



Gold Coast
Blinds
& Shutters

WARRANTY + MAINTENANCE

WWW.GCBLINDSANDSHUTTERS.COM.AU

AUSTRALIAN MADE.

At Gold Coast Blinds and Shutters, we are so confident in our 100% Australian-made products that we offer an industry-leading warranty. It's a combination of our production processes and premium materials, which help extend the life of your shutters and blinds.

Whether it's commercial or domestic, we pride ourselves on providing a cost-effective quality product.

WARRANTY STATEMENT

Full warranty terms and conditions are defined by product group, which you must comply with for a warranty claim to be honoured by Gold Coast Blinds and Shutters.

All our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

The benefits provided to you by the warranty are in addition to the guarantees and other rights and remedies available to you under the Australian Consumer Law.

The Australian Consumer Law ("ACL")

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. If Gold Coast Blinds and Shutters fails to meet a guarantee under the ACL, your remedy for such failure may be limited to any one or more of the following:

- Replacement of the blinds/shutters
- Repair of the blinds/shutters
- Funding the cost of the blinds/shutters
- Payment of the reasonable costs of having the blinds/shutters repaired..

Commencement of Warranty

The warranty period commences from the date of installation of the blinds/shutters. The replacement of the blinds/shutters, or a component of it, under this warranty does not change the warranty commencement date. The original commencement date continues to apply.

How to Make a Warranty Claim

Warranty claims can be made at the point of sale or emailing a warranty claim to the manufacturer (contact details listed below) within one (1) month of the appearance of a defect. Warranty claims must include the following details: date of purchase, proof of purchase, date of installation, and contact details.

Manufacturer's Contact Details

Gold Coast Blinds and Shutters
Address: 4 Queensbury Avenue Currumbin Waters 4223
Telephone: (07) 5574 4788



INDOOR BLINDS

WARRANTY + MAINTENANCE



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

- Subject to the conditions of this warranty, Gold Coast Blinds and Shutters warrant the below products to be free from defects in design, material, and workmanship at the time of installation, and for a period of five years from the date of purchase.
- This warranty specifically covers blinds produced by Gold Coast Blinds and Shutters. Warranty is on product only.
- Approved child safety devices are supplied with our interior products and must be fitted to claim a warranty.
- Products must be returned to Gold Coast Blinds and Shutters factory for warranty claims.
- 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.

Products Covered Under this warranty:

- Roller Blinds
- Ziptrak Interior Blinds
- Vertical Blinds
- Venetian Blinds
- Panel track blinds
- Motorised 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 meters, it is not acceptable.
- If a defect is not visible with the naked eye in natural daylight at a distance of 1.2 meters, it is acceptable.

Not covered under General Warranty for Interior Blinds:

- Normal Wear and Tear
- Misuse or abuse
- Use of components not supplied by GCBS
- Any alterations made to the blinds as supplied that has not been carried out by a GCBS service technician
- Incorrect or insufficient care, Cleaning, and Maintenance – Refer Cleaning Instruction
- Exposure to the elements, or reasonable 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 the material is over 2 meters 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.
- Warranty does not cover the cost of removal, re-installation, or despatch.
- Blinds will need to be packed suitably so as not to be damaged in transit on return to our factory.
- Any damage in freight will be the responsibility of the customer.
- Electrical works completed by your licensed electrical contractor



INDOOR BLINDS

WARRANTY + MAINTENANCE



CLEANING INSTRUCTIONS:

- Fabric and bottom rail can be vacuumed with a brush attachment to remove surface dust.
- A damp cloth can be used to wipe the bottom rail.
- Marks on fabric can be treated with mild detergent, warm water, and a 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 the product is dried out quickly.

Important Information:

***The following characteristics are 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**

Patterns Textured or directional fabrics may not have the warp (vertical) or weft (horizontal) yarns traveling 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. The 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 utilize side channels.

All Venetian blinds 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.



SHUTTERS

WARRANTY + MAINTENANCE

15

YEARS
WARRANTY

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

Subject to the conditions of this warranty, Gold Coast Blinds and Shutters 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:

- Cedar Shutters - 10 years
- PVC Shutters - 15 years
- Aluminium Shutters - 10 years
- All Shutter Hardware - 5 years
- Workmanship/Installation - 5 years

Painted 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.

Not covered under General Warranty for Shutters:

- Normal Wear and Tear
- Misuse or abuse
- Use of components not supplied by Gold Coast Blinds and Shutters.
- Any alterations made to the original shutter panels as supplied that has not been carried out by a Gold Coast Blinds and Shutters 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 components, 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
- This warranty is not transferrable and only the original purchaser of the products can make a claim under this warranty

Cleaning Instructions - Shutter Systems:

- The shutter surface will collect a layer of dust over a period of time. Regular cleaning with a damp cloth will remove the dust.
- If more thorough cleaning is required, then use mild liquid soap or a household-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 break down 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: Gold Coast Blinds and Shutters will not guarantee 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.



OUTDOOR BLINDS

WARRANTY + MAINTENANCE

5
YEARS
WARRANTY

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

Subject to the conditions of this warranty, Gold Coast Blinds and Shutters 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:

- Canvas Awnings - 5 years
- Retractable (Folding Arm) Awnings - 5 years
- Ziptrak - 5 years
- Motorised Product - 5 years
- Workmanship/Installation - 5 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.

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.
- Gold Coast Blinds and Shutters, recommends Swiftee Outdoor Blind Cleaner.
- Recycled water can leave traces of limescale; 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.



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YEARS
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Frame and Hardware Maintenance

- 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 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 saltwater. 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 and Rain Conditions

- Our Outdoor Blinds, Pivot Arms and Folding Arm Awnings will generally withstand wind up to around 35 km per hour. 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 that drop resin or leaves it is important that regular cleaning and maintenance be carried out.

Creases

- The 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.



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Side edges & sewing

- Awnings fabric skins are constructed by joining lengths of fabric together; each row of sewing and edge is reinforced. When the material 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 the fabric to be joined. Depending on the material 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 to UV light and pollutants. PVC will turn yellow and brittle over time. Clear PVC can scratch if not appropriately maintained and can shrink up to 3%

Not covered under General Warranty for Outdoor Blinds:

- 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 Gold Coast Blinds and Shutters.
- Deterioration of surface finishes due to exposure to ocean salt spray or another 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 Gold Coast Blinds and Shutters).
- Goods ordered outside of recommended specifications and goods purchased from parties other than Gold Coast Blinds and Shutters.
- Small colour variations from powder coating colour samples and between components and profiles and variations in fabric colours from samples 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.