A1 Blinds Product Care & Trouble Shooting Guide

LIFETIME WARRANTY

PLEASE NOTE: WARRANTY CLAIMS -THIS BOOKLET AND **ALL INVOICES** MUST BE PRESENTED TO OUR INSTALLERS TO VALIDATE ALL WARRANTY CLAIMS.





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A1 BLINDS PTY LTD WARRANTY

We understand accidents happen, so provided you've been following instructions in this "care guide" we'll happily inspect free of charge and in most cases fix on the spot.

NOT COVERED

Normal wear and tear

Damage caused by water, fire, power outages, power surges, misuse and lack of proper care.

Damage to motors due to power surges or water damage. We recommend you contact your home insurer.

THIRD PARTY DEVICES

eg. Google Home or Alexa, it is the purchases responsibility to set up and maintain

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SUNBLINDS

CLEANING

Canvas:

- To keep clean, brush fabric with a soft bristled brush or broom.
- Hose occasionally with cold water. (Motorised blinds- refer to next page)
- Don't hose and brush at same time. Allow material to dry before brushing.

Mildew:

Treat using one part White King to three parts luke warm water. Apply using a soft brush (Don't scrub) and rinse off thoroughly after 15 minutes. Ensure outside temperature is below 38 degrees.

- Bird droppings should be removed immediately.
- Regular hosing will remove most dust and grime.

Nylon (Sunscreen Fabrics):

1/2 cup mild detergent with 1/2 cup household bleach in five litres of water.

Acrylic:

1 cup salt per litre of water and a dash of clove oil.

CRANK BLINDS

We recommend 150mm 'L' Brackets on all crank blinds. Using 50mm 'L' brackets, the fabric will rub against the wall causing damage to both blinds and wall.

This is not covered under warranty.

GENERAL CARE

- Always use at full drop.
- Do not roll up when wet.
- Don't leave blinds down at night.
- If lubricating, use a silicone based product. Oil based lubricants will cause componentry to clog with dust, cob webs and other fine debris, making it difficult to operate.

- Keep bushes and obstacles clear.
- Never scrub the material.
- Regularly hose to clean. (Not motorised)
- Roll blinds up in windy conditions.

Stainless Steel Fittings: All stainless steel fittings require regular cleaning to remove salt build up, which can be mistaken for surface rust.

MATERIAL CREASES

- Sunblind material is now produced with a greater content of polyester.
- Polyester allows the material to crease as its being rolled up/down.
- Creasing does not cause damage to the material or affect the life of the material.
- To avoid creases in the material do not pull from sides. Blinds should be operated from the middle only.

MATERIAL IS LOOSE

Depending on conditions it can take an entire summer for the material to tighten. Blinds which are not used fully extended will remain loose.

Using your blinds after they have been left rolled up for a long time: The material will again need time to acclimatise and may start off loose or floppy. For the material to tighten, the blinds must be used fully extended. The longer they have been rolled up, the longer it takes the material to tighten.

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SUNBLINDS CONTINUED

MOTORISED ONLY

'L' BRACKETS

We recommend 150mm 'L' Brackets on all crank blinds. Using 50mm 'L' brackets, the fabric will rub against the wall causing damage to both blinds and wall.

This is not covered under warranty.

MATERIAL IS LOOSE

- The wind will cause the material to blow inward.
- Motorised sunblinds are not under tension like standard blinds.

Depending on conditions it can take an entire summer for the material to tighten. Blinds which are not used fully extended will remain loose.

Using your blinds after they have been left rolled up for a long time: The material will again need time to acclimatise and may start off loose or floppy. For the material to tighten, the blinds must be used fully extended. Depending on the time they have been rolled up will determine how long it takes for the material to tighten.

MOTOR CUT OFF

The motor has a built in thermal cut off. Continual use will overheat the motor and activate the cut off. It will take 30-45 minutes to cool down after which you can operate as normal.

OPERATING

To achieve the best look, your blinds should be extended to the full length of the window each and every time they are used.

Power surges and outages are not covered under warranty.

Power surges can damage motors Power outages may effect the limit Settings and will require a technician to reset.

Motorised: Switch:

- There are 3 positions, up, neutral and down. Rotate the switch to either position.
- The sunblind is set to automatically stop either fully up or fully down.
- To stop the sunblind at any other position, turn the switch to the neutral position.
- Always return switch to neutral position after use.

