



Warranty, Care and Maintenance

iQShutters
AWNINGS • BLINDS

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Warranty, Care and Maintenance: iQ Shutters

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UNIQUELY DESIGNED

iQ's Shutters have been designed to require minimum maintenance and ease of operation. The shutters are made up of the following components with their own maintenance requirements.

OPERATION

Your Shutters have been designed with the unique iQ drive system which is virtually maintenance free. The shutters are composed with groups of blades from 2-11. Each group of blades can be operated by hand. The mechanism is housed within the frame so it is protected from environmental or mechanical damage making the system extremely strong. The movement of each group of blades will become smooth and consistent after 4-6 weeks of use. If the blades become stiff it is usually due to salt or grime build up and can be remedied by cleaning with warm soapy water and an application of silicone spray around the end of each blade. This should be done a minimum of every 6 months for hassle free, smooth operation.



STAINLESS STEEL, LOCKS AND HINGES

The quality of components used in the various types of our shutters is extremely high, however they do require some maintenance.

Stainless steel, even high quality polished will tea stain if left for long periods. Stainless steel, flush-bolts and hinges should be cleaned with soapy water and dried before applying an application of CRC marine 66 or Innox. Follow with a light wipe down with a dry clean cloth to remove excess spray. This is recommended every 3 months.

Locks and hinges should be operated to ensure fill penetration has occurred. The cylinder of the lock can be lubricated with a short burst of the above spray. Ensure you wipe down any surfaces which may have been over sprayed.

Top tracks and bearings can be cleaned using a spatula or similar (not your finger), apply a small amount (typically 1/4 tsp) of white petroleum jelly (Vaseline) or similar lubricant to the inner lip of each side of the track. Ensure that the wheels or trolleys pass through the lubricant and it is distributed evenly along the track. Put additional lubricant around the bearings. In high salt environments it is recommended a light application of CRC marine 66 or Innox every 3 months.

Bottom tracks should be cleaned with soapy water when required to clean out leaves, grime and mildew.

HOW DO I CARE FOR MY POWDER COATED SHUTTERS?

It is important that maintenance be done on a regular basis. Dirt, grime and airborne salt deposits from the atmosphere are often capable of causing damage to the coating surface and must be regularly removed. It is recommended that cleaning be done routinely at a three monthly interval. Six months should be considered the maximum interval. Particular attention should be paid to the cleaning interval in marine or other corrosive environments and in areas prone to atmospheric fallout.

In the cleaning process, the following should be noted:

- a) Cleaning should be done with a diluted solution of a mild liquid detergent in warm water. Avoid excessively hot solutions.
- b) Use a soft bristle brush or similar to clean the surface. Do not use abrasive tools on the coating.
- c) After cleaning, rinse the film thoroughly with fresh water.
- d) Do not use strong solvent type cleaners on the coating. Where it is necessary to remove materials from the surface such as adhesives and a solvent is necessary, the weakest possible solvent should be used. The only solvents recommended are methylated spirits, white spirits or Isopropanol. Ensure the contact time for the solvent is minimal, and that the solvent is thoroughly rinsed from the surface.

A small test area should be checked prior to solvent cleaning to ensure that no damage to the film or colour change will occur.

e) Where more aggressive cleaning is required, a very mild abrasive such as a high quality automotive cream polish, used in accordance with the manufacturers' instructions, may be necessary. The use of strongly abrasive compounds such as cutting compounds is not recommended.

f) The use of bore water for cleaning is not recommended due to its mineral content, as it can bring about staining of the coating and may instigate long term coating failure.

All organic finishes are prone to some degradation on outdoor exposure and after long service, some change of colour and gloss or chalking may be expected. Whilst the integrity of the film will be maintained, it may prove necessary to refurbish the powder coating to restore the original appearance.

