



## Manufacturer's Warranty and Maintenance



- Indoor Blinds & Curtains



- Outdoor Blinds & Awnings



- Security



- Shutters



# Manufacturer's Warranty and Maintenance Indoor Blinds and Curtains



## **This Warranty is in addition to other legal rights you have under the Australian Consumer Law:**

- This warranty is not transferrable and only the original purchaser of the products can make a claim under this warranty.
- Subject to the conditions of this warranty, Franklyn Blinds Awnings Security warrant the below products to be free from defects in design, material and workmanship at the time of installation, for a period of three years from the date of purchase.
- This warranty specifically covers blinds produced by Franklyn.
- Approved child safety devices are supplied with our interior products and must be fitted to claim warranty
- Products must be cleaned and maintained as per cleaning instructions.
- Warranty is valid if you carry out very basic maintenance on your interior blinds, don't put them down in front of open windows and keep them dry and vacuumed every few months.

## **Covered under this warranty:**

• Panel Glide Blinds	3 Years	• Curtains	3 Years
• Roller Blinds	3 Years	• Ready Made Blinds	3 Years
• Venetian Blinds Aluminium	3 Years	• Sheer Elegance	3 Years
• Vertical Drapes	3 Years	• Venetian Blinds Timber and PVC	3 Years
• Roman Blinds	3 Years	• Labour & Travel	3 Years
• Veri Shades®	2 Years		

**Blinds** :- 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.

**Curtains** :- Care guides are sewn to the top corner of each curtain.

- Fabrics are not a solid substance and can move due to atmospheric conditions. The fabric movement in either shrinkage or dropping will change the shape of the fabric. A possible shrinkage of 3% is possible upon cleaning.
- Care should be taken when handling curtain fabrics, in particular Triple Weave fabrics as they can be damaged by items like tie backs, jewellery, window mullions and window and door locks.

## **Motorisation:**

- Acmeda 240V Motors & Pulse 7 Years
- Acmeda Battery Powered Motors & Controls 5 Years
- Somfy Motors and Controls 5 Years
- Batteries are not covered under warranty

## **Not covered under General Warranty for Interior Blinds:**

- Call out fees that cover the first 20mins and additional fees for every minute thereafter  
- Please visit the Franklyn website for current fees at [franklyn.net.au/log-service-call/](http://franklyn.net.au/log-service-call/)
- Normal Wear and Tear
- Misuse or abuse
- Use of components not supplied by Franklyn
- Any alterations made to the blinds as supplied that has not been carried out by a Franklyn service technician
- Incorrect or insufficient care, Cleaning and Maintenance – Refer Cleaning Instructions
- Exposure to the elements (e.g. sun damage), or discolouration over time;
- Blinds that shrink or expand due to weather conditions;
- Exposure to high humidity (resulting in mould & mildew or 'warping') – e.g. kitchens, bathrooms and natural variations in grain, colour and texture for timber venetian blinds and other timber product
- Holes or runs in, or fraying of, the material which occurs more than three months after installation;
- Broken chains, cords or mechanisms which occurs more than three months after installation;
- Puckering of material where material is over 2 metres in width;
- The most common cause of damage to blinds is a window being left open whilst the blind is in the down position. This action will void your warranty.
- Electrical works completed by your licensed electrical contractor.



# Manufacturer's Warranty and Maintenance Indoor Blinds



## CLEANING INSTRUCTIONS

Fabric and bottom rail can be vacuumed with brush attachment to remove surface dust.  
A damp cloth can be used to wipe bottom rail and panel glide/Roman blind battens.

Marks on fabric can be treated with mild detergent, warm water and soft cloth. 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 cleaning product.

Regular vacuuming of venetian products is recommended to avoid dust build up. Use the brush attachment for ease of cleaning. For stubborn dirt, a mild detergent, warm water and soft cloth can be used.

Timber products should not be immersed in water due to possible warping.  
If timber becomes damp, ensure product is dried out quickly.

## IMPORTANT INFORMATION:

**\* The following is not covered by this Warranty:**

### Fabric "V"ING

Large width roller blinds larger than 2400mm and/or longer than 3000mm, could show the effect of "V'ing". This effect is predominant on all large blinds. To reduce this effect, consider splitting the blind into smaller widths and/or multi-linking blinds together.

### Patterns

Textured or directional 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. You should expect to see variations of up to 30mm in the direction of the pattern from one side of the blind to the other.

### Railroading and Cupping

Selected fabrics can be railroaded. Railroading fabric often leads to curling or cupping of the outer edges of the blind. Railroading of the fabric changes the appearance of the blind, which is more pronounced in textured fabrics. Cupping of fabric at the outer edges of the blind is more pronounced on wider width roller blinds.