Motorised: Remote:

- There are 3 positions, up, neutral and down.
- Press either the up or down but do not continue to hold the button down. Remove your finger as soon as the sunblind moves.
- The sunblind is set to automatically stop either fully up or fully down.
- To stop at any position press the neutral button.

Motorised (Not responding)

- Check all power to your home is functioning.
- Replace the batteries in the controller. (Not covered under warranty)

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Battery Type Required:

 Somfy Remote – Energizer CR 2430 Lithium battery (3V) Available from supermarkets and jewellers.
Life expectancy- Approximately 12 months for all batteries.

IMPORTANT: To prevent damaging the motors: **DO NOT** roll blinds up if wet and **DO NOT** direct water towards the top when cleaning.





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DUTCH HOOD & BOW AWNINGS

CLEANING

Canvas:

- To keep clean, brush fabric with a soft bristled brush or broom.
- Hose occasionally with cold water.
- Don't hose and brush at same time. Allow material to dry before brushing.

Mildew:

Treat using one part White King to three parts luke warm water. Apply using a soft brush (Don't scrub) and rinse off thoroughly after 15 minutes. Ensure outside temperature is below 38 degrees.

- Bird droppings should be removed immediately.
- Regular hosing will remove most dust and grime.

Nylon (Sunscreen Fabrics):

1/2 cup mild detergent with 1/2 cup household bleach in five litres of water.

Acrylic:

1 cup salt per litre of water and a dash of clove oil.

GENERAL CARE

- Clean regularly by hosing.
- Do not leave in retracted position.
- Do not hang items from the frame.

RETRACTABLE

- When retracted, this can allow water to collect causing mildew. It will also significantly reduce the life of the material.
- Do not leave awning in retracted position.

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FOLDING ARM AWNINGS

CLEANING

- Bird droppings and tree sap must be removed immediately to avoid damage to the material.
- To remove, either hose or gently scrape off.

General cleaning

- To clean use approximately one cup salt per litre of water and a dash of clove oil. Clean using a very soft brush.
- After cleaning spraying 50/50 white vinegar and water mix will help protect the material.

DO NOT SCRUB, this will remove colour.

To clean the frame:

Wipe down with warm water and mild detergent using a soft cloth.

MOTORISED OPERATING

Motorised: Switch:

- There are 3 positions up, neutral, down. Rotate the switch to either position.
- The folding arm is set to automatically stop either fully out or fully in.
- To stop the folding arm at any other position, turn the switch to the neutral position.
- Always return switch to neutral position after use.

Motorised: Remote:

- There are 3 positions, up, neutral and down.
- Press either the up or down but do not continue to hold the button down. Remove your finger as soon as the folding arm moves.
- The folding arm is set to automatically stop either fully out or fully in.
- To stop at any position press the neutral button.
- The awning will automatically retract every 15 minutes when the batteries in the remote control need replacing. (This is not covered under warranty)

Motorised (Not responding)

- Check all power to your home is functioning.
- Replace the batteries in the controller. (Not covered under warranty)

Battery Type Required:

 Somfy Remote – Energizer CR 2430 Lithium battery (3V) Available from supermarkets and jewellers. Life expectancy- Approximately 12 months for all batteries.

MOTOR CUT OFF

Motorised

The motor has a built in thermal cut off. Continual use will over heat the motor and activate the cut off. It will take 30-45 minutes to cool down. After which you can operate as normal.

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IMPORTANT: To prevent damaging the motors: **DO NOT** retract awning if wet and **DO NOT** direct water towards the top when cleaning.





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FOLDING ARM AWNINGS CONTINUED

MOTION SENSORS

- The batteries 2 x Duracell (AAA) 1.5V (Alkaline) at some stage will need replacing (Not covered under the warranty). To do this remove the sensor from the bottom rail by sliding it to one side, once detached, using a flat screwdriver, remove the inner casing, this will expose the battery. Batteries can be sourced from supermarkets.
- To check if the batteries are working press the red button. If power a red LED light will display. If no power it will not.
- If the awning is automatically retracting every 45mins to 60mins this is a signal the batteries are losing power and need to be replaced. (This is not covered under warranty)
- The sensor is set during installation to its best position and is not to be re adjusted by anyone other than an expert.



To remove the cover from the Eolis 3D Sensor. Slide the cover to the left. It will move about ¼ inch then release. Lift and the cover will detach. (See pic 7)

Power surges and outages are not covered under warranty.

Power surges can damage motors

Power outages may effect the limit Settings and will require a technician to reset.

