

PRODUCT WARRANTY



FTC Magnuson-Moss Warranty Act: A Federal Law that governs consumer product warranties... requires sellers & manufacturers of consumer products to provide detailed written information about the warranty coverage.

The products covered by this warranty are your property. Upon expiration of the specific limited warranties provided herein, all repairs of the equipment will be the buyer's responsibility. Charges apply for any repairs not covered by this limited warranty. These product warranties apply from the purchase, except that no product warranty will be in force if buyer shall have failed to pay the entire contracted purchase price, strictly according to the terms of the contract between the parties. This warranty protects the original purchaser only, registration is not required.

Limited Warranty

Your awnings or drop shades have been designed & manufactured to provide a high level of performance. Accent Awnings® believes in the experienced craftsmanship that goes into each of its sun control products & is proud to offer this Warranty. We suggest you read it thoroughly. Should you have any questions, please contact the Accent Awnings® service department. Warranty claims do not extend the original warranty term.

Product Category & How Long It's Covered

	Fabric & Thread	Crank/Motor	Electronics	Arms	Extrusions	Labor
Elite Retractable Awnings	10 yr.	5 yr.	5 yr.	20 yr.	10 yr.	5 yr.
Uni-Lux Retractable Awnings	10 yr.	5 yr.	5 yr.	7 yr.	10 yr.	5 yr.
Econo-Lux Retractable Awnings	5 yr.	5 yr.	5 yr.	5 yr.	5 yr.	5 yr.
Retractable Window Awnings	10 yr.	5 yr.	5 yr.	5 yr.	10 yr.	5 yr.
Stationary Awnings	10 yr.	N/A	N/A	N/A	10 yr. ¹⁹	5 yr.
Drop Shade Systems	10 yr.	5 yr.	5 yr.	N/A	10 yr.	5 yr.
Awning Replacements	10 yr. ²⁰					5 yr.

What is Covered

This product warranty covers all defects in materials during the warranty period (specified above, except otherwise limited herein). Factory workmanship is warranted during the warranty period if the product is returned to the factory. In the event products must be repaired in the field, and the product is within our direct field service area, the field labor will be provided free of charge for a period of 5 years, with limited exceptions. If the product is returned to the factory for repair within the warranty period it must be sent transportation prepaid. Accent will fix the equipment or parts, if we choose to replace the equipment or parts we may replace it with reconditioned or equivalent items similar in type and quality. 2009 Update - Sunbrella® Fabric & TEFLON® thread upgraded to 10-yr limited warranty.

What is Not Covered

1. Damage caused by accident, misuse, abuse, negligence, failure to provide a reasonable degree of maintenance, lack of regular cleaning of filth, water pooling, alteration, failure to follow instructions, improper operation, civil disorder, wind, salt residue build up, rainstorm, fire, flood, earthquakes and other acts of God or any other condition for which Accent has no control
2. Any damages caused by leaving retractable awnings in the wind and or rain
3. Any damages caused by leaving retractable drop shades in the wind
4. Non-structural damage to paint or powder coating of awnings being recovered
5. Motors, electronics or gears failing during the normal operating process required during recovering of existing awnings & shades
6. Damage resulting from repair or attempted repair by someone other than an authorized service representative
7. Holes in the fabric caused by mildew (mildew may form on the fabric if it is not maintained in a clean condition)
8. Minor color changes in the fabric due to ultraviolet rays & color changes due to debris left on fabrics
9. Installation damage caused by poor mounting surfaces, such as: wood rot, stucco condition, uneven surfaces, unusual painting or surface coating
10. The cost of loss of time, loss of use, or any consequential or incidental damages, or outside labor
11. Damage / deterioration to any fabric or valance caused by its contact or rubbing against other materials or objects
12. Labor and transportation costs outside of Accent's direct service area, dealer orders or for self-installed products within the warranty period

