grade of coating is not applied in the appropriate environment.
2. Mandatory Cleaning and Maintenance Schedule
 - To maintain the validity of the powder coating warranty, the client must adhere to a regular cleaning schedule as outlined by the coating manufacturer.
 - Coastal installations (within 100 metres to 2 kilometres of the coastline): cleaning must occur at least once every three (3) months.
 - Non-coastal installations (beyond 2 kilometres from the coastline): cleaning must occur every six (6) to twelve (12) months.
 - Failure to comply with this cleaning schedule will void the powder coating warranty. Clients must maintain a record of all cleaning and maintenance activities, and a signed service log may be requested to verify compliance.
3. Warranty Limitations
 - See "Exclusions and Limitations of Warranty" section on page 10 of this document.

FABRIC (ACRYLIC AND PVC) - TEN (10) YEAR WARRANTY**FABRIC (CLEAR PLASTIC) - TWO (2) YEAR WARRANTY**

External textiles are warranted for their resistance to rot and colour fastness.

This warranty is valid under the following terms and conditions starting from the date of the final invoice and is contingent upon receiving full payment.

1. The supplier will, for a total period of ten (10) years (for Acrylic, Mesh or PVC), 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.
2. The supplier will, for a total period of two (2) years (for Clear Plastic), 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. Clear plastic fabric is only to be used on external straight drop blinds (outdoor blinds).
3. Any complaints must be submitted within ten (10) days of noticing the defect, accompanied by the purchase invoice, to Outdoor Blinds and Awnings Australia (OBA) or the fabric manufacturer.
4. The fabric must be made available for inspection by the manufacturer.
5. The replacement or reimbursement of defective fabric does not extend the duration of the original warranty.

To view the supplier's full terms and conditions, please refer to the relevant fabric brand's website.

Minor irregularities in the fabric are considered normal and not a cause for concern. Despite careful manufacturing, the fabric's nature may result in slight imperfections that may become visible once installed.

FABRIC WARRANTY STRUCTURE — FULL COVERAGE PERIOD AND PRO-RATA EXTENSION

1. Initial Two-Year Full Coverage Period

- For the first two (2) years from the date of installation, Outdoor Blinds and Awnings Australia (OBA) will provide full warranty coverage for fabric defects arising from manufacturing faults.
- If a defect is identified and verified within this period, Outdoor Blinds and Awnings Australia (OBA) will, at its own expense, remove the defective fabric, procure replacement material from the distributor, and refabricate and reinstall the product at no additional cost to the client.
- This coverage includes all labour and material costs associated with the replacement.

2. Post-Two-Year Pro-Rata Warranty Period (Up to Ten Years), only applicable to Acrylic, Mesh or PVC fabrics

- From the third (3rd) year through the tenth (10th) year, the warranty transitions to a pro-rata coverage model.
- Under this arrangement:
 - The fabric distributor will cover a decreasing percentage of the fabric cost each year (e.g., 50% of the fabric cost at year five).
 - The client will be responsible for the remaining percentage of the fabric cost.
- During this period, Outdoor Blinds and Awnings Australia (OBA) will no longer cover labour costs related to removal, fabrication, or reinstallation. The client will bear all costs associated with refabrication and reinstallation of the product.
- Outdoor Blinds and Awnings Australia (OBA) will assist in coordinating warranty claims with the distributor, but any costs related to fabric replacement, installation, or service are the client's responsibility.

3. Client Responsibilities and Acknowledgment

- By accepting these terms, the client acknowledges and agrees that:
 - Any fabric defects arising after the initial two-year period will be handled under a shared cost structure as described above.
 - The distributor's contribution toward fabric replacement decreases annually during the pro-rata period.
 - The client is responsible for all labour and installation expenses after the second year of ownership.



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).



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.

MOTORS - FIVE (5) YEAR WARRANTY

Outdoor Blinds and Awnings Australia (OBA) warrants that all motors supplied as part of its systems are free from defects in materials and workmanship under normal and proper use for a period of five (5) years from the date of purchase.

In addition, each motor manufacturer provides its own product-specific warranty, which operates in conjunction with this Outdoor Blinds and Awnings Australia (OBA) warranty. Warranty terms, coverage, and claim procedures may vary between motor brands. Customers are encouraged to refer to the respective manufacturer's warranty documentation for full details.

Outdoor Blinds and Awnings Australia (OBA)'s responsibility under this warranty is limited to the repair or replacement of defective equipment that does not conform to these terms. Outdoor Blinds and Awnings Australia (OBA) shall not be liable for any injury, loss, or damage—whether direct, indirect, or consequential—arising from the use or inability to use the equipment.

It is the responsibility of the Buyer and/or end User to confirm the product's suitability for its intended application prior to installation and operation. The User assumes all risks and liabilities associated with the use and performance of the product.

LIGHTING SYSTEMS - ONE (1) YEAR WARRANTY

Lighting systems such as LED light strips, down lights, transformers, control units & remotes are provided with a warranty coverage of one year starting from the date of the final invoice, contingent upon receiving full payment.

INSTALLATION - TWO (2) YEAR WARRANTY

The installation warranty for external products extends for a period of two years from the final invoice date, contingent upon receiving full payment, covering any installation-related issues or faults within that timeframe.

ACCESSORIES AND CONSUMABLES - ONE (1) YEAR WARRANTY

Consumables such as Sikaflex, sealants, tapes, ropes are provided with a warranty coverage of one year starting from the invoice date, contingent upon receiving full payment.

EXCLUSIONS AND LIMITATIONS OF WARRANTY

The warranty provided by Outdoor Blinds and Awnings Australia (OBA) is subject to the following exclusions and limitations. The warranty shall not apply, and Outdoor Blinds and Awnings accepts no liability, in any of the circumstances listed below.

