

NEPTUNE WARRANTY & CARE DOCUMENT



10-YEAR UV WARRANTY

Neptune is a proven performer and is supported with a 10-year UV warranty.

What is covered?

This warranty covers Neptune fabric becoming non-functional due to loss of dimensional stability from exposure to conditions including sunlight and other normal atmospheric conditions. This warranty does not cover gradual fading, discolouration from atmospheric pollution, mould or other debris. Abnormal or excessive fading is covered. Any defects found with regard to fabric configuration, dimension, strength or colour that exist at the time of initial delivery, must be reported to Ricky Richards within a reasonable period of time before fabrication or installation of the material.

How long is the coverage period?

The warranty coverage runs for 15 years from the date of purchase. 100% of fabric will be covered for the first 10 years, 50% in the 11th year, 40% in the 12th year, 30% in the 13th year, 20% in the 14th year, 10% in the 15th year.

What will Ricky Richards, the distributor for Neptune do?

Ricky Richards will provide new fabric, at no cost, to replace the non-functioning fabric. This warranty does not cover the cost of labour or other consequential or incidental expenses. This warranty can only be enforced against presentation of the original installers invoice showing fabric reference and colour as well as date of assembly. The correct care procedures (as outlined above) must be followed to ensure that every step has been taken to maintain the Neptune fabric.

General Care Tips

- Routine cleaning: Regular light cleaning extends fabric life and prevents dirt build-up.
- Avoid damage: Protect the fabric from sharp objects and ensure correct tensioning to prevent wear and tear.

Cleaning Instructions

1. Dust and debris removal: Use a soft brush or vacuum to clean the surface.
2. Mild cleaning: Mix mild soap with lukewarm water. Apply with a soft brush or sponge, scrub gently, rinse, and air dry.

Deep Cleaning for Heavy Stains and Mildew (Not for Neptune Extra's Coated Side)

- Mix bleach with mild soap and water. Apply with a spray bottle, let sit, scrub gently, rinse, and air dry.

Maintenance and Repair

- Proper storage: Store in a dry place. Make sure the fabric is dry to prevent mould.
- Inspection and repair: Regularly inspect and repair any damage to prevent further issues.
- Seam care: Check and reseal seams to maintain waterproof integrity.

Usage Cautions

- Avoid harsh chemicals: Do not use abrasive cleaners, which can damage the fabric.
- Drying: Always air dry. Avoid direct heat sources.

These instructions provide clear, concise guidelines for maintaining and cleaning the specific marine products, emphasising proper care techniques and preventative measures.