What is Limited

13. Sunbrella's® 2009 Warranty covers 100% of fabric yardage in years 1-8, 30% of the fabric yardage in year 9, 15% of the fabric yardage in year 10
14. Accent Awnings™ Labor Warranty for Sunbrella claims covers 100% of Accent's labor for five years
15. Valance & Binding are subject to fraying as the result of interaction with their environment, the warranty is limited to one Year
16. Vario-Valance, Vari-Pitch components and crank handles have a warranty limited to two years
17. Installation and the electrical hook-up, if done by Accent, has a warranty limited to five years
18. Adjustment to or replacement of nuts, bolts, plastic caps, cradle belts, etc. has a warranty limited to two years
19. Powder-coating & damage due to powder-coating failure has a warranty limited to two years
20. Specialty Fabrics, Vinyl Fabrics & Fire Rated Fabrics have warranties that vary, and are covered under the individual warranty terms of the supplier

State Law Rights

Some states do not allow limitations on how long an implied warranty lasts and/or do not allow the exclusion or limitation of consequential or incidental damages, so the above exclusions or limitations may not apply to you. This warranty applies without any registration & is only valid to the original purchaser and/or homeowner.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS & YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE





AWNINGS

care and cleaning

One of the best ways to keep Sunbrella® fabrics looking good and to delay the need for deep or vigorous cleaning is to hose fabrics off on a monthly basis with clear water. This practice will help prevent dirt from becoming deeply embedded in the fabric and eliminate the need for more frequent vigorous cleaning. In most environments, a thorough cleaning will be needed every two to three years.

When it's time for a thorough cleaning, Sunbrella fabrics can be cleaned while still on an awning frame or, size permitting, they can be removed for cleaning in a washing machine.

When cleaning Sunbrella fabrics, it is important to observe the following:

- Always use a mild detergent such as Woolite or Dawn.
- Water should be cold to lukewarm.
- Rinse thoroughly to remove all detergent residue.
- Air dry only. Never apply heat to Sunbrella fabrics.

General or light cleaning

To clean Sunbrella while still on an awning frame, follow these simple steps:

- Brush off loose dirt.
- Hose down.
- Prepare a cleaning solution of water and mild detergent such as Woolite or Dawn.
- Use a soft bristle brush to clean.
- Allow cleaning solution to soak into the fabric.
- Rinse thoroughly until all detergent residue is removed.
- Air dry.
- May not require re-treatment depending on the age of the fabric.

If stubborn stains persist, you can use a diluted chlorine bleach/detergent mixture for spot cleaning of mildew, roof run-off or other similar stains (see our Stain Chart for specific recommendations).

Heavy cleaning for stubborn stains and mildew

Sunbrella fabric does not promote mildew growth, however, mildew may grow on dirt and other foreign substances that are not removed from the fabric. To clean mildew, or other stubborn stains:

- Eight ounces (1 cup) of chlorine bleach.
- Two ounces (1/4 cup) of mild detergent.
- One gallon of water.
- Clean with soft bristle brush.
- Allow mixture to soak into fabric for up to 15 minutes.
- Rinse thoroughly until all detergent residue is removed.
- Air dry.
- Repeat if necessary.
- Re-treatment of fabric for water and stain resistance will be necessary.

Remember to protect the area around your Sunbrella if using a bleach solution. Carpet or other fabrics that are not Sunbrella may have an adverse reaction to the bleach. If an awning is suitable in size for a washing machine, these steps should be followed:

- Use mild detergent.
- For heavier stains add 1 cup of bleach to wash.
- Wash and rinse in cold water.
- Air dry. Never apply heat to Sunbrella.
- Re-treatment for water and stain resistance will be necessary after machine washing.

Re-treating the fabric

As part of the finishing process, Sunbrella fabrics are treated with a fluorocarbon finish, which enhances water repellency. This finish is designed to last for several years, but must be replenished after a thorough cleaning. Based on test results, Glen Raven recommends 303 High Tech Fabric Guard™ as the preferred re-treatment product for Sunbrella fabrics.

Fabrics should be re-treated after thorough cleaning or after five years of use.