1. Product Misuse or Unauthorised Work

- If the product, or accessory has been opened, dismantled, altered, or repaired by any person other than an authorised Outdoor Blinds and Awnings Australia (OBA) technician or an approved service provider.
- If there is clear evidence of abuse, misuse, improper handling, or physical damage.
- Where repairs or adjustments have been carried out without written authorisation from Outdoor Blinds and Awnings Australia (OBA).

2. Incorrect Installation or Application

- Where written installation, wiring, or operating instructions have not been followed.
- Where equipment has been selected, installed, or configured contrary to the specifications or intended application provided by Outdoor Blinds and Awnings Australia (OBA).
- Where incorrect measurements or installation have been undertaken by a party other than Outdoor Blinds and Awnings Australia (OBA).

3. Environmental and External Factors

- Damage or malfunction caused by storms, extreme winds, rain, flooding, lightning, or other natural events. This includes the loosening of stainless steel wire guides and damage to other consumables.
- Interference with radio or automation systems caused by external signals, electrical systems, or third-party devices.
- Damage or corrosion resulting from pollutants, salt, or neglect in cleaning and maintenance (refer to the Cleaning and Maintenance Requirements section).
- Mechanical or chemical damage caused by third parties or external substances.

4. Normal Wear and Tear

- Fair wear and tear, including but not limited to consumable components such as lifting tapes, and drive belts.
- Small variations in colour or finish of powder-coated components resulting from manufacturing processes.

5. Maintenance and Service Requirements

- Where regular inspection and cleaning have not been performed as specified in the user manual or Dulux powder coating warranty requirements.
- Failure to maintain a documented annual service log carried out by Outdoor Blinds and Awnings Australia (OBA) or an authorised technician.
- In coastal or marine environments, failure to perform cleaning of aluminium and hardware at least every 12 weeks.

6. Non-Approved Components or Modifications

- Where any component not supplied or approved in writing by Outdoor Blinds and Awnings Australia (OBA) has been used.
- Where the product has been modified or adapted for any purpose other than that for which it was designed and supplied.

7. Fabric and Material Care

- Where the fabric has not been cleaned and maintained in accordance with the prescribed instructions.
- Note: Outdoor Blinds and Awnings Australia (OBA) fabric is rot-resistant but requires regular cleaning (at least annually) to prevent dirt accumulation and extend service life.

8. Powdercoating Warranty Exclusions

The powder coating warranty is conditional upon:

- The correct selection and application of powder coating suitable for the specific environment.
- Completion of cleaning and maintenance as required.

If the appropriate grade of coating is not used, or if regular cleaning and maintenance are neglected, warranty claims may be denied. Each claim will be assessed in accordance with the documentation provided, the maintenance records, and the manufacturer's warranty terms.

9. Fabric Warranty Exclusions

The warranty covering fabric components of Outdoor Blinds and Awnings Australia (OBA) products is further subject to the following exclusions:

9.1 Surface Irregularities

- Blemishes such as mottling, waffling, creases, or folds that may occur during fabric preparation, handling, or installation.

9.2 Natural Aging

- Defects resulting from the natural aging process or regular wear of the fabric.

9.3 Improper Environmental Conditions

- Any damage or deterioration arising from installation, environmental exposure, or use outside the normal conditions of fabric performance.

9.4 Accidents or Force Majeure

- Damage caused by accidents, negligence, vandalism, fire, or other events of force majeure.

9.5 Improper Maintenance

- The use of unsuitable cleaning agents or tools, including detergents, chemicals, solvents, scrapers, or abrasive instruments.
- Failure to follow prescribed cleaning instructions and maintenance intervals.

9.6 Environmental Contaminants

- Deterioration or soiling caused by lightning, unusual weather conditions, atmospheric or phytosanitary pollution, or animal activity.

EXCLUSIONS AND LIMITATIONS OF WARRANTY

9.7 Improper Handling or Use

- Damage resulting from:
 - Incorrect assembly or handling by the user.
 - The projection of liquids or substances onto the fabric.
 - Hanging objects from the awning.
 - Impacts, falling objects, or road accidents.
 - Cigarette burns or exposure to open flames or other heat sources.

CLEANING AND MAINTENANCE SERVICE LOG

Please note: This form is to be filled out each time work has been completed as per CLEANING AND MAINTENANCE REQUIREMENTS on page 6 of this Warranty document.



Outdoor Blinds and Awnings Australia
Phone: 02 8068 9293
Email: sales@obaau.com.au
Website: obaau.com.au
Facebook: OutdoorBlindsAndAwningsAustralia



The wind resistance class can vary depending on version and dimension.



VIEW RANGE



Terms & Conditions Apply

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.

SERVICE LOGBOOK:



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.

PROBLEM	POSSIBLE REASON/S	DATE	DATE	DATE	DATE	DATE
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	Visually inspect and spray dry lubrication in moving parts. If showing signs of wear replace pulley wheels. Check all bolts and fixings are tight and have not become loose.					
Ensure system is square and 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 seams and hems to ensure all in good condition and no visible damage.					
Spanner check to all nuts / bolts	Inspect all fixings are firm and have not moved loose.					
Motor cable inspection	Check motor power cable for any damage.					
Cassette top cover profile	Inspect top cover to ensure profile is sitting flat and locked in full length along back.					
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:	COMMENTS BY SERVICE STAFF:					
NAME:						
DATE:						

For further assistance, contact our customer service team.

CONTACT INFORMATION

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The wind resistance class can vary depending on version and dimension.



VIEW RANGE



Terms & Conditions Apply