



FIXED CANOPY AWNINGS

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 may affect warranty coverage where the non-compliance has caused or contributed to the damage or failure. 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.

Fixed Canopy Awning Series:

DUTCH HOOD

FRENCH

WEDGE

BOW/FLORENTINE

CONVEX/BULLNOSE

WALKWAY

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.



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 does not cover any damage caused by wind, heavy rain, storms, pooling water, hail, cyclones, or other severe or abnormal weather conditions beyond the product's intended operational limits.

Any usage or exposure beyond the stated operational limits is considered non-intended use. Damage caused or contributed to by such use may be excluded from coverage under this 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

Weather Precautions:

Fixed Canopy Awnings are not designed to withstand extreme weather conditions such as hurricanes, heavy snow, or high winds.

Load Restrictions:

Avoid hanging objects or placing heavy loads on the awning's frame or fabric.

No Climbing or Walking:

Do not climb or walk on top of the canopy awning 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.



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 for general cleaning, except where expressly permitted in the specific cleaning instructions contained in this manual! Avoid mechanical scrubbing or machine washing, as this may damage the protective coatings or fabric structure.



Routine cleaning, including fabric and aluminium/powder-coated surface cleaning, is the responsibility of the owner and does not form part of the scheduled professional service. Cleaning and maintenance must be carried out in accordance with the requirements and intervals specified in this manual and the applicable manufacturer's care and maintenance instructions. Customers should refer to the relevant supplier's warranty and care documentation for additional product-specific requirements.

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.



Failure to follow the prescribed cleaning and maintenance requirements may affect warranty coverage where inadequate maintenance has caused or contributed to premature deterioration or damage to the fabric.



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, fabric must be inspected and cleaned as required to prevent the accumulation of dirt, grime, organic matter and other contaminants, and must receive **routine cleaning at least once every twelve (12) months**. More frequent cleaning may be required depending on environmental exposure and the applicable fabric manufacturer's care requirements. 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.

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 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.



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.



ALUMINIUM AND POWDER-COATED COMPONENTS CLEANING AND MAINTENANCE REQUIREMENTS (CONT.)



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*.

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.



Routine cleaning is the responsibility of the owner and does not form part of the scheduled professional service.

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.



In addition to routine owner cleaning and inspection, scheduled professional servicing is required to maintain warranty coverage. Residential installations must be professionally serviced at least **once every two (2) years**, and commercial installations at least once **every twelve (12) months**. Professional servicing must be carried out by the original installing dealer, Outdoor Blinds and Awnings Australia (OBA), an OBA-authorized service provider, or a suitably qualified and experienced awning technician. A record of each professional service must be entered into the Service Logbook and retained for warranty purposes.



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

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.



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. The voluntary warranty benefits provided by OBA under this warranty are subject to full payment of the applicable invoice.

COMPONENT	WARRANTY PERIOD
Frame and Construction	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.

OBA is not responsible under this warranty for loss or damage resulting from misuse, operation outside the stated operating limits, unauthorised modification, improper maintenance, or use of the product for a purpose for which it was not designed or 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. Warranty claims by a subsequent owner must be supported by the documentation required under this warranty, including proof of purchase and applicable maintenance and professional service records.

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 (scheduled professional servicing must be completed in accordance with the Maintenance requirements of this manual).

*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 at least every (6) months.
- Failure to comply with this cleaning schedule will void the powder coating warranty. The owner must maintain a Cleaning and Maintenance Record documenting the required cleaning. This record may be requested as supporting information when assessing a powder coating warranty claim.

- 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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*FABRIC (ACRYLIC AND PVC) - TEN (10) 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.

- 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.
- 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).
- 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.
- The fabric must be made available for inspection by the manufacturer.
- 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 canopy 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)

- 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).

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

Outdoor Blinds and Awnings Australia (OBA) provides a two (2) year warranty on installation workmanship, commencing from the date of the final invoice. Coverage under this voluntary installation warranty is conditional upon the applicable invoice being paid in full. This warranty covers defects or faults arising from installation work performed by OBA during the warranty period.

ACCESSORIES AND CONSUMABLES - ONE (1) YEAR WARRANTY

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



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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 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, heavy rain, flooding, lightning or other severe or abnormal weather events, including rain exposure outside the permitted operating conditions specified in the Proper Intended Use section.
- 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).
- Installations located in coastal, marine, industrial, or high-pollution environments are subject to accelerated wear, corrosion, and deterioration due to environmental exposure. Increased maintenance and cleaning frequencies are mandatory in these environments.
- 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.
- Minor visual irregularities including waviness, fabric creasing, panel distortion, optical marks, or slight variations in colour, texture, or finish are considered inherent characteristics of the materials and manufacturing process and are not deemed defects.

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 complete scheduled professional servicing in accordance with the Maintenance requirements of this manual, including servicing at least once every two (2) years for residential installations and once every twelve (12) months for commercial installations, may affect warranty coverage where inadequate servicing has caused or contributed to the defect, deterioration or failure being claimed.
- 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.

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.

10. Additional Limitation of Liability

- To the extent permitted by law, Outdoor Blinds and Awnings Australia (OBA) is not liable under this voluntary warranty for any indirect, incidental, special, or consequential loss or damage, including but not limited to water ingress, property damage, loss of use, loss of income, accommodation costs, delays, or damage to surrounding structures, finishes, furnishings, or equipment arising from the use, malfunction, or inability to use the product.



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



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This record is to be completed by the owner each time routine cleaning and maintenance is performed in accordance with the Cleaning and Care requirements of this manual. Owner cleaning and maintenance is separate from scheduled professional servicing recorded in the Professional Service Logbook.

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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
Fabric sagging	Accumulation of dirt or water	Clean the fabric and ensure proper drainage
Frame corrosion	Exposure to harsh environments	Clean and apply protective coating
Loose bolts or connections	Regular wear and tear	Tighten bolts or contact a technician

For further assistance, contact our customer service team.

AUSTRALIAN CONSUMER LAW

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:

- to cancel your service contract with us; and
- to a refund for the unused portion, or to compensation for its reduced value.

You are also entitled to choose a refund or replacement for major failures with goods.

If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion.

You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.

MAKING A WARRANTY CLAIM

To make a claim under this warranty, contact Outdoor Blinds and Awnings Australia (OBA) as soon as reasonably practicable after becoming aware of the alleged defect. The customer must provide proof of purchase, details of the alleged defect and, where reasonably available, supporting photographs and the applicable Cleaning and Maintenance Record and Professional Service Logbook.

OBA may require reasonable access to inspect the product and determine the nature and cause of the alleged defect before approving a warranty claim.

Where a claim is accepted under this voluntary warranty, Outdoor Blinds and Awnings Australia (OBA) will provide the remedy applicable to the relevant product or component as specified in this warranty.

The customer is responsible for costs associated with making a claim under this voluntary warranty, except where OBA is required by law to bear or reimburse those costs.

For further assistance, contact our customer service team.

CONTACT INFORMATION

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