For more information on re-treatment products, please visit www.303products.com.

Applying 303 High Tech Fabric Guard

303 should be applied to Sunbrella fabrics after each thorough cleaning, which typically removes the original finish and reduces the fabric's water repellency.

- Clean Sunbrella fabric, using one of the cleaning methods.
- Allow Sunbrella to completely air dry.
- Apply 303 Fabric Guard in a well ventilated area following instructions on the container.
- Apply 303 in a thin, even coat and allow fabric to dry completely.
- Apply a second thin, even coating of 303. (Two light coatings are more effective in restoring fabric water resistance than a single heavy coating.)
- A 15-ounce bottle provides coverage of up to 50 square feet of fabric.)

Professional awning cleaners

You may have access to professional awning cleaning firms. In evaluating the services of a professional firm, you should inquire about a firm's experience in working with Sunbrella fabrics and knowledge of cleaning and re-treatment requirements. **DO NOT** dry clean Sunbrella fabrics.

Helpful hints

Protect the area around the Sunbrella fabric when using a bleach solution – bleach may discolor non-Sunbrella fabrics. Always rinse Sunbrella thoroughly to completely remove bleach.

Please be aware of the environment when cleaning with bleach. Bleach can have harmful effects on the natural environment around you. We do not advise using bleach if you are surrounded by a body of water or other environment that could be affected.

Sunbrella air dries very quickly. Machine drying is not necessary.

If fabric has some wrinkling, use an iron, if necessary, but only on the synthetic setting. As some irons exceed the recommended temperature on the synthetic setting, test a small inconspicuous area before ironing entire piece.

DO NOT use a steamer or iron set to steam setting.

Use of bleach and/or advanced age of the fabric application may impact the deterioration of the sewing thread and other non-Sunbrella components.





STAIN CHART

This chart contains our recommended cleaning methods of Sunbrella® fabric for some of the most common and toughest stains. You may also use Carbona Stain Devil cleaning products. Available from national retailers, Carbona provides 9 formulas made to get out different types of stains. Apply the number indicated for your stain.