TOUCH UP

Where mechanical damage to the powder coating has occurred, and the substrate is exposed, it is certain that the underlying pretreatment film has been damaged. In order to achieve the maximum corrosion resistance it is necessary to replace the pretreatment, apply a suitable primer and repaint the damaged area in accordance with the recommendations below.

The application of a high performance etch primer to the metal is essential to the repair process.

Application of a suitable touch up paint is the only recommended method of damage repair.

In recoating, the following points should be noted:

a) The surface must be properly prepared prior to coating. The powder coating must be well cleaned to remove all traces of dirt, chalk, deposits and previous cleaning compounds.

b) Mechanical roughening of the powder coating film is recommended in order to achieve optimum adhesion of the paint. Suitable roughening may be achieved by either wet sanding with 360 or finer abrasive paper, alternatively the use of a Scotchbrite (trademark of 3M Co.) pad and water gives a satisfactory result. Following the roughening, ensure all sanding debris is thoroughly flushed from the surface with clean water.

c) In the roughening process, great care should be taken on edges to ensure the powder coating film is not cut through and the chromate layer damaged. Should damage to the pretreatment layer occur, the exposed metal should be primed with a good quality etch primer in accordance with the manufacturers instructions.

A number of different types of paint have been evaluated for suitability for use on powder coatings. Whilst the type selected will depend on the particular application, it is recommended that a high performance type be selected in order to complement the life obtained from the powder coating.

Types which have been evaluated include:

- two component polyurethanes
- acrylic lacquers
- 100% acrylic emulsions

The paint manufacturer should be consulted for detailed application instructions.

Reference : Dulux Powder Coaters Rev 3 May 2008

POLISHING

In domestic situations, the use of a high quality automotive cream polish applied in accordance with the manufacturers' instructions will both clean the surface and provide decorative protection for some months. It should be noted that such polishes may contain siliconees or waxes which may lead to difficulties on subsequent recoat unless extreme care is taken in their removal.



WARRANTY

1. iQ Shutters provide a 25 year warranty on its iQ Drive system and that its aluminium products are free from manufacturing defects for a period of 10 years from the date of installation. Warranty on installation is for 1 year.

2. A manufacturing defect is defined as where the aluminium product sold is not of merchantable quality nor fit for its intended purpose. Where iQ Shutters aluminium products are installed or incorporated into another entity's or manufacturer's product iQ Shutters will not be liable for any defect in that product.

3. Other than the warranties listed above, iQ Shutters' warranty excludes all other defects including defects caused or contributed in whole or part by, or resulting from, any of the following:

- i. Abuse, misuse or neglect;
- ii. Circumstances where the products are used for purposes other than the intended use;
- iii. Natural disasters such as flooding, windstorms and lightning;
- iv. Damaged caused by the external environment in which the products are situated;
- v. Alterations to the products by any person unless authorised by iQ Shutters
- vi. Failure to follow up iQ Shutters prescribed "Care and Maintenance" procedures.

4. iQ Shutters' liability in respect of products that it finds to have manufacturing defects is limited to repairing or replacing the defective products. The repair or replacement of the defective product will be to a standard that provides the same degree of serviceability or functionality that a product without defect would otherwise have.

5. The cost of access equipment (e.g. Scaffold, cherry picker, scissor lift, etc.) or electrical works necessary for repairs are not covered under iQ warranty. They are the responsibility of the owners.

6. This warranty is not transferrable, and only the original purchaser of the products can make a claim under this warranty.



Warranty, Care and Maintenance: Roller Blinds

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MAINTENANCE AND CLEANING

Regularly remove surface dust gently with a clean dry soft cloth, feather duster or soft brush or wipe with a dry sponge.

Recommended cleaning agent is mild detergent in lukewarm water. Stains and smudges can be removed with lukewarm water and neutral soap on a sponge. The sponge should be squeezed almost dry. Fabric may be sponged but severe rubbing should be avoided. White spirits may be used for spot cleaning; methylated spirits (ethanol) and dry-cleaning solvent (Perc) must not be used. If commercial spot cleaners are used, then instructions regarding testing of an inconspicuous area should be followed.