GENERAL CARE

- All moveable parts are self-lubricating and do not require maintenance.
- For maximum strength, use awning fully extended.
- Do not leave awning out overnight or unattended.
- Do not leave out in windy conditions.
- Do not leave out when raining.
- Do not fasten the front of the awning.
- They are designed so load is spread in light winds. Fastening the front will cause stress on the awnings fixings resulting in irreparable damage.
- Do not hang items on the arms or front rail.

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IMPORTANT: To prevent damaging the motors: **DO NOT** retract awning if wet and **DO NOT** direct water towards the top when cleaning.

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CARBOLITE & KINGSTON AWNINGS

CLEANING

- Regular hosing will remove the majority of dust.
- Warm soapy water and a soft cloth can be used to remove stubborn dirt.
- Do not use industrial cleaners, household sprays. They will damage the surface and remove the UV protection on carbolite panels.

CREAKING

With extreme heat or cold and sudden changes in temperature, creaking may occur. This will stop once temperatures settle down.

GENERAL CARE

The support arms are not designed to take extra weight. Hanging baskets, ornaments etc. should not be attached.

PANELS HAVE MOISTURE

Carbolite panels can retain moisture. This will dissolve once the sunlight is on it.

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eZips

CLEANING

PVC Materials: Wash regularly with cold water and dry with a soft cloth.

- DO NOT SCRUB or use household cleaners.
- Every 6 months use "PVC" cleaner. Wipe off with soft cloth.

Sunscreen Materials: Regular hosing or for a more thorough clean. $\frac{1}{2}$ cup mild detergent with $\frac{1}{2}$ cup household bleach in 5 litres of water.

GENERAL CARE

- eZips can be left down in winds up to 70km per/ hour.
- Blinds must be retracted if winds exceed their limits.

ROLLING UP DOWN

- Manual operation: Is designed to be fully up or fully down, not part way.
- Crank & Motorised: Can be raised/lowered to any height.

MOTORISED

- Remote: There are 3 positions, up, neutral and down
- Press either the up or down but do not continue to hold the button down. Remove your finger as soon as the folding arm moves.
- To stop at any position press the neutral button.

Motorised (Not responding)

- Check all power to your home is functioning.
- Replace the batteries in the controller. (Not covered under warranty)

Battery Type Required: Somfy Remote – Energizer CR 2430 Lithium battery (3V) Available from supermarkets and jewellers. Life expectancy- Approximately 12 months for all batteries.

MOTOR CUT OFF

Motorised

The motor has a built in thermal cut off. Continual use will over heat the motor and activate the cut off. It will take 30-45 minutes to cool down. After which you can operate as normal.

Power surges and outages are not covered under warranty.

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Power surges can damage motors

Power outages may effect the limit Settings and will require a technician to reset.

IMPORTANT: To prevent damaging the motors:

DO NOT roll blinds up if wet and DO NOT direct water towards the top when cleaning.





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ROLLER SHUTTERS

CLEANING

- Wash regularly with water and mild detergent; a soft brush or soft cloth.
- When rinsing DO NOT DIRECT WATER TOWARDS THE TOP OF THE SHUTTER as this may damage the motor.
- **DO NOT** use household cleaners.

CLOSURE

Often shutters need several ups and downs before the slats settle in and close completely.

GENERAL CARE

Check windows are closed and free of obstacles.

MOTOR CUT OFF

Motorised

The motor has a built in thermal cut off. Continual use will overheat the motor and activate the cut off. It will take 30-45 minutes to cool down. After which you can operate as normal.

OPERATING

Motorised: Switch:

- There are 3 positions, up, neutral and down. Rotate the switch to either position.
- The shutter is set to automatically stop either fully up or fully down.
- To stop the shutter at any other position, turn the switch to the neutral position.
- Always return switch to neutral position after use.

Motorised: Remote:

- There are 3 positions, up, neutral and down.
- Press either the up or down but do not continue to hold the button down. Remove your finger as soon as the shutter moves.
- The shutter is set to automatically stop either fully up or fully down.
- To stop at any position press the neutral button.

Motorised (Not responding)

Check all power to your home is functioning.

Replace the batteries in the controller. (Not covered under warranty)

Battery Type Required:

Somfy Remote – Energizer CR 2430 Lithium battery (3V) Available from supermarkets and jewellers. Life expectancy- Approximately 12 months for all batteries.

Power surges and outages are not covered under warranty.