### Light Gaps

All roller blinds allow light to pass around the sides of the fabric (even when block out fabric is used). This is because the overall width of the blind including its brackets is always wider than the fabric width. 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.

All venetians allow light to pass around the sides of the slats. Light can also reflect off the slats, therefore venetians are not a complete block out product.

### Large Venetian Blinds

Large venetian blinds can be quite heavy to raise and lower. Due to the weight, keeping the blind raised in the open position for an extended period of time may permanently damage the shape and appearance of the blind.

Raise large blinds with the lift cord and assist with your other hand to reduce the tension on the cord. Significant bowing may occur for blinds with width over 2000mm and drop of 1800mm.

### Puckering

Some wider width roller blinds will exhibit a deviation across the width of the fabric at the base rail. This can be minimised via selection of base rail options.



# Manufacturer's Warranty and Maintenance Outdoor Blinds & Awnings



## **This Warranty is in addition to other legal rights you have under the Australian Consumer Law:**

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

Subject to the conditions of this warranty, Franklyn Blinds Awnings Security warrant our products to be free from defects in design, material and workmanship at the time of installation, for the specified time periods stated below:

• Aluminium Privacy Screens	5 Years
• Auto Roll-Up Fabric	3 Years
• Café Blind	3 Years
• Cord and Pulley	3 Years
• Crank operated straight drop	3 Years
• Drop Arm Fabric	3 Years
• Fixed Canopy	3 Years
• Folding Arm - Australia	5 Years*
• Folding Arm - Turnils FA40 Series	5 Years*
• Folding Arm - Feng	5 Years*
• Folding Arm - Piuma	5 Years*
• Heavy Duty Channel	3 Years
• Louvre - Aluminium	5 Years
• Louvre - Steel	2 Years
• Multi Stop Channel	3 Years
• Wire Guide	3 Years
• Wire Guide Extreme	5 Years
• Zipscreen - Mesh/Acrylic	5 Years*
• Zipscreen - PVC	2 Years
• Zipscreen Extreme	5 Years*
• Ziptrak	3 Years
• Labour & Travel	3 Years

\*Warranted under Franklyn's Supplier Warranty

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

## **Motorisation:**

• Acmeda 240V Motors & Pulse	7 Years
• Acmeda Battery Powered Motors & Controls	5 Years
• Somfy Motors and Controls	5 Years
- Batteries are not covered under warranty	

## **Fabrics:**

Products are available in a wide range of fabric options depending on the requirements.

Fabric Options include:

• Docril Acrylic Fabric	10 year warranty*
• Docril Acrylic Nautica Fabric	10 year warranty*
• Eziview	10 year warranty*
• Outlook Fabrics	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



# Manufacturer's Warranty and Maintenance Outdoor Blinds & Awnings



## 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. Franklyn recommends Swiftee Outdoor Blind Cleaner- available for purchase from any Franklyn Showroom.
- 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.



# Manufacturer's Warranty and Maintenance Outdoor Blinds & Awnings



## WIND AND 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.

## TECHNICAL LIMITS OF FABRICS:

### Mould

- Due to the high level of pollutants in the air, awnings can be attacked by micro-organisms which will make them impossible to clean afterwards. If the awning or roof is installed near roads, air ducts or trees which drop resin or leaves it is important that regular cleaning and maintenance be carried out.

### Creases

- Cobweb effect can form when the fabric is being created. Particularly for light colour fabrics these creases can become darker marks, however the quality and operation of your product will not be affected.

### Waves/Ripples

- When the awning is rolled up, a double thickness is produced along the joins and side seams, this may cause the single layer of fabric between the joins and side seams to ripple or waffle. These anomalies are 'visual defects' that do not diminish the quality of the product.

### Fraying & Abrasion

- In the event your awning is exposed to continuous strong winds it may show signs of wear, fraying or abrasion. This is less likely to occur in polyester fabrics.

### Water-repellence

- Acrylic fabrics are not waterproof, and like any other fabric they have microscopic porous holes where the threads cross over. Further to a special impregnation treatment for outdoor use, the acrylic and polyester fabrics are dirt, water and oil repellent. This means that any drops of water will run off the awning fabrics due to their inclination. The effectiveness of this finish does gradually reduce over time due to weather and environmental factors.

### Resistance to Decomposition & Environmental Factors

- Awning fabrics are generally made from synthetic fibres, which do not contain any biodegradable substances and therefore are resistant to decomposition. A build-up of dirt and organic substances on the surface of the fabric combined with humid conditions can encourage mould to appear. If the fabric is rolled up while still damp the layers of fabric cannot dry and discolouration can occur. Damage of this nature is caused by failure to adhere to the recommendations and is not covered under warranty.

