

# PRODUCT WARRANTY

## Extent of Warranty

All Uniflex products are guaranteed for a period of 12 months from the date of installation.

If the products are paid on or before the date of installation, an extended warranty applies as follows:

- Venetian Blinds: 3 year warranty.
- Roller Blinds: Acmeda hardware: lifetime warranty (all other hardware: 3 year warranty)
- Vertical Blinds: 3 year warranty.
- Fabric: 3 year warranty (or longer where fabric manufacturer allows)
- Electric Motors: 5 year warranty.

## What is not covered

- Normal wear and tear.
- Batteries powering blinds or remotes.
- Misuse or abuse.
- Product failure due to improper installation.
- Performance issues and/or abnormal wear & tear issues relating to products that exceed manufacturers size recommendations.
- Normal variations in colour grain or texture of natural products, slight warping of wood products, and natural colour changes to materials that take place over time.
- All costs associated with product removal and re-installation.
- Alterations or repairs that are not authorised by a Uniflex representative.
- Exposure to chemicals or corrosive elements such as a marine or salt air environment, cleaning products or insects.
- Exposure to high humidity environments resulting in mould, mildew or fungal growths.

## Please note the following

If it is determined that warranty service is required, it will be determined at the sole discretion of a Uniflex representative whether a product will be repaired or replaced.

Aluminium venetian blinds are covered under this warranty with the following special conditions: they must be **properly cleaned at least once per year**, and **dusted at least once per week**. In addition, if exposed to damp or salt laden air (i.e. situated within one kilometre of an ocean beach, or in a bathroom) or other corrosive elements, aluminium venetian blinds must be **properly cleaned at least twice per year**.

If there are multiple products in the same room, only the defective product will be repaired or replaced. Every effort will be made to match the original product, but if this is not possible, the product will be matched as closely as possible.

There are no warranties that extend beyond this express written warranty, except the implied warranties of merchantability and fitness for a particular purpose. Under no circumstances shall the manufacturers and/or suppliers of the products be liable for lost profits, or other indirect, incidental, consequential, special or exemplary damages.

## WARRANTY CLAIMS

Before doing anything else, please contact the supplier.

If the supplier measured & installed the products, a representative can call out to rectify the problem.

If the customer measured & installed the products, and should for any reason the products need to be returned to the factory, the customer shall re-package and send or deliver to an address provided by the supplier. If the supplier deems that the product is not faulty, the customer will be liable for the cost of repairs, alterations and/or freight.

# OPERATION CARE AND MAINTENANCE

All Uniflex products are made of high grade materials to exacting specifications. As long as the blinds are installed, operated and maintained properly as per the instructions listed below, they should provide many years of satisfactory service. If requested at the time of installation, your supplier can explain the correct use of a blind, and advise you how best to remove it for cleaning.

## VENETIAN BLINDS

Before raising the blind, ensure that the slats are tilted fully open and, where fitted, bottom rail retaining clips are released. When opening a window behind a blind, always raise the blind first - **do not** push hands through the slats as this is likely to damage the blind. When closing a venetian blind, tilt the slats in both directions first, then leave them with their top surfaces facing outwards. This lines the slats up, and ensures the best possible closure.

*Keeping your venetian blind clean is as easy as using a feather duster once a week. When it's time for spring cleaning, blinds can be removed from their brackets and washed with detergent and warm water, then rinsed and let dry off. If using a clothes line to hang the blind on for cleaning, don't do so on a windy day, and also don't allow a blind to fully dry in direct sunshine, which will cause water spotting. Commercial blind cleaning services are also available.*

## VERTICAL BLINDS

Rotate blades to a fully open position before drawing the blind across the window. On windy days, close windows, or draw the blades away from the opening to prevent damage. Ensure that blades and bottom chains are clear of obstructions before drawing or rotating them.

*Most vertical blind blades are made from a P.V.C. coated fabric, and can be wiped clean with a damp cloth or soapy cloth for greasy marks. Other types of fabric can be sponged with a damp or soapy cloth, but avoid rubbing the surface. Do not try to clean the inside of the top track, and do not immerse any part of a vertical blind in water. The use of any chemicals other than a little neutral soap is not recommended, and may result in damage to the blind.*

## ROLLER BLINDS

Sidewinder operated blinds should be operated with the control chain held straight below the top unit - any attempt to pull the chain at an angle may result in fraying the edge of the fabric, and possibly jamming the operating mechanism.

When raising and lowering a spring powered roller blind, avoid "steering" the blind to either side - this will cause the fabric to rub on the edges and quickly fray. Do not let go of the blind when operating it, as it can rapidly spring up causing possible damage to itself and people nearby. Normal spring tension is set at the time of installation, and should not be altered.