For any cleaners used, first test and allow to dry on an inconspicuous area to ensure compatibility. For removing small marks an art gum eraser can be used with light rubbing.

Please note that all fabrics fade from UV exposure. If blinds are left up for a long time without being pulled down regularly, all fabrics will fade unevenly. Fabric will fade evenly if blinds are down during the day, getting even UV exposure. When fading occurs in that instance, it is even across the entire fabric and is not noticeable.

Professional ultrasonic cleaning can be undertaken by specialist cleaning businesses.

WARRANTY

iQ Shutters guarantee the quality on all our specified fabrics free from defects for one (1) year from date of purchase. All fabrics manufactured by Betta Blinds are cut using Ultrasonic or Aeronaut Fabric Cutting Technology, this is essential for cutting square and to aid the elimination of fabric fray. Due to this technology, we can guarantee our fabrics against fault of manufacture. iQ Shutters guarantee the quality on all our blind components free from defects and/or failure for five (5) years from the date of purchase. The guarantee on iQ Shutters products does not cover defects or damage caused by accidents, alterations, misuse, abuse, wear and tear or failure to comply with cleaning and maintenance instructions. iQ Shutters does not warranty the fading of fabrics and timbers caused by direct and/or indirect sunlight. Under the guarantee iQ Shutters shall not be liable or responsible for incidental or consequential damages or any other direct or indirect damage, loss, cost, expense or fee.

SIZE LIMITATIONS:

MAXIMUM WIDTH 2400mm,

MAXIMUM DROP 2200mm (blinds over these sizes are not guaranteed and will not be replaced if problems occur). Veeing (distorted draping) of fabric may occur on blinds over 2000mm wide.





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Guarantee, Care and Maintenance: Curtains

iQShutters
AWNINGS • BLINDS

MAINTENANCE AND CLEANING

To help care for your fabric, we recommend the following tips which may help prolong the life of curtains:

Curtains should be hung at least 10cm from the glass to enable air to circulate. This assists in preventing mildew, and reduces heat build-up, both of which can adversely affect your fabric.

Regular dusting and vacuuming should be undertaken; however, frequent laundering is not usually required. When vacuuming, always use an appropriate attachment.

We recommend having your curtains professionally cleaned.

Should washing be required, always refer to your fabric's care code, as some fabrics require specific washing instructions.

Before washing, remove hooks, rings & trims. Always exercise caution by test cleaning on non-exposed surface. Avoid excessive rubbing and abrasion.

GUARANTEE

iQ Shutters offers a 12-month manufacturers guarantee on manufacturing faults. In addition, we offer a limited guarantee for a further two years making a total of 3 years. We reserve the right to either replace or repair the product and it may be necessary to return the goods to us for inspection prior to a replacement product being despatched.





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Warranty, Care and Maintenance: Poly Shutters

iQShutters
AWNINGS • BLINDS

MAINTENANCE AND CLEANING

To maintain the appearance and increase the longevity of your shutters, please follow the below care instructions.

General Operation

- When rotating blades tilt two blades at the same time from the centre of the panel.
- To open hinged panels, tilt open blades and pull the fixed stile. Never open or close the panels by pulling the blades.
- To avoid damage to the frame, larger panels should be lifted into frame by the stile or under the mid rail.
- Do not put hands through blades to access window.
- Blades must be closed before panels of bi-fold shutters are folded back.
- If blades are stiff or loose, adjust the tension screw located on the side of the panels until desired tension is reached

Care and Cleaning Instructions:

- Dust panels with feather duster or gently vacuum with a soft brush attachment.
- To remove persistent dirt or stains use a soft slightly damp cloth with mild soapy solution and dry immediately.
- Do not use abrasive cleaners or scrub or rub shutters harshly to avoid tarnishing finish.
- Keep Sliding and Bi-Fold tracks free from dirt and dust.
- Use silicone spray if needed on tracks only. Do not spray silicone on shutters.
- Rotate blades regularly to maintain longevity of function.

WARRANTY

For the purposes of this warranty, “defect” does not include (and we will not replace or repair products suffering from) damage caused by:

- Normal wear and tear

- Installation or the manner of application or fixing
- Installation damage to the window(s) or premises
- Misuse, abuse or accident
- Use of the product outside the iQ Shutters specification guidelines and its intended use
- Failure to follow instructions with respect to cleaning and/or maintenance
- Incorrect or insufficient care, cleaning and maintenance
- Any unreasonable or unusual use or a failure to carry out normal maintenance and cleaning
- Exposure to the elements (e.g. sun damage), progressive or discolouration over time; installations subject to salt spray or marine influences, severe industrial or corrosive environments
- Damage to the screen mesh, tensioning cords and/ or channels caused by deliberate or accidental misuse abuse or neglect
- Damage caused by humans or pets accidentally running or walking into the screen when in use
- Exposure to high humidity (resulting in mould & mildew or ‘warping’)
- Modifications made by any person other than a professional and certified installer or caused by use or installation
- Any alterations made to original product supplied
- Use of silicon-based sprays or abrasive cleaning agents on product
- Progressive deterioration of finishes and materials due to exposure due to outside elements
- Fire, flood or natural disasters or acts of God
- Defects due to any contamination or pollution due to surface dirt or staining
- Damage caused by any third party
- Damage caused by pets and animals, such as but not limited to, scratch or bite marks

BASSWOOD

Painted: 5yr paint, 5yr construction

Stained: 3yr paint, 5yr construction

THERMO + THERMO PRE-PAINT

Thermo25: 10yr paint, 25yr construction

Pre-painted: 5yr paint, 25yr construction

PAULOWNIA

Painted: 5yr paint, 5yr construction

Brushed/Stained: 3yr paint, 5yr construction





Warranty, Care and Maintenance: Awnings



MAINTENANCE AND CLEANING

The highest quality materials have been used in the manufacture of Awnings. Australian Standards require that fabric suppliers test their fabrics for the four most widespread types of bacteria which cause mould and mildew.

After installation awnings should be pulled down (fully extended) and left in the down position for approx. 2 to 4 days to settle it evenly. This will reduce any waves or wrinkles in the fabric (if any) and help the assembly to tighten. Awnings should be completely rolled up in heavy weather conditions (wind and rain). Avoid rolling up the awning when it is wet. If this is unavoidable at the time then remember to pull down fully to dry as soon as possible. If this is not done then you risk mould and mildew growth. Fabric creases (caused by being rolled up wet) can be smoothed out by re-wetting the blind and leaving fully extended to dry in the sun. Do not leave the awning extended in the rain. This will hasten the reduction of inhibitors in the fabric which reduces mould and mildew resistance.

Remember to do fabric water repellent treatments annually. Any grime which remains on the fabric will encourage the spread of bacteria. Clean off any garden litter, bird or bat waste immediately. Hose down your awning on dry warm days to remove dust and improve the appearance of the fabric, retarding the growth of any fungus.

Marks can be removed by lightly sponging with warm water and mild natural soap (do not use cleaning products such as cleaning sprays or fluids, soap powders, concentrated detergents). Do not scrub. Ensure awning is dry before retracting. Keep chemicals such as solvents, fuels and insect/weed repellents away from awnings.

To keep the awning in condition, the awning should be pulled down fully and evenly exposed as often as possible throughout the life of the awning. This will avoid uneven shrinkage, if any. Do this in all seasons to keep the awning in condition. It is important to do this periodically so that the awning is not rolled up fully or partially for extended periods of time. Do not keep rolled up for long periods. This can cause a build-up of moisture which can damage the fabric. Some shrinkage over time in tropical conditions is normal. Avoid water contact with motor systems and do not attempt to adjust the motor settings.

Awnings should be operated (i.e. extended and retracted) at least every two months to maintain proper working order.

General Information

- Our products are designed to protect from the sun in calm weather. In strong winds your product should be retracted.
- Our products are not designed as wind breaks or shelters from rain with some exceptions.
- Awnings should not be allowed to hold water and please don't hang anything from your outdoor blinds or awnings.
- We recommend the use of wind, rain and motion sensors but these are not infallible and of course this does not apply to manual products.
- It is highly recommended that products be retracted when unattended.
- If motorised, your motor is usually pre-set and adjusted by your installer and does not require any adjustment by the consumer.
- If your motor is used repeatedly in a short period, it will overheat and automatically cut out until it cools down. This is a normal function and a safety override on your motor. Please avoid direct wetting of the motor.
- Do not press the remote control buttons repeatedly as this may alter the pre-set limits on the motor.

We recommend that you clean the spinner on your wind and remote sensors regularly.

MAINTENANCE AND CARE OF OUTDOOR BLINDS:

Fabric Maintenance

- Acrylic canvas fabrics are natural products whose appearance may change over time and in varying weather conditions.
- These changes, including waffling, veining and folding, are normal and consistent with the manufacturer's specifications.
- If the awning is retracted when wet, then extend the awning at the first opportunity to allow the fabric to dry so as to discourage the growth of algae, mildew or other fungal growth.

• To maintain the appearance and life of the fabric, clean the fabric by brushing regularly with a soft, dry brush. Occasionally hose down with clean, cold water on sunny days.

• Do not allow dirt, dust, grime, leaf litter and bird matter to remain on the fabric as these are mediums for bacterial growth.

• Rinse the fabric as soon as possible to remove foreign matter.

• Avoid cleaning the fabric during humid weather as this can encourage mould to appear.

• Do not use strong bleaches, solvents, alcohol (spirits) or abrasive cleaning agents

• For fibreglass or polyester based materials with a polymer coating, use a clear coloured cleaner such as Spray and Wipe.

Be sure to test the effect of the cleaner on a discreet piece of the fabric to ensure the material is not stained or bleached by the product.

• For difficult marks, fabric cleaners are available which can be sprayed on and wiped off with a clean rag. We recommend Swiftee Outdoor Blind Cleaner.

• Recycled water can leave traces of lime scale; adding a small amount of vinegar to the water will prevent this from occurring.

• Ensure the fabric is completely dry before retracting the awning.

• Do not use pressurised water cleaners, rotary brushes or steam cleaners.

• Incorrect cleaning will ruin or reduce the protection of the fabric finish and will not be covered under warranty.

Frame & Hardware Maintenance - Powder Coating

• As awnings are fixed outside, they will get dirty over a period of time. This will not reduce their usability but it is recommended that the powder-coated parts are cleaned regularly with a soft woollen cloth to maintain optimal colour.

• To maintain your warranty, please don't allow dirt or salt to accumulate on the powder coating (or fabric for that matter).

• You should wash the powder coating with mild detergent every 6-12 months.

- In coastal areas, breezes can form whirlwinds transporting grains of sand and salt water. This creates a 'sandpaper' effect, which can reduce the thickness of the powder coating on the structure and components. Coastal areas are considered 'aggressive environments' therefore it is recommended that regular cleaning and maintenance be carried out using fresh water and mild detergents to increase product life expectancy.

- Please avoid allowing things like paint, concrete, harsh cleaning materials, solvents etc. to come into contact with your powder coating or fabrics. If this occurs, please rinse with cold water and mild detergent or natural soap immediately.

- Try to avoid water getting on or around your motors. We recommend the use of Silicone spray on your moving parts avoiding the fabric and motor. This should be done annually or as necessary.

- For mechanical/moving parts and stainless steel components it is recommended to use a protective lubricant spray (CRC Marine 66®, Innox® or WD40®), followed by a light wipe with a dry cloth to remove excess.

Wind & Rain Conditions

- Our Outdoor Blinds, Pivot Arms and Folding Arm Awnings will generally withstand wind up to around 35 km per hour.

Notwithstanding this suggestion, it is the responsibility of the customer to retract the awning in windy conditions.

- We suggest that if the wind is gusty and it's uncomfortable outside, awnings in particular should be retracted.

- Our products are not intended to be waterproof. Water will generally not damage an outdoor blind or awning, however if you need to retract them when they are wet, they should be extended as soon as practical and allowed to dry.

WARRANTY

The Warranty does not cover:

- The cost of access equipment (e.g. Scaffold, cherry picker, scissor lift, etc.) or electrical works necessary for repairs.

- Fair wear and tear.

- Acrylic, canvas, PVC mesh and polyester braid from gradual fading, discolouration from atmospheric pollution, mould or other debris.

- Damage resulting from accidents, negligence, neglect.

- Damage, including adjustment to the pitch settings of folding arm awning, resulting from storm, wind, rain, hail.

- Damage resulting from the consumer not following the Maintenance and Care instructions for the products.

- Damage to or deterioration in the performance of the goods when repairs or adjustments to the goods have not been undertaken by an approved technician.

- Deterioration of surface finishes due to exposure to ocean salt spray or other corrosive atmosphere, including hazardous industrial processes.

- When any coating agent, other than a mild detergent diluted in lukewarm water for cleaning purposes, is applied to the fabric.

- Goods ordered outside of recommended specifications.

- Small colour variations from powder coating colour samples and between components and profiles and variations in fabric colours from samples that are caused by industrial processes.

- Changes or variations in the fabric including veining and folding over time caused by the natural reaction of the fabric to the environment.

- Goods that fall outside the warranty period.

Folding Arm - Australia 5 Years*

- Folding Arm - Turnils FA40 Series 5 Years*

- Folding Arm - Shan or Feng 5 Years*

- Folding Arm - Poinciana 3 Years

We warrant these products free from defects within the following Acceptable Standard Guidelines:

- If a defect is visible with the naked eye in natural daylight at a distance of 1.2 metres, it is not acceptable

- If a defect is not visible with the naked eye in natural daylight at a distance of 1.2 metres, it is acceptable.

Fabric Options include:

- Docril Acrylic Fabric 10 year warranty*

- Docril Acrylic Nautica Fabric 10 year warranty*

- Eziview 5 year warranty*

- Outlook Mode 10 year warranty*

- Outlook Designs 10 year warranty*

- PVC – CLEAR or TINTED 2 year warranty*

*Products must be cleaned as per cleaning instructions.

Paint Finish:

All powder coated products are warranted for colour fastness for 5 years.



Warranty, Care and Maintenance: Zip Guides

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AWNINGS • BLINDS

MAINTENANCE AND CLEANING

We recommend regular cleaning, at least every 3 months. Use a soft brush to clean the blind. Aluminium extrusions can be cleaned with a soft cloth and warm soapy water or a small amount of mild detergent if required. Once cleaned apply silicone spray to the side guide grooves, contact your closest Widescreen supplier to purchase the correct silicone product. Widescreen side guides are cleverly designed to allow and dirt, dust or grime to exit at the bottom when cleaned.

WARRANTY

Open Ocean, sheltered cove and Sheltered Ocean are as per the Australian Standard AS 4312-2008.

0-100m Open Ocean: 12 months

0-100m Sheltered Cove: 12 months

100m-1km Open Ocean: 12 months

100m-1km Sheltered Ocean: 5 years

1km-50km Open Ocean: 5 years

50km and beyond - non heated or air conditioned building: 5 years

Continually heated or air conditioned building: 5 years

Alpha motors:

Univeral and Obstacle detect: 7 years

Solar motor and panel: 3 years