### Side edges & sewing

- The awnings are made up from strips of fabric, where each row of sewing and edge is reinforced. When the fabric is rolled up, the lines of sewing and the edges are rolled on top of each other causing added tension on the area. This tension can cause waves in the material to appear

### Fabric joins

- Some Awnings sizes may require fabric to be joined. Depending on the fabric and type of join used, this may result in either visible pinholes through the join, or a solid band across the width of the join.

### PVC – Clear / Tinted

- Clear PVC is susceptible to degradation due to exposure of UV light and pollutants. PVC will turn yellow and brittle over time. Clear PVC can scratch if not maintained properly and can shrink up to 3%.





# Manufacturer's Warranty and Maintenance Outdoor Blinds & Awnings



## EXCLUSIONS:

### \* The following is not covered by this Warranty:

- Call out fees that cover the first 20mins and additional fees for every minute thereafter  
- Please visit the Franklyn website for current fees at [franklyn.net.au/log-service-call/](http://franklyn.net.au/log-service-call/)
- Fair wear and tear.
- 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 been undertaken by a party other than Franklyn blinds or a technician approved by Franklyn.
- 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.
- Labour, third party costs or electrical costs (other than the direct replacement of components forming part of the Automation Systems supplied by Franklyn Blinds).
- Goods ordered outside of recommended specifications and goods purchased from parties other than Franklyn.
- 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.



# Manufacturer's Warranty and Maintenance Security



## **This Warranty is in addition to other legal rights you have under the Australian Consumer Law:**

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

Subject to the conditions of this warranty, Franklyn Blinds Awnings Security warrant our products to be free from defects in design, material and workmanship at the time of installation, for the specified time periods stated below:

• 7HD (Diamond Grille)	5 Years
• Decorative Safety Doors	2 Years
• Fly Screens	1 Year
• ArmourX	12 Years
• ArmourX Plus	15 Years
◦ Archie Locks	10 Years**
◦ Lockwood Locks	25 Years**
◦ Insect Fibreglass Mesh	1 Year
◦ Whitco Locks	10 Years**
◦ Hinges and wheels	3 Years
◦ Labour & Travel	3 Years

\*\*Locks are warranted for a period of 3 years, with a service fee charged after 3 years for lock malfunction.

## **7HD (DIAMOND GRILLE) / DECORATIVE SAFETY DOORS / FLY SCREENS**

At Franklyn we guarantee that all our products will be free from defects in components and manufacture for the periods stated above, from the date of purchase. In addition, Whitco locks are guaranteed for 10 years and Lockwood locks for 25 years (Terms and Conditions apply).

All goods supplied are guaranteed against mechanical default in normal domestic use and Franklyn will repair or replace at its discretion such components that prove faulty in operation. Damage caused by accidents, alterations, misuse, abuse or colour change resulting from solar or other heat sources are not covered by this warranty.

In the event of a request being made for a service call not covered by our warranty, a call out fee may be charged.

All warranties are conditional. For the warranty to be valid, customers must adhere to the care instructions provided by Franklyn. In addition, a receipt providing proof of purchase is required for any warranty claims.

## **ArmourX™**

ArmourX doors are manufactured with Archie locks as standard. Archie locks are guaranteed for 10 years (Terms and Conditions apply). Lockwood locks are available for an additional cost.

ArmourX products are free from defects in material under the conditions of normal use for up to 12 years from the date of installation.

ArmourX Plus products are free from defects in material under the conditions of normal use for up to 15 years from the date of installation.

ArmourX products must be cleaned in accordance with the Care and Maintenance Guide. And this Warranty is non-transferable.





## EXCLUSIONS:

### \* The following is not covered by this Warranty:

- Alteration of the product in any way by customer or other parties not authorised by Franklyn
- Normal Wear and Tear
- Misuse or abuse
- Components not supplied by Franklyn
- Any alterations made to the original security products as supplied that has not been carried out by a Franklyn service technician
- Incorrect or insufficient care with respect to Cleaning and Maintenance –
- Damage caused by fire, wind, hail, or other acts of nature, intentional acts, accidents, negligence, pollutants or exposure to harmful chemicals

**Archie / Lockwood / Whitco locks are covered for the first 3 years by Franklyn. Remaining warranty falls under lock manufacturer's warranty.**

### Cleaning Instructions –

- The removal of dirt, dust and grime regularly through general cleaning is essential.
- This can be easily done by using a mild detergent, warm water and a non-abrasive brush or cloth.
- Loose deposits can be removed with a wet sponge.
- Rinse away with clean water.
- Do not use strong detergents or harsh cleaners as these can damage the powder coat finish of your screen; increasing the likelihood of corrosion.

