

IMPORTANT INFORMATION FOR CUSTOMERS

The guarantee on iQ Shutters and Future Blinds 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 and Future Blinds does not warranty the fading of fabrics and timbers caused by direct and/or indirect sunlight. Under the guarantee iQ Shutters and Future Blinds shall not be liable or responsible for incidental or consequential damages or any other direct or indirect damage, loss, cost, expense or fee.

ROLLER BLINDS

Bagging or V-ing of Fabric Roller blinds larger than 2400mm width and/or longer than 2200mm Drop could show the effect of bagging or “V”ing. Blinds with large width can have bagging in the centre of the cloth, normally due to flex in the roller tube. This effect is predominant on all large blinds. iQ & Future Blinds will not warrant any blinds over 2400mm wide and 2200mm drop. To reduce this effect, consider splitting the blind into smaller widths and/or multi-linking blinds together.

Patterns

Variations of up to 30mm in the direction of the pattern from one side of the blind to the other should be expected. Fabrics may not have the warp (vertical) or weft (horizontal) yarns travelling perfectly perpendicular to each other. Some deviation from the pattern or texture will exist.

Railroading and Cupping

Due to the nature of the fabric blackout backing on some fabrics lead to curling or cupping of the outer edges of the blind. Narrow width roller blinds with a long drop are not advisable. If these blinds start to track the edges can fray quite badly.

Light Gaps

The overall width of the blind, including brackets, is always wider than the fabric width. All roller blinds allow light to pass around the sides of the fabric (even when blackout fabric is used). Light Gaps are most prominent when a blind is fitted inside a window recess. Face fitting may be a better option than reveal fitting, however, the only way that light gaps can truly be minimised is to use hardware systems that utilise side channels.

Puckering

Some wider width roller blinds will exhibit a deviation across the width of the fabric at the base rail.

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.

SHUTTERS

Colour Variance

Due to the nature of powder coating, there may be a slight variance in the colour of your shutters. This is normal and can be expected in all powder coating of aluminium, inclusive of custom colours.

BLINDS AND WINDOW FURNISHINGS GUIDELINES

Consumer Information: <http://bmaa.net.au/consumer-information/>



BMAA INDUSTRY GUIDELINE: BLINDS

BMAA has prepared an Industry Guideline to assist manufacturers and retailers deal with customer queries regarding the final product. This guideline is in no way a substitute for legal advice. Businesses are bound by legislation such as Australian Consumer Law and Australian Standards such as AS2663.2-1999, Textiles – Fabrics for window furnishings – Coated curtain fabrics.

This Guideline is one that is accepted by the industry and should be seen as a “reasonable” test for looking at a perceived fault.

Recommended Industry Guideline for Faults:

The acceptable guideline for imperfections, marks, dots etc. on completed product is:

- If an imperfection is visible with the naked eye in natural daylight at a distance of 1.5 metres, it is not acceptable.
- If an imperfection is not visible with the naked eye in natural daylight at a distance of 1.5 metres it is acceptable.

Minor colour variations may occur between any colour swatch supplied and the order received, as the colour swatch is a guide only, this includes paint, stain and lacquers.

This Guideline does not override any rights under Australian Consumer Law

BMAA INDUSTRY GUIDELINE: PLANTATION SHUTTERS

BMAA has prepared an Industry Guideline regarding Plantation Shutters.

Plantation Shutters are an appealing window and door dressing, considered to be at the pinnacle of window covering types. They are manufactured from robust materials, and are considered to be fine furniture that typically increases the value of a home.

Compared to other window covering types, the robust nature of Plantation Shutters also makes them substantially heavier, and when gravity combines with a Hinged or Bi-fold installation method, it is usual for slight dropping or sagging to occur to the panels when operated out of their closed position.

The louvres of the shutter are used to control the light entering a room, but where access to the window is required for opening or cleaning the window, the shutter panels can be swung out of the way. It is expected that the panel will need to be lifted or assisted back into the window frame when closing, to support the panel and avoid damage to the window frame. To maintain structural integrity, shutter panels should be returned to their closed position promptly.

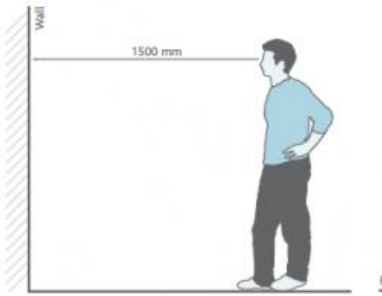
Shutters are not expected to provide complete blackout and are designed primarily to allow the user to easily and efficiently control light and airflow.

Excerpt from the Australian Standards and Tolerances Guide for viewing positions.

GUIDE TO STANDARDS AND TOLERANCES 2015 INSPECTING SURFACES FROM A NORMAL VIEWING POSITION

Generally, variations in the surface colour, texture and finish of walls, ceilings, floors and roofs, and variations in glass and similar transparent materials are to be viewed where possible from a normal viewing position. A normal viewing position is looking at a distance of 1.5 m or greater with the surface or material being illuminated by 'non-critical light'. Non-critical light means the light that strikes the surface is diffused and is not glancing or parallel to that surface.

DIAGRAM F NORMAL VIEWING POSITIONS



Slight variations in colour and materials does not always constitutes a defect.

Window furnishings ARE NOT acceptable if a defect can be seen in natural light at 1.5m away.

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