*Cleaning a roller blind is done by wiping the fabric clean with a damp cloth, or soapy cloth where there are greasy marks. Do not try to clean the top roller, and do not immerse any part of a roller blind in water. The use of any chemicals other than a little neutral soap is not recommended, and may result in damage to the blind. Allow to dry before rolling up.*

## GENERAL

On windy days, close windows, or draw blinds away from the opening to prevent damage.

When opening a window behind a blind, always raise the blind first - do not push hands through or past the blind as this is likely to damage the blind.

Where metal blind components are exposed to damp air (i.e. in a bathroom), or salt laden air (i.e. situated within one kilometre of an ocean beach) or other corrosive elements, they must be properly cleaned at least twice per year.

# BAY BLINDS (UNIFLEX) WARRANTY

Bay Blinds extends the following warranty on Uniflex products.

What is covered:

- Venetian Blinds: 3 year warranty.
- Roller Blinds: Acmeda hardware: 3 year warranty  
Other hardware: 3 year warranty  
Fabric: 3 year warranty (or longer where fabric manufacturer allows)
- Vertical Blinds: 3 year warranty.
- Motors and Remote Controls: 3 year warranty.

What is not covered:

- Products that exceed size recommendations.
- Normal wear and tear.
- Batteries powering blinds or remotes.
- Misuse or abuse.
- Product failure due to improper installation.
- Normal variations in colour grain or texture of natural products, slight warping of wood products, and natural colour changes to materials that take place over time.
- The cost of access equipment (e.g. Scaffold, cherry picker, scissor lift, etc.).
- Any other costs associated with product removal and re-installation.
- Alterations or repairs that are not carried out by a Bay Blinds representative.
- Exposure to chemicals or corrosive element such as a marine or salt air environment, cleaning products or insects.
- Exposure to high humidity environments resulting in mould, mildew or fungal growths.

Please note the following:

If it is determined that warranty service is required, it will be determined at the sole discretion of a Bay Blinds representative whether a product will be repaired or replaced.

If there are multiple products in the same room, only the defective product will be repaired or replaced. Every effort will be made to match the original product, but if this is not possible, the product will be matched as closely as possible.

There are no warranties that extend beyond this express written warranty, except the implied warranties of merchantability and fitness for a particular purpose. Under no circumstances shall Bay Blinds be liable for lost profits, or other indirect, incidental, consequential, special or exemplary damages.

## WARRANTY CLAIMS

Before doing anything else, please phone or fax details of the problem to Bay Blinds. We can then determine what is required to solve the problem: either sending out a replacement part, or returning the blind for servicing.

## WARRANTY RETURNS

With regard to the return of faulty blinds, your attention to the following is appreciated:

- Ensure that your name and address appears on the parcel.
- Enclose a note with the blinds that clearly shows the following details:
  - Original purchase order number and date.
  - Identify which blind from the purchase order is being returned.
  - Bay Blinds invoice number.
  - The reason for the return.
- Please clearly identify the position of any flaw or fault on the blind.
- Please return blinds packed in the same type of packaging as they were dispatched in. Freight companies will not allow a damage claim for improperly packed goods.
- Contact Bay Blinds on 0800 BAYBLINDS to arrange for collection.

We try to achieve a fast turnaround on blinds returned for servicing. If the procedures listed above are not followed, the turnaround time may increase considerably.

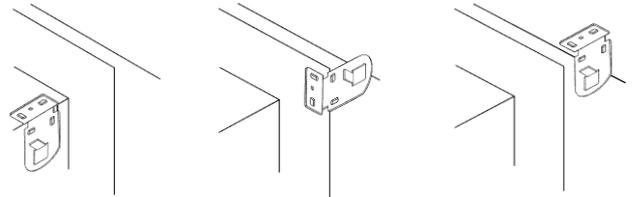
# ROLLER BLIND INSTALLATION

## (Chain Drive Roller Blinds)

Unpack and identify the loose fittings that are packed with each blind.

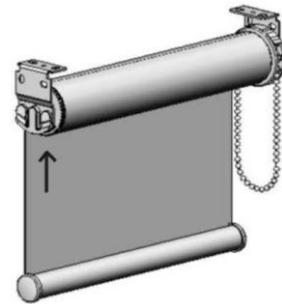


The brackets can be recess fixed, wall fixed or ceiling fixed. Always remember to use at least 2 screws per bracket.



