

# OUTLOOK WARRANTY & CARE DOCUMENT



## 15-YEAR UV WARRANTY

Outlook is a proven performer and is supported with an industry-leading 15-year UV warranty.

### What is covered?

This warranty covers Outlook mesh 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 mesh 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 Outlook mesh 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 Outlook mesh.

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### Fabric Care

General marking and mould is inevitable for outdoor fabrics, prompt attention to the affected area will minimise the chance of staining or