

# Product Care & Trouble Shooting Guide

# A1

LIFETIME WARRANTY

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**A1Blinds**  
*The Best Prices Under The Sun*

# A1

# LIFETIME WARRANTY\*

## WARRANTY

As long as you live in your home, we'll warranty your blinds. 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.

## EXCLUSIONS

Normal wear and tear and fading.

Storm 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 regarding this.

## THIRD PARTY DEVICES

Eg. Google Home or Alexa.  
The purchaser is responsible to set up and maintain.

\*1 Year warranty - Rentals/Repairs/Commercial

# 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, by using a hose on high pressure directly aimed at the droppings.
- Regular hosing will remove most dust and grime

### Sunscreen Fabrics:

- ½ cup mild detergent with ½ cup of 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 using only 150mm "L" Brackets on all crank blinds. If you use 50mm "L" brackets, the fabric will rub against the wall causing damage to both blinds and wall and will not be 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 as oil based lubricants will cause componentry to clog with dust, cob webs and other fine debris, making it difficult to operate.
- Keep brushes and obstacles clear.
- Never scrub the material.
- Regularly hose to clean. (Except if 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.

## CREASES IN MATERIAL

- Sunblind material is now produced with a greater content of polyester.
- Polyester allows the material to crease as it's 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 the 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. A light hosing on a hot day will help tighten the material.

# MOTORISED SUNBLINDS

## 'L' BRACKETS

We recommend using only 150mm "L" Brackets on all crank blinds. If you use 50mm "L" brackets, the fabric will rub against the wall causing damage to both the blinds and the wall and will not be covered under warranty.

## MATERIAL IS LOOSE

- The wind will cause the material to blow inwards
- 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. A light hosing on a hot day will help tighten the material.

## 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.

## WARRANTY EXCLUSIONS

- Power surges can damage motors.
- Power outages may affect the limit settings and will require a technician to reset. Our office can advise on cost.
- Power surges and outages are not covered under warranty.

## 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.

### Motorised Switch:

- There are 3 positions, up, neutral (MY) 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 (MY) 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 (MY) button.

### Motorised (Not Responding):

- Check all power to your home is functioning.
- Replace the batteries in the controller. Battery not covered under warranty.

### Battery Type Required:

- Somfy Remote – Energizer CR2430 Lithium battery (3V). Available from supermarkets. 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.

# 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 the 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.
- To remove use a hose on high pressure directly at the dropping
- Regular hosing will remove most dust and grime.

### Nylon: Sunscreen Fabrics:

- ½ cup mild detergent with ½ 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.

# FOLDING ARM AWNINGS

## CLEANING

- Bird droppings and trees sap must be removed immediately to avoid damage to material.
- To remove use a hose on high pressure directly at the dropping or tree sap.
- To clean material use approximately one cup of 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.

### **The Frame:**

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

## GENERAL CARE

- All moveable parts are self-lubricating and do not require maintenance.
- For maximum strength, awning should be 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.

# FOLDING ARM AWNINGS CONTINUED

## 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 (MY) 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 (MY) button.

### Motorised (Not responding):

- Check all power to your home is functioning.
- The awning will automatically retract every 15 minutes when the batteries in the remote control need replacing. Battery not covered under warranty.

### Battery Type Required:

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

## 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.

## 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 and a red LED light will display. If no power LED light will not display.
- If the awning is automatically retracting ever 45 mins to 60 mins 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

## WARRANTY EXCLUSIONS

- Power surges can damage motors
- Power outages may affect the limit settings and will require a technician to reset. Our office can advise on cost.
- Power surges and outages are not covered under warranty.

### **IMPORTANT: To prevent damaging the motors:**

DO NOT retract the awning if wet and DO NOT direct water towards the top pelmet when cleaning.

# 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 and bird droppings.
- Do not use industrial cleaners and 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.



## CLEANING

### PVC Materials:

Wash regularly with cold water and dry with a soft cloth.

- DO NOT SCRUB or use household cleaners.
- Wipe off with a soft cloth.

### Sunscreen Materials:

Regular hosing or for a more thorough clean. ½ cup mild detergent with ½ cup household bleach in 5 litres of water.

### Tracks/Bottom Rail:

- Every 3 months hose off built up dirt and grime then wipe tracks/bottom rail and apply silicone spray to tracks
- Bird droppings should be removed immediately, by using a hose on high pressure directly aimed at the droppings.
- eZips can be left fully extended in winds up to 70km/hour and must be retracted when exceeding this

## OPERATING

- Manual operation: Is designed to be fully up or fully down, not part way. As the spring is under tension, it will not stay in place at any point other than fully extended where it can be locked into position.
- Crank & Motorised: Can be raised/lowered to any height.
- Crank: Once the blind has been lowered fully STOP winding the crank as this could damage the material.

### Motorised Remote:

- There are 3 positions, up, neutral (MY) and down.
- To lower or raise, press the up/down and immediately release (do not hold the button down). Remove your finger as soon as the blind moves.
- The blind is set to automatically stop once it reaches the full up/down position.
- To stop the blind midway briefly press the (My) button. (Do not hold it down).

### Motorised (Not responding):

- Check all power to your home is functioning.
- Replace the batteries in the controller.  
Battery not covered under warranty.