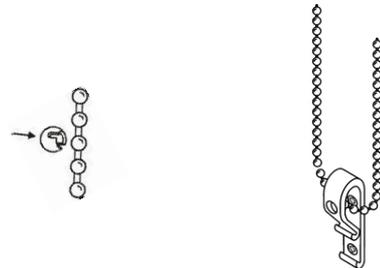
Double-check your measurements before final fixing and make sure that the brackets are perfectly level.

Offer the blind up to the brackets.  
 Insert the control end first and then push the pin end into place. It will "click" when located.  
 Check that both ends of the blind are securely held within the brackets.



The chain stopper should be fitted to the control chain to prevent users from lowering the blind too far. Be careful to position it properly as it is difficult to remove. It is a condition of the warranty that this item is correctly fitted.

Fit the chain tidy to the side of the window with the chain running through as illustrated. This is an important child safety feature.



### Dismounting the blind:

Raise the blind fully. To remove the blind, rotate the clear plastic knurled wheel so that the pin end fitting retracts inside the blind.

### Notes:

- If a blind wanders to one side when rolling up, it may be that the brackets are not level. Re-fix the brackets, and if this does not solve the problem, contact the factory for advice.
- If you need to change controls from one side to the other, it is recommended that you contact the factory for advice, as some parts are specific to either the right or left sides.
- Blinds should not fit too tightly or too loosely in the brackets, and should have approximately 1mm to 3mm clearance. If not, re-position the brackets to suit. (with tight fitting blinds, induced friction may cause an idle wheel to retract and allow a blind to fall down & on loose fitting blinds, a small movement of a bracket could allow the blind to completely come out of a bracket and fall down).
- Ensure that your hands & all work surfaces are scrupulously clean. Pen ink or other contaminants can easily be transferred onto fabric, and may be impossible to remove.

# OPERATION, CARE & MAINTENANCE

Modern roller blinds are made of high-grade materials to exacting specifications, and as long as they are installed, operated and maintained properly as per the instructions listed below, they should provide many years of satisfactory service. If requested at the time of installation, the installer can demonstrate the correct use of the blinds, and indicate how best to clean them.

## OPERATION:

Pull down on the looped chain at the side of the blind to raise or lower the blind. The blind will lock into position when the chain is released. Make sure that the chain is pulled vertically downwards. Pulling at an angle can damage the control unit and possibly the fabric.

## CLEANING:

Remove dust with a vacuum cleaner or compressed air.

Do not scrub.

Do not use solvents or any abrasive substance which might damage the coating of the fabric.

Clean with a sponge or soft brush soaked in water using mild detergent. Water temperature should be no more than 30degC, and soap flakes/detergent ratio should be no more than 5gm per litre of water.

Rinse with clear water.

Leave the blind down until completely dry.

Avoid cleaning during hot weather.

Some small marks or stains may be removed by gently rubbing the fabric with a clean white pencil eraser.

Commercial blind cleaning services are also available in some areas.

Frequency - blinds should be cleaned at least once every 12 months. Blinds in some locations (eg. kitchens) may require more frequent cleaning.

## MAINTENANCE:

Roller blind mechanisms are self-lubricating, and require no maintenance during the life of the blind. In the unlikely event that a blind requires a repair, contact the supplier for assistance. Spare parts are readily available, and most repairs can be carried out with very little inconvenience to the customer.

## GENERAL:

Do not allow a blind to be blown about in the wind. Either close the window, or raise the blind away from the opening to prevent damage to the blind.

Do not lower a roller blind beyond the bottom of the window.

# VENETIAN INSTALLATION

**Read all instructions before doing anything.**

Unpack and identify the loose fittings that are packed with each blind.

The **Box Brackets** are marked left and right and must be installed with the flap hinged at the top and facing out. Place 2 screws in each bracket either into the side of the window frame or through the top or rear of the bracket into the window frame or wall.

Larger blinds will come with an intermediate bracket that should be fitted in the middle of your window frame. This may have to be offset slightly if it interferes with the middle ladder tape of the blind.

Double-check your measurements before final fixing and make sure that the brackets will be perfectly level.

**Check that the intermediate bracket is not located where any of the components inside the headrail are located (this could affect blind function).**

After fixing the brackets to the window, offer the blind up to the brackets and slide it into the brackets from the front. Close both box bracket flaps and ensure you hear a 'click' as they lock into place. A second person may be needed to help with larger blinds.

## Spring Bracket Installation

Install these brackets clear of the internal Headrail Components. Simply slip the Headrail onto the front hooks of the bracket. Push inwards and twist the back of the Headrail upwards in one motion. The Headrail will snap into position. Please see the image to the right.

Check the operation of the blind – raising, lowering & tilting should all operate smoothly & fully. If not, dismount the blind & check that components are all locked into place & are not being fouled by brackets.