Power surges can damage motors

Power outages may effect the limit Settings and will require a technician to reset.

IMPORTANT: To prevent damaging the motors: DO NOT raise shutters if wet and DO NOT direct water towards the top when cleaning. Be wary of water sprinklers located near roller shutters.





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ROLLER BLINDS

BEFORE OPERATING

When rolling your blind up check the window is clear of obstacles such as window handles or window locks.

BLIND BANGING IN WIND

While the window is open the blind can bang on the frame.

BLIND FALLEN DOWN

- This usually caused by curtains rubbing on the side of the blind which makes the plastic serrated wheel rotate.
- Make sure the blind is clear of all other window covering.

BLIND IS ROLLED THE WRONG WAY

- Pull the chain to lower the blind and continue doing this even though the blind is at the bottom. The blind will then begin to roll up on the correct side.
- To avoid the material rolling the wrong way. Do not pull the blind up/ down too far.

CHAIN OPERATION

To use:

- Gently pull on the chain with a smooth even motion.
- Do not jerk the chain as this will cause the blind to run off to one side.
- Holding the front of the chain and pulling downward will raise the blind.
- Holding the back of the chain and pulling downward will lower the blind.
- Pulling the chain to the side can cause the chain to break or detach from the blind.
- Pulling the blind from the bottom rail will cause the rail to detach. Only operate from the chain.

When rolling up, stop just before the blind reaches the top. Pulling too far may cause the blind to roll over the top and get caught.

When lowering the blind, stop just before it touches the ground as this can cause it to move out of alignment and not roll up straight.

Chains are fitted with stoppers so the blind cannot be rolled down too far. Metal chain stopper can pull through the sidewinder at the top.

Once the stopper touches the sidewinder stop pulling the chain.

How to operate narrow blinds: Very narrow blinds have a tendency to run to one side and may need to be guided as they're rolled up. While pulling the chain, hold the bottom rail and guide the blind as it rolls up.

CHAIN STRETCHED

Due to the construction of all chains, there will be stretching. This is not a fault with the product.

CLEANING

- Use warm soapy water. Gently wipe with a soft cloth.
- DO NOT SCRUB.
- Make sure blind is completely dry before rolling up.

MATERIAL

- All materials need time to acclimatise.
- Issues during a settling in period are; curling at ends and puckering. Its best to pull blinds completely down when using, this will allow the material to settle. Depending on weather conditions fabrics can take up to 3 months to settle.
- Puckering along the bottom rail is a result of using bottom rail spline. It is not a manufacturing flaw and cannot be eliminated.

IMPORTANT: Our fitters are legally bound to fit cord tensioners on chains that fall below 1600mm from the ground. **This is not negotiable**.





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ROLLER BLINDS CONTINUED

MOTORISED OPERATING

Motorised: Switch:

- There are 3 positions, up, neutral and down. Rotate the switch to either position.
- The shutter is set to automatically stop either fully up or fully down. To stop the shutter at any other position turn the switch to the neutral position. Always return switch to neutral position after use.

Motorised: Remote:

- There are 3 positions, up, neutral and down.
- Press either the up or down but do not continue to hold the button down. Remove your finger as soon as the blind moves.
- The blind is set to automatically stop either fully up or fully down.
- To stop at any position press the neutral button.

Motorised (Not responding)

- Check all power to your home is functioning.
- Replace the batteries in the controller. (Not covered under warranty)

Battery Type Required:

- Tube Remote (1-5 Channel) Duracell AAA (1.5V)
- Tube Remote (15 Channel) Duracell MN 27 (12V) Alkaline
- Somfy Remote Energizer CR 2430 Lithium battery (3V) Available from supermarkets and jewellers. Life expectancy- Approximately 12 months for all batteries.

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Power surges can damage motors

Power outages may effect the limit Settings and will require a technician to reset.

> **IMPORTANT:** Our fitters are legally bound to fit cord tensioners on chains that fall below 1600mm from the ground. This is not negotiable.

REINSTALL BLIND

- With the blind rolled up.
- Insert the chain side onto the bracket keeping the covered part of the chain control on top.
- The idle end, sit the pin at the base of the slot on the bracket. Push the blind into the centre of the slot. You will hear it click when locked in place.

REMOVING BLIND

To remove or take down a blind operated by side chain:

- On opposite end to chain locate a clear plastic serrated wheel.
- Rotating the wheel will retract the pin which sits in the bracket.
- Once the pin has retracted, the blind will drop. Ensure you are supporting the blind.