### Battery Type Required:

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

## 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.

## WARRANTY EXCLUSIONS

- Power surges and outages are not covered under warranty.
- Power surges can damage motors
- Power outages may affect the limit setting and will require a technician to reset. Our office can advise cost.

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

# 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.

## OPERATING

- Often shutters need several ups and downs before the slats settle in and close completely.
- Check windows are closed and free of obstacles.

### **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 (MY) and down.
- Press either the up or down but do not continue to hold the button down. Remove your finger as soon as the roller shutter moves.
- The roller shutter is set to automatically stop either fully up or fully down.
- To stop at any position press the neutral (MY) button.

### **Motorised (Not responding):**

- Check all power to your home is functioning.
- Replace the batteries in the controller.  
Battery not covered under warranty.

### **Battery Type Required:**

- Somfy Remote – Energizer CR 2430 Lithium battery (3V). Available from supermarkets. 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 affect the limit settings and will require a technician to reset.

## 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.

### **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 the roller shutters.

# ROLLER BLINDS

## CLEANING

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

## OPERATING

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

## CHAIN OPERATION

- 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 using the chain.
- Chains are fitted with stoppers so the blind cannot be rolled up and down to far. Once the stopper touches the sidewinder stop pulling the chain. Pulling too far can cause damage to both the side winder and stopper.

## CHAIN STRETCHED

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

### **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 (MY) and down.
- Press either the up or down but do not continue to hold the button down. Remove your finger as soon as the roller shutter moves.
- The roller shutter is set to automatically stop either fully up or fully down.
- To stop at any position press the neutral (MY) button.

### **Motorised (Not responding):**

- Check all power to your home is functioning.
- Replace the batteries in the controller.  
Battery not covered under warranty.

### **Battery Type Required:**

- Tube Remote (1-5 Channel) – Duracell AAA (1.5V)
- Tube Remote (15 Channel) – Duracell MN27 (12V) Alkaline
- Somfy Remote – Energizer CR2430 Lithium battery (3V). Available from supermarkets. 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 affect the limit settings and will require a technician to reset. Our office can advise cost.

## 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.

# ROLLER BLINDS CONTINUED

## 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.

## REMOVING BLIND

On the opposite end of the chain locate the clear plastic serrated wheel. Rotate the wheel until the pin which sits in the bracket retracts allowing the blind to drop from the bracket.

Ensure you support the blind. Carefully remove the blind from the opposite bracket.

## RE-INSTALL BLIND

Inserting into the brackets, first place the control (chain) end onto bracket until the blind is resting against the bracket. Next lift the idle end (opposite chain) up so the pin is sitting at the base of the slot and push up until you hear a click. The blind is now in position.

## BLIND FALLEN DOWN

- This is 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 coverings

- While the window is open the blind can bang on the frame.
- Issues during a settling in period are: curling at ends and puckering. It is 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.
- Blinds that have been up for the day or for an extended period will show a roll mark when taken down this will disappear over time

## "V" IN THE BLIND

- All blinds over 2200mm will have varying degrees of "V"ing which 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.

# ROMAN BLINDS

## CLEANING

- Some fabrics can be cleaned with water, mild detergent and using a soft cloth.
- DO NOT USE household cleaners.
- "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 household 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 material 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

### Cord Operation:

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 Operation:

- 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 control unit.

### IMPORTANT:

Our fitters are legally bound to fit cord cleats when cords fall below 1600mm from the ground.

This is not negotiable.

# VENETIAN BLINDS

## CLEANING

- Gently wipe slats with a soft cloth or feather duster.
- Household 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 if fitted before attempting to raise.
- Rotate blades 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 that 2 people raise and lower these blinds due to the weight. One person will need to pull the cord 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.

## BLADES BOWING

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

### **IMPORTANT:**

Our fitters are legally bound to fit cord cleats when cords fall below 1600mm from the ground. This is not negotiable.

# VERTICAL BLINDS

## 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

### Chain/Cord:

- 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 then gently pull on draw cord until blades have completely bunched to the side.

### Wand:

- To regulate light twirl the wand until the blades have rotated to the desired position.
- To draw blades across, hold the wand and move to the direction required

# S FOLD CURTAINS

## CLEANING

- Dust or vacuum regularly. This will reduce build up of abrasive dust which damages material.
- For stain removal, we recommend using a professional dry cleaning service.
- Do not use household cleaners.
- Never scrub material.

## MATERIAL TO DROP

- Materials with linen and/or cotton fibres will drop up to 15mm after installation.

## MATERIAL

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

## OPERATING

Draw wands from left to right and vice versa to pull curtain across. Each track has a stopper at the end preventing it from going further than the track end. Make sure all objects are cleared out of the way before operating. This will reduce the chance of it getting caught and damaged.

Gently draw wand in the direction you're wanting to either open or close your curtain.

# A1 BLINDS PRODUCT LIST

- Aluminium Awnings
- Carbolite Awnings
- Folding Arm Awnings
- eZips
- Motorised Blinds
- Plantation Shutters
- Roller Blinds
- Roller Shutters
- Roman Blinds
- S Fold Curtains
- Venetians 50mm
- Venetians Slimline
- Venetians Timber
- Venetians Visionwood
- Vertical Blinds

## SERVICE HISTORY

Products Installed	Invoice No	Installer/s	Date Installed
Service History			

Products Installed	Invoice No	Installer/s	Date Installed
Service History			

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