

## CUSTOMER INFORMATION SHEET

### HOW TO LOOK AFTER YOUR NEW AWNING

***Please thoroughly check your new purchase within 48 hours of delivery and familiarize yourself with the pole layout BEFORE going on holiday!***

**The Weather-** We strongly recommend that your purchase is insured against theft, storm and accidental damage, as these are NOT covered under the manufacturer's warranty. All awnings are considered a TEMPORARY STRUCTURE, which under normal circumstances will provide shelter against the elements. Common sense must prevail with regard to extremes of weather and allowances should be made.

**Poles, Pegs and Rubbers-** All poles are classed as consumable parts and such parts are NOT covered under the manufacturer's warranty. Never use the pegging rubbers to pull out pegs – use a proper peg puller or another peg. Do not overstretch the fabric or rubbers when pegging out your awning. Take extra care with lightweight awnings as the material is not as strong as conventional awnings and may tear.

**Air Beams-** air beams should not be unzipped once inflated. This will cause them to burst and will not be covered under warranty. In the event of beam/s deflating please check all valves are tight, should they still deflate please contact us for advice.

**Condensation** - will occur in all awnings made from man-made materials and should not be confused with leaking. Increasing the ventilation will help with this natural occurrence. No awning is 100% waterproof, however all awnings are treated to be water resistant. We recommend using a seam sealant and/or awning re-proofer on all stress areas only when needed. We also recommend all new awnings are erected before use and given a thorough wetting in order to "weather" them. This may take several "wettings" before the material is completely sealed. Manufacturers use thread with a cotton content in it which will swell and close the holes. Remember the needle is thicker than the cotton passing through the seam holes. It is quite normal to experience some leaking on a new awning or tent.

**Sun Damage** – Awning fabrics will eventually weaken with prolonged exposure to strong sunlight and fading may occur, however with normal holiday or weekend use your awning should have many years of life.

**Zips-** Do not force zips!

**Storage and Maintenance-** Always try to pack your awning up when it is dry. If you cannot do this, give the material a good airing as soon as possible and never store it damp. Always pack poles and pegs away from the canvas to avoid damaging it. Dirt and stains can usually be brushed off once dry or by using a mild soap solution. Do not scrub or use detergent as you will remove the reproofing. Small holes or tears can be patched. Wipe the poles clean and dry. Re-proof the canvas only if necessary.

**Fire and Safety Precautions-** Awnings can burn! Do not place cooking, heating or lighting appliances too close to the sides or roof and always observe the safety instructions for these appliances. Never allow children to play near lighted appliances. Keep exits clear. **Do not barbecue or have naked flames inside your awning even with the doors/windows open!**