STAIN	RECOMMENDED CLEANING SOLUTIONS	CARBONA STAIN DEVIL NO.
BEER	Dawn® dishwashing liquid (2 oz.) / 1 gallon water / white vinegar (3 oz.)	8
BERRY	Dawn® dishwashing liquid (2 oz.) / 1 gallon water / ammonia (4-8 oz.)	8
BIRD DROPPINGS	Dawn® dishwashing liquid (2 oz.) / 1 gallon water, or try Goo Gone Grease Cutter (a hand cleaner), Greased Lightning, or Clean Rite Purple Power (available at Wal-Mart, K-Mart, etc.)	
BLOOD (DRIED)	Dawn® dishwashing liquid (2 oz.) / 1 gallon water / ammonia (4-8 oz.)	4
BUTTER	volatile solvent (acetone) 100%	5
CHARCOAL, PENCIL MARKS	vacuum, then Dawn® dishwashing liquid (2 oz.) / 1 gallon water	3
CATSUP OR MUSTARD	Dawn® dishwashing liquid (2 oz.) / 1 gallon water	2
CHEWING GUM	volatile solvent (acetone) 100%	1
CHOCOLATE	Dawn® dishwashing liquid (2 oz.) / 1 gallon water / ammonia (4 oz.)	2
COFFEE	Dawn® dishwashing liquid / water, white vinegar, volatile solvent (acetone)	8
COLA	Dawn® dishwashing liquid (2 oz.) / 1 gallon water	8
CRAYON	paint remover (100%), oil or grease remover (mix as directed)	3
EGG (RAW)	Dawn® dishwashing liquid (2 oz.) / 1 gallon water	4
GRAPE JUICE	Dawn® dishwashing liquid (2 oz.) / 1 gallon water	8
GRAVY	Dawn® dishwashing liquid (2 oz.) / 1 gallon water	2
GREASE (CAR)	volatile solvent (acetone) 100%	5
INK (PERMANENT, INDIA, BALLPOINT)	paint remover (100%), volatile solvent (acetone) 100%, soap and water	3
IRON RUST	Carbona™ Stain Devil #9	9
LIPSTICK	paint remover, oil or grease remover (mix as directed)	6
MASCARA	paint remover (100%), volatile solvent (acetone-100%), Dawn® dishwashing liquid (2 oz.) / 1 gallon water	8
MILDEW	bleach (1 cup) / Dawn® dishwashing liquid (2 oz.) / 1 gallon water	4
MILK	Dawn® dishwashing liquid (2 oz.) / 1 gallon water	8
NAIL POLISH	volatile solvent (acetone) 100%	1
OIL	volatile solvent (acetone) 100%	5
ORANGE DRINK	Dawn® dishwashing liquid (2 oz.) / 1 gallon water	8
PAINT (LATEX) WET	Dawn® dishwashing liquid (2 oz.) / 1 gallon water	1
PAINT (LATEX) DRIED	paint remover (100%), oil or grease remover (mix as directed)	1
PAINT (OIL OR LACQUER)	paint remover (100%), oil or grease remover (mix as directed)	5
SHOE POLISH (LIQUID)	volatile solvent (acetone) 100%	7
SHOE POLISH (WAX)	apply heated iron over towel, volatile solvent (acetone) 100%	1
SUNTAN LOTION	Pine Power® or pine oil detergent / water (mix as directed)	5
TEA	Dawn® dishwashing liquid (2 oz.) / 1 gallon water	8
TOMATO JUICE	Dawn® dishwashing liquid (2 oz.) / 1 gallon water	2
TREE SAP	turpentine (100%), Dawn® dishwashing liquid (2 oz.) / 1 gallon water	7
URINE	Dawn® dishwashing liquid (2 oz.) / 1 gallon water / white vinegar (3 oz.)	8
VOMIT	Dawn® dishwashing liquid (2 oz.) / 1 gallon water / white vinegar (3 oz.)	8
FOOD COLOR	Dawn® dishwashing liquid (2 oz.) / 1 gallon water / white vinegar (3 oz.)	6
WAX (CANDLE)	apply heated iron over towel, volatile solvent (acetone) 100%	1
WINE	Dawn® dishwashing liquid (2 oz.) / 1 gallon water / ammonia (4-8 oz.) / white vinegar (3 oz.)	8



PHIFERTEX & TEXTILENE SCREEN CARE & CLEANING INSTRUCTIONS

Our screen is woven of strong polyester yarns that are individually coated with PVC, specifically designed for outdoor use. Some of the most frequently asked questions about our screens are concerns about care and cleaning. The good news is that these products are designed for outdoor use and easy maintenance. By following a few simple care and cleaning steps, our screens will maintain their good looks for many years.

MAINTENANCE - Follow these simple steps:

- Brush off loose dirt
- Hose down
- Prepare a cleaning mixture of water and mild, natural soap (Such as Mrs. Meyers Dish Soap) (No detergents)
- Use a soft bristle brush to clean
- Allow soap to soak in
- Rinse thoroughly
- Air dry.

STUBBORN STAINS- If stubborn stains persist, you can use a diluted chlorine bleach/ soap mixture for spot cleaning of mildew, roof run-off and other similar stains.

Prepare a special cleaning mixture:

- Four ounces (half cup) of chlorine bleach
- Two ounces (one-fourth cup) of natural soap (Such as Mrs. Meyers Dish Soap) (No detergents)
- One gallon of water
- Clean with soft bristle brush
- Allow mixture to soak for up to 20 minutes
- Rinse thoroughly
- Air dry.
- Repeat if necessary

PREVENTION - One of the best ways to keep screens looking good and to delay the need for deep or vigorous cleanings is to hose the screen off on a monthly basis with clear water. This practice will help eliminate the need for more frequent vigorous cleanings. In most environments, a thorough cleaning will be needed every two to three years. Our screens can be cleaned while still on a frame or they can be removed for cleaning.