SPRING OPERATION

To use:

- Always use from the centre pull attached to the blind.
- Pulling from the side will damage the material and cause the blind to run at an angle.
- Never let go of the blind. This can cause the blind to jump out of its brackets and damage the material.

Blind pulled down too far: If you can see the aluminium tube at the top then you've pulled it down too far.

How to rectify if blind pulled down too far: Blinds with the material rolling over to the back of the blind have a spring on the left side. Lift the left side out of the bracket rotate the roller (keeping material running at the back) until the material is completely around the roller.

Replace it into the bracket to begin using. Repeat this process until there is enough tension on the blind. Blinds with the material running over the front have the spring on the right.

'V' IN THE BLIND

All blinds over 2200 will have varying degrees of 'V'ing which cannot be eliminated.

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ROMAN BLINDS

CLEANING

- Some fabrics can be cleaned with water, mild detergent and using a soft cloth.
- **DO NOT** use house hold cleaners. Contact our office for confirmation on fabric type.
- "NEVER SCRUB". Suede can be cleaned using a "Gum" rubber. Gently rub where the mark is until gone. Excessive rubbing will cause damage.

CORNERS

When installed to an internal corner one blind needs to sit in behind when pulled up. You will need to push fabric in at the corner side while lifting. The other option is to raise blinds to different heights.

GENERAL CARE

- **DO NOT** use house hold cleaners.
- Ensure window winders and locks are clear of blind when raising and lowering.

MATERIAL

- All materials require time to acclimatise.
- Most waves and creases will drop out during the first 3 months.

MATERIAL TO DROP

- The blind will drop up to 20mm after installation.
- The time this takes varies depending on the type of material, the size of the blinds and the time used in the up and down positions.
- Leaving the blinds fully extended during the first month of installation will assist the material to drop.

OPERATING

- To lift, pull on the cord until the blind is at the preferred height then wrap cord around rope cleat; this will keep blind at height. Cleats are mounted on the left or right hand side of the architraves. When lifting blind ensure that battens don't catch on cleat as this will cause damage to blinds.
- If blind has a "cord lock," slowly release the cord and the cord lock will activate.
- Chain drive: Pull on chain in a vertical motion until blind is at desired height. (Do not pull sideways).

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CLEANING

- Gently wipe slats with a soft cloth or feather duster.
- House hold cleaning agents such as "Spray and Wipe" can cause damage to the paints by removing the protective coating.

GENERAL CARE

- Remove blind from bottom hold down clips when fitted before attempting to raise.
- Rotate slats to the open position when raising and lowering.
- Always raise blind when using window winders or window locks.
- Long blinds and wide blinds will not close completely. It is recommended the have 2 people when raising and lowering due to the weight. One person to pull the card and one person to support the blind by lifting/lowering from the bottom rail.

OPERATING

To raise, gently pull down on the cord. When the blind is at a desired height move the cord towards the outside edge of the blind, this will engage the cord lock. Slowly release the cord.

To lower: Pull down on the cord and move cord towards the centre of the blind then slowly release the cord. To stop the blind move the cord towards the outside edge of the blind.

SLATS BOWING

- Timber and imitation timber need time to acclimatise.
- During the first 3 months the slats will change as they settle into the new environment and temperature. During this period the slats will move in and out of shape but will settle over time.

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CLEANING

Some fabrics can be cleaned with water, mild detergent and using a soft cloth. DO NOT SCRUB or use household cleaners. Contact our office for confirmation of fabric type.

GENERAL CARE

- Keep obstacles clear.
- Draw blades away from open windows.
- Don't hang obstacles from the tracks.
- Keep cats and dogs clear of hanging slats to avoid damage to the bottom weights and chains.

OPERATING

- To regulate light, pull on the rotating chain until the blades have rotated to the desired position.
- To draw blades across, firstly open the blades (see above) then gently pull on draw cord until blades have completely bunched to the side.

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A1 BLINDS PRODUCT LIST

- Aluminium Awnings
- Canvas Sunblinds
- Carbolite Awnings
- Folding Arm Awnings
- eZips

- Motorised Blinds
- Plantation Shutters
- Roller Blinds
- Roller Shutters
- Roman Blinds

- Venetians 50mm
- Venetians Slimline
- Venetians Timber
- Venetians Visionwood
- Vertical Blinds

SERVICE HISTORY

Date	Invoice Number	Product/s	Installer	Comments

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