Keep key cylinders lubricated through annual maintenance or if there are signs of roughness when inserting or retracting the key.

- Remove dirt, grime and salt deposits around the exterior of the cylinder.
- Apply a small amount of Inox MX3 to your key only. Insert and retract the key from the lock barrel to provide a smooth action.
- **DO NOT SPRAY DIRECTLY INTO LOCK BARREL.**
- **DO NOT USE WD40 OR OTHER OIL BASED LUBRICANTS.**

The maintenance period may differ depending on your surrounding environmental elements; refer to this maintenance table as a general guide.

Environment	Description	Maintenance interval
Mild	Greater than 10km from beachfront or bay area	Every 6 months
Moderate	Within 1km to 10km of beachfront or bay area	Every 2-3 months
Marine	Within 500m to 1km of beachfront or bay area	Every 2-4 weeks
Severe Marine	Within 500m of beachfront or bay area	Every 1-2 weeks

## FAQ'S

As a general rule, if a customer is having problems with their doors / locks after the 3 year guarantee we offer:

- Call out fees that cover the first 20mins and additional fees for every minute thereafter  
- Please visit the Franklyn website for current fees at [franklyn.net.au/log-service-call/](http://franklyn.net.au/log-service-call/)
- If it is a lock issue, you will then be advised onsite and you will need to make contact directly with Archie / Lockwood / Whitco as per there warranty procedures.
- Franklyn is not a warranty repair agent for Archie / Lockwood / Whitco.



# Manufacturer's Warranty and Maintenance Shutters



## **This Warranty is in addition to other legal rights you have under the Australian Consumer Law:**

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

Subject to the conditions of this warranty, Franklyn Blinds Awnings Security warrant our products to be free from defects in design, material and workmanship at the time of installation, for the specified time periods stated below:

- |                         |            |
|-------------------------|------------|
| • NuFusion PVC Shutters | - 20 Years |
| • Aluminium Shutters    | - 7 Years  |
| • Basswood Shutters     | - 3 Years  |
| • Shutter Hardware      | - 3 Years  |
| • Labour & Travel       | - 3 Years  |

## **Paint Finish:**

All products are warranted for colour fastness for 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

## **EXCLUSIONS:**

### **\* The following is not covered by this Warranty:**

- Call out fees that cover the first 20mins and additional fees for every minute thereafter  
- Please visit the Franklyn website for current fees at [franklyn.net.au/log-service-call/](http://franklyn.net.au/log-service-call/)
- Normal Wear and Tear
- Misuse or abuse
- Use of components not supplied by Franklyn
- Any alterations made to the original shutter panels as supplied that has not been carried out by a Franklyn service technician
- Incorrect or insufficient care, Cleaning and Maintenance – **Refer Cleaning Instructions**
- Damage to shutters caused by use of silicon based sprays, chlorine-based cleaners or abrasive cleaners.
- Damage to shutters, or shutter component, caused by building movement or structural defects.
- Damage caused by fire, wind, hail, or other acts of nature, intentional acts, accidents, negligence, or exposure to harmful chemicals or pollutants.
- \*\*\*Shutters that are wider, higher, or of greater area than noted in WIDTH DISCLAIMER below are not guaranteed.

## **Cleaning Instructions - Shutter Systems:**

The shutter surface will collect a layer of dust over a period on time. Regular cleaning with a damp cloth will remove the dust.

If more thorough cleaning is required, then use mild liquid soap or a house hold-dishwashing liquid diluted in water and wipe the shutter with a soft cloth. If this is not sufficient, then use a mild, water-based, household cleaner for more difficult dirt and stains.

External Shutters should be hosed down regularly and washed with a mild soap solution to remove salt and air pollutants. Accumulation of salt residue on your shutters may gradually breakdown the lacquer or paint. Wipe down blades with a damp cloth routinely to remove salt residue

**CAUTION: Never use silicon based sprays, chlorine-based cleaners or abrasive cleaner on shutters as they may affect the surface appearance and durability**

\*\*\*Width Disclaimer: Franklyn will not guarantee Nu-Fusion Shutters against fouling with the surrounding frame where the hinge panel is greater in width than 750mm (PVC) and 1100MM (Aluminium). Fouling is likely to occur along the bottom and on the opposite side to where the hinges are fixed. All other Guarantees still apply.