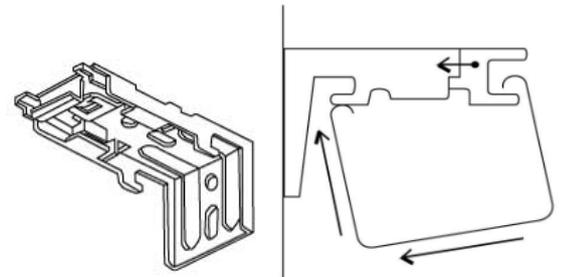
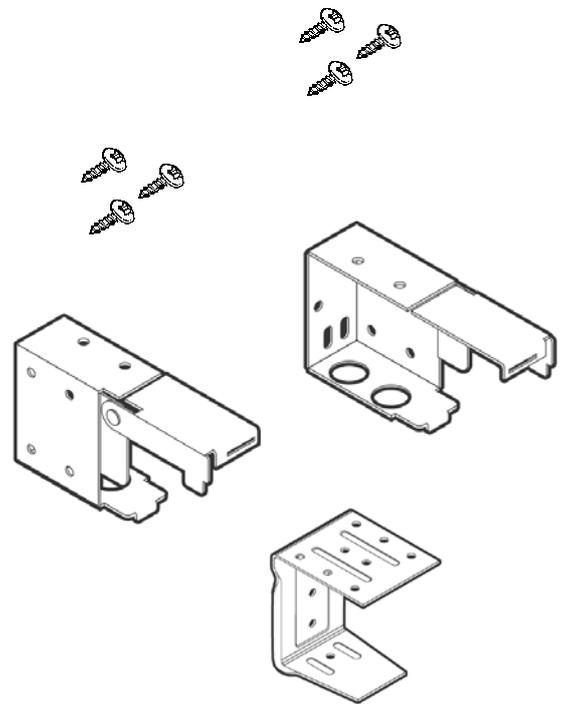
If the blind comes with a pelmet, this may now be fitted to the blind: There will be a series of Velcro pads along the front of the head rail – peel off the top protective layer off each pad, and press the pelmet firmly onto the pads, making sure that it is lined up properly with the blind.

## Dismounting the blind:

Raise the blind fully.

Remove the pelmet (if there is one) first. Pull out on the pelmet and the Velcro mounting pads will come apart to allow for re-installing.

Lift the flaps up on both of the box brackets and then slide the blind towards you and away from the brackets. A second person may be needed to help with larger blinds



# OPERATION, CARE & MAINTENANCE

## VENETIAN BLINDS

Modern venetian blinds are made of high-grade materials to exacting specifications, and as long as they are installed, operated and maintained properly as per the instructions listed below, they should provide many years of satisfactory service. If requested at the time of installation, the installer can demonstrate the correct use of the blinds, and indicate how best to remove them for cleaning.

### OPERATION:

Before raising a venetian blind, ensure that the slats are tilted fully open and, where fitted, bottom rail retaining clips are released. When opening a window behind a blind, always raise the blind first - do not push hands through the slats, as this is likely to damage the blind. When closing a venetian blind, tilt the slats in both directions first, then leave them with their top surfaces facing outwards (this lines the slats up, and ensures the best possible closure).

### CLEANING (Aluminium & Creation Blinds):

Keeping your aluminium or synthetic Creation venetian blinds clean is as easy as using a feather duster once a week. When it's time for spring-cleaning, the blinds can be removed from their brackets and washed with a mild detergent and warm water mix, then rinsed and let dry off. If using a clothesline to hang the blinds on for cleaning, don't do so on a windy day, and also don't allow the blinds to fully dry in direct sunshine (which will cause water spotting). Be extra careful with larger blinds...two people may be required to safely handle them.

Where metal blind components are exposed to damp air (i.e. in a bathroom), or salt laden air (i.e. situated within one kilometre of an ocean beach) or other corrosive elements, they must be properly cleaned at least twice per year.

### CLEANING (Wood Blinds):

Warning - do not use water to clean wooden blinds. This may cause the slats to warp and/or discolour.

Use a feather duster once a week, and for Spring-cleaning, wipe the slats with a slightly dampened cloth to remove grime build-up. Avoid strenuous rubbing and do not use cleaning chemicals.

Commercial blind cleaning services are also available in most areas.

## GENERAL

On windy days, close windows, or draw blinds away from the opening to prevent damage.

### MAINTENANCE:

In the unlikely event that your blind requires maintenance, contact your retailer for assistance. Spare parts are readily available, and most repairs can be carried out with very little inconvenience to the customer.