



Suggested Maintenance and Warranties for Retractable Shade Products

Maintenance

Retractable shade products are designed to be maintenance free and do not require to be lubricated or adjusted. They are not designed to be used in significant winds or for rain cover. If the awning material does get wet, open awning to dry next safe to do so. It is important to make sure awning fabric is dry before closing for the end of season. Do not wrap or enclose the awning over the winter as this will only trap moisture and promote mold and mildew growth on the fabric.

It is suggested that the fabric valance at the front of the awning be removed for the winter to reduce flapping and undue wear. The valance is a separate piece of fabric. To remove, first remove the plastic end caps at each end of the front bar. You will then see a screw inside the tube the holds the fabric in the track. Remove this also FROM BOTH ENDS. Then simply pull the valance out and store for reinstallation in the spring. Please note that the valance can not be removed on retractable awnings with a front roller screen.

Fabric maintenance is limited to reasonable cleaning of the fabric when it becomes soiled or stained and all that is needed for the removal of most stubborn stains or grime is a timey powerful hose-off, but **NOT with a PRESSURE WASHER**. Tree sap, gum and grease are best removed with careful application of acetone or turpentine. Note that after rains or a maintenance hose-off the awning should be left out to dry during calm weather and under supervision to avoid mildew and mold developing.

Product Warranty

Mechanisms – Retractable shade products have a limited warranty from manufacturing defects (5 years BAT, Mitjavila & KE Durasol) from date of installation. Warranty is limited to the cost of replacement parts including labour for one calendar year from date of installation. After one year labour costs are not included in warranty.

Fabric – Sunbrella, Dickson and Ultrasol fabrics and Solamesh have a limited 10-year warranty from manufactures defects. Sunmaster, Soltis 86, Soltis 92, Top Gun, Harbortime, Harbortime Edge have 5-year limited warranties from manufacturers defects. Warranty is limited to the cost of replacement fabric and labour for one calendar year from date of installation. After one year labour costs are not included in warranty.

Note that customer is responsible for normal care and cleaning of fabric. The presence of mildew and or mold is not a covered under product warranty. Please read fabric maintenance information on this page under ‘Maintenance’.

Motors – All Motors are covered by limited five year warranty from manufacturer’s defects under proper use. Motors will be replaced including labour at no charge for one year from date of installation. After one year labour costs are not included in warranty.

Barrie Tent & Awning makes no warranty with respect to:

- Shade products not installed by Barrie Tent & Awning
- Failures or deficiencies of product not reported to Barrie Tent & Awning within 30 days of installation
- Failures or damage due to negligence, accident, abuse, improper operation or abnormal conditions
Including but not limited to abrasion with adjacent objects.
- Discolouration from natural environmental fading or staining.
- Physical damage from exposure to significant winds that will result in the damaging of awning
Components or tearing of fabric, including contact with supporting structure, adjacent flora or fauna.
- Physical damage from shade product having been tampered with, repaired or altered by anyone other than an authorized Barrie Tent & Awning representative.

This warranty as stated herein is in lieu of all other warranties expressed or implied, and under no circumstances will Barrie Tent & Awning be liable for incidental or consequential damages.