

# IQ SHUTTERS PTY LTD



CARE &  
MAINTENANCE GUIDE

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# LOCALLY MADE SHUTTERS BY IQ



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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 3 months for hassle free, smooth operation.

***Shutter should not be fully closed on windy or stormy days. We recommend leaving the blades cracked slightly to allow wind to pass through. If shutters are left fully closed, the shutter will act as a sail.***

## BALUSTRADE COMPLIANT SHUTTERS

Shutters are rated to N4, however, the blades **MUST** be cracked open during storms or strong winds.

# SHUTTERS BY IQ

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## 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

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.



# SHUTTERS BY IQ

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## 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.



# 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.



# CURTAINS

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## 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.

# VERSADRAPES

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The surface of Versadrape fabric and tracks will collect a layer of dust over time. They can be lightly hand washed and dried and can also be ironed on a cool to warm setting (up to cotton setting depending on iron. Lay a cloth on top of the fabric so that the iron is not directly in contact with the fabric).

Versadrape® tracks can be cleaned with a feather duster, or a slightly damp microfiber cloth to ensure the components are also dust free.

At least twice a year (or more in high risk environments), silicone spray should be used to lubricate all the track gears. Before spraying the tracks, remember to slide your Versadrape fabric over to one side or cover to avoid any overspray. If spraying insecticides or any harmful chemicals the blinds must be placed in a raised position. These chemicals must not come in contact with the blinds.

**CAUTION:** Never use harsh cloths, harsh abrasives, chlorine or ammonia based chemicals or cleaners on any Versadrapes\* \*

Wash colours separately in a suitable detergent for polyester. As the fabric is polyester, dirt and grime is very easily removed with little effort by sponging or hand washing and can be soaked in Napisan (check colour suitability by testing an inconspicuous area first) if required.

Leave hangers on, and clipped together, and wash by dunking/soaking. A little light gentle rubbing on specific marks. Rinse carefully. Shake as much water off as possible, then hang back up, if not dripping and/or creased.

Don't stack until completely dry. If ironing is required, unclip the hangers to flatten out (but don't remove the hangers).

Check hangers are lined up correctly and no fabric is caught before clipping back together. If the stiffening tape is dislodged, ironing will stick it back to the fabric. A Polyester or Blend setting on the iron is the best way to press the fabric and stiffening tape.

# POLY SHUTTERS

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## OPERATING INSTRUCTIONS:

- When rotating blades – Tilt two blades at the same time from the centre of the section of blades.
- To hinge open panels tilt open blades and pull the fixed stile part of the panel. Never open or close the panels by the blades.
- To avoid damage to frame, larger panels should be assisted by lifting into frame. Lift by the stile or under the mid rail.
- Do not put hands through blades to access window.
- On Bi-Fold Shutters – Blades must be closed before panels are folded back.

## CARE INSTRUCTIONS:

- Keep shutters free from dust and dirt. Regularly dust panels with feather duster or 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/rub shutters harshly. The finish may be affected.
- Keep Sliding and Bi-Fold tracks free from dirt and dust. Use Silicone Spray if needed on tracks only. Do not spray on shutters.
- Rotate blades regularly – If they are too stiff or loose – Adjust the tension screw located on the side of the panels. Only slightly adjust screw and test until desired tension is reached.



# AWNINGS

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## 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.



# AWNINGS

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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.

# AWNINGS

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- 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.

# AWNINGS

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- 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.

# AWNINGS

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## 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.



# AWNINGS

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## 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.



# OMBRA ZIPGUIDES

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## CLEANING

It is recommended to clean your Ombra® at least every three months, or more frequently for coastal locations to ensure powder coated surfaces are free from dirt, dust and grime.

Always attend to dirt, animal droppings, and stains as soon as possible, to prevent potential deterioration of your system.

Aluminium extrusions can be cleaned with a soft cloth and warm soapy fresh water with a small amount of mild detergent if required. To maintain fabric cleanliness, please refer to your retailer and find more information about the fabric used by your system.

Most external fabrics can be washed with a low pressure hose and soft brush. Always allow the fabric to completely dry before retracting the screen.

In dusty or seafront locations, your Ombra® may benefit from an application of silicone spray lubricant in the side channels to ensure smooth operation.

Never clean your Ombra® with abrasive products, chemicals or solvents.

Do not use a pressure hose to clean your Ombra®.

It is extremely important that oil based lubricants are not used, e.g. WD40, as they will attract dust build-up in the channel.

# OMBRA ZIPGUIDES

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## SAFETY & CORRECT PROCEDURE

Do not leave the Ombra® shades down when you are away from home or in extreme weather as it is always recommend to raise shades when wind may exceed 50km/h.

Do not roll the Ombra® shades up when wet (to avoid mould and mildew build up).

If the wind may exceed 50km/h, roll up your Ombra® and wait for the weather to settle before attempting to dry your bind again.

Do not force the Ombra® shades up or down if it is jamming.

Forcing the Ombra® shades may result in further damage (for example, the zip may be forced out of the side guide, or the fabric may rip).

Contact your Ombra® supplier for guidelines of how to fix.

Do not lean persons or objects against the fabric, especially while the system is in motion. Always ensure there are no obstructions while lowering the shades.

Do not operate spring controlled Ombra® shades from the sides.



# SECURITY SCREENS

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## Maintenance of SecureView Eclipx & Xceed products

It is essential for all powder coated materials to be cleaned on a regular basis to preserve the finish over the years. SecureView Eclipx / Xceed and its framing should be cleaned at frequent intervals as indicated below, depending on the amount of contamination that builds up on the surface.

The aim of the cleaning operation is to remove the grime that is deposited onto the surface without causing damage to the powder coated surface.

The cleaning method depends on the degree of contamination. Hard cleaning is often the best way for small installations, but large expanses of powder-coated metals, as in multi-storey buildings and large commercial projects, call for carefully controlled methods to loosen deposits of dirt and grime.

The surfaces should be washed down with warm water in conjunction with a 'soft' cleaner such as dishwashing liquid (\*recommended cleaner). Fibre brushes may be used to loosen dirt and grime, but abrasives such as sand paper or emery paper must not be used.



# SECURITY SCREENS

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Acidic or alkaline cleaners are also not recommended as they can damage the powder coating (pH ranging from 5 to 8). It is essential to finish off the cleaning by thoroughly rinsing all washed surfaces with clean water.

Where there has been greasy deposit, the surface should be washed with a white spirit using a soft cloth.

Aerosol paint graffiti can cause considerable problems due to solvents used in paint. Contact CommandeX on 1300 720 838 for advice and recommendations prior to attempting the removal of graffiti.

It is essential to note that cleansers may attack the finished surface and must not be used except in consultation with companies who specialise in cleaning powder coating metal surfaces.

# SECURITY SCREENS

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Definitions of environments:

Mild –being rural, away from the coast and remote from industry and urban activity

Moderate – Being mainly urban, inland and away from heavy industrial activity.

Tropical/Severe – Being coastal/marine, subject to salt deposition and within 15km of the eastern coast or 10 km of the western coast of Australia.

Type of Environment Maintenance Intervals (Max)  
Recommended Maintenance Treatment

Mild

6 months

Warm wash with recommended cleaner\*

Moderate

3 months

Warm wash with recommended cleaner\*

Tropical/Severe

2-4 weeks

Warm wash with recommended cleaner\*



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## CONTACT US

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