



# LOUVRE ROOF SYSTEMS

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.

### Louvre Roof Series:

MED TWIST LR 200

MED OPRA

## 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 these 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.

### No Climbing or Walking:

Do not climb or walk on top of the louvre roof to prevent injury or structural damage.

### 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	IPx6
Continuous operation motor	Max. 2 minutes



The electric motor is not designed for continuous operation and does not incorporate automatic thermal overload protection. The motor is rated for a maximum continuous running time of approximately 2 minutes per cycle.

The louvre roof system requires approximately:

- 2 minutes to fully open
- 2 minutes to fully close

The motor will only stop when:

- Manually stopped, or
- The full opening or closing cycle is completed

As the motor does not have thermal cut-off protection, exceeding the recommended operating time may result in overheating and potential motor damage.

Operation beyond the specified duty cycle may void the manufacturer's warranty. See warranty limitations on page 10 of this document.



#### Important – Hot Weather Conditions

During periods of high ambient temperature, the motor is more susceptible to overheating. Elevated external temperatures significantly reduce the motor's cooling efficiency.

Repeated operation — including unnecessary opening and closing of the roof ("playing" with the system) — may result in overheating and permanent motor damage.

### Wind Limits:

All Outdoor Blinds and Awnings Australia (OBA) products are classified into wind resistant classes. The higher the class, the higher the quality of the product.



Med Twist and Med Opra Louvre Roofs can withstand winds of up to 115km/hr.



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

- 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 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 operating it (danger due to pinch points). The top of the louvre roof 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 closed in the evenings and before leaving home.



External products must not be operated during ice, snow, or high-wind events. Limited use as rain protection is permissible only when the system is set at a minimum inclination of 15° (25% or greater) to ensure adequate runoff.



Before operation, carefully inspect the top of the blades for any lodged debris such as branches, sticks, leaves, tools, balls, acorns, or similar items. Follow approved safe work practices.

## 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.

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



#### Duty Cycle Limitation

- Maximum continuous running time: 2 minutes per cycle
- The louvre roof system requires approximately:
  - 2 minutes to fully open
  - 2 minutes to fully close

The motor will stop only when:

- Manually stopped, or
- The full opening or closing cycle has completed

The motor is not designed for repeated or continuous cycling.

## CLEANING AND CARE



Use suitable safety products and disconnect power when required.

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*.



### Obstruction Prevention and Motor Protection

During operation, tree branches, leaves, or other debris may become lodged between the louvre blades, which can lead to motor obstruction or damage. To prevent this, ensure that the blades are fully opened to allow any debris to fall clear of the system before operation. If necessary, remove any lodged material carefully by hand to prevent strain on the motor or mechanism.

## WARNING



Do not use high-pressure cleaners, scouring or abrasive cleaning tools, harsh chemicals, or solvents when cleaning any product surfaces. Solvents such as alcohol-based agents, petrol, or paint thinners must not be used under any circumstances. Mechanical scrubbing or abrasive methods should be strictly avoided, as they can damage the protective powder coating and surface finishes. Certain strong solvents commonly used for thinning paints or cleaning mastics and sealants can significantly reduce the lifespan of powder-coated surfaces. The use of such solvents will void all warranty coverage.

For the removal of paint splashes or sealant residue, only the following solvents are approved for safe use: Methylated Spirits, White Spirits, Ethyl Alcohol, and Isopropanol.

Regular cleaning, as outlined in the maintenance section of this document, is mandatory to maintain warranty validity for all products.



## 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.

COMPONENT	WARRANTY PERIOD
Frame , Construction and Motors	5 Years
Fabric (Acrylic and PVC), Powdercoating	10 Years*
Installation	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.



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



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## 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.

The warranty provided by Outdoor Blinds and Awnings Australia (OBA) **applies strictly to motors operated within the manufacturer's specified duty cycle and intended use parameters.** (See page 4 for Data Drive and Page 10 for warranty Limitations)

Motors supplied as part of louvre roof and blind systems are designed for intermittent operation only and must not be operated continuously or repeatedly without adequate cooling intervals.

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)' 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.

## DESIGN INTENT STATEMENT - WATER RETICULATION

Outdoor Blinds and Awnings Australia Pty Ltd (OBA) does not provide any warranty, representation, or guarantee regarding alterations to the original design of the Outdoor Blinds and Awnings - MED Twist / Opra Opening Aluminium Louvred Roof System.

Concerning the effectiveness of water reticulation, it is crucial to note that deviating from the specified product design intent, particularly regarding water dispersion from the gutter profile, can significantly compromise performance. It is specified that water should be dispersed vertically down from the gutter profile rather than horizontally. Failure by the client to complete the required works or adhere to Outdoor Blinds and Awnings Australia Pty Ltd (OBA) Water Reticulation Specifications/Design Intent may result in water accumulation, overspray, or overflow within the internal guttering system.

The number and size of downpipe spigots within the system are determined in accordance with AS/NZS 3500.3. Outdoor Blinds and Awnings Australia Pty Ltd does not guarantee against leaks, overspray, or gutter overflow if the downpipe spigot design, gutter fall, and water dispersion/reticulation are not strictly adhered to according to the Water Reticulation Design Intent specified by Outdoor Blinds and Awnings Australia Pty Ltd (OBA).

The information contained in this document is proprietary to Outdoor Blinds and Awnings Australia Pty Ltd (OBA), and the company reserves the right to make changes to the information, products, and services at any time without notice.

## DESIGN INTENT STATEMENT - FOR THE SUPPLY OF POWER

Outdoor Blinds and Awnings Australia Pty Ltd (OBA) does not offer any warranty, representation, or assurance regarding alterations to the original design of the Outdoor Blinds and Awnings - MED Twist Series Opening Aluminium Louvred Roof System.

Concerning the location and type of power supply (dependent on project inclusions), confirmation is necessary after a site visit. It is crucial that the power setup aligns with the specifications provided by Outdoor Blinds and Awnings Australia Pty Ltd (OBA) for the project, as communicated during the project manager's site visit. Failure by the client to complete or agree to the specified works related to power supply may result in Outdoor Blinds and Awnings Australia Pty Ltd (OBA) reserving the right to withhold the supply and installation of the Outdoor Blinds and Awnings Australia Pty Ltd (OBA) system(s).

**Power Location:** Motor power is typically (always verify with the supplied GA drawing) situated on the high side of the louvre blades, with the cable protruding from the vertical plane of the support frame and aligned with the center of the louvre blades (on the high side), positioned 450mm back from the opposite end to the opening blade.

**Cable Specification** (for remote operation only): 2 x Core + Earth, 1mm Round Flex (critical to use 1mm round flex), with a 1.5M service tail (ensure proper sealing of the cable penetration through the frame).

Outdoor Blinds and Awnings Australia Pty Ltd (OBA) does not guarantee any works that fall outside the AS/NZS 3000 standards. The information within this document is exclusive to Outdoor Blinds and Awnings Australia Pty Ltd (OBA), and the company retains the right to modify the information, products, and services at any time without prior notice.



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



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## 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 Australia (OBA) 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).
- Where automation system settings (such as limit positions) have been changed by the Buyer or a third party, resulting in damage to motors or controls.
- Water damage to automation systems, or interference with automation controls, caused by improper handling, installation, or adjustment is excluded from warranty coverage.

### 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).
- If electrical accessories or components have been connected in disregard of the basic wiring diagram or the manufacturer's specifications.

### 3. Environmental and External Factors

- Damage or malfunction caused by storms, extreme winds, rain, flooding, lightning, or other natural events.
- Interference with radio or automation systems caused by external signals, nearby radio transmissions, or internal electrical systems.
- 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, side zips, and drive belts.
- Small variations in colour or finish of powder-coated components, or between colour samples and finished profiles, resulting from standard industrial manufacturing processes, are considered normal and are not defects.

### 5. Maintenance and Service Requirements

- Warranty coverage is conditional upon regular inspection and cleaning as specified in the user manual and the Dulux powder coating maintenance requirements.
- Failure to maintain a documented annual service log, completed by Outdoor Blinds and Awnings Australia (OBA) or an authorised technician, will void the warranty.
- In coastal or marine environments, aluminium and hardware must be cleaned at least every 12 weeks. For non-coastal installations, cleaning must occur at least every six months.
- Failure to perform cleaning or servicing in accordance with these requirements will result in warranty invalidation.

### 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, altered, or adapted for a purpose other than that for which it was designed and supplied.

### 7. Powder Coating Warranty Exclusions

- The powder coating warranty is conditional upon the correct selection and application of coating suitable for the installation environment, as well as adherence to regular cleaning and maintenance requirements.
- 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 specific warranty terms.

### 8. Motor Operating Warranty Limitations

- Damage caused by:
  - Continuous operation beyond the recommended 2-minute duty cycle
  - Repeated cycling without adequate cooling time
  - Operation during extreme heat without sufficient rest intervals
  - Misuse or excessive operation

Will not be covered under warranty. A minimum cooling period of at least 18–20 minutes between full operating cycles is strongly recommended.





## 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"> <li>No power.</li> <li>Time for batteries in hand held remote or motion sensor need to be replaced.</li> </ul>	<ul style="list-style-type: none"> <li>Check power supply.</li> <li>Replace batteries.</li> </ul>
Product stopped working while in use.	System motors have a built in thermal protection, after multiple uses it will stop to allow for motor to cool.	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.

For further assistance, contact our customer service team.

### 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.

ITEM	ACTION	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	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)					
System fabric	Wash fabric with warm soapy water using mild detergent, rinse with clean cold water.					
SERVICE COMPANY:  NAME:  DATE:	COMMENTS BY SERVICE STAFF:					

For further assistance, contact our customer service team.

### CONTACT INFORMATION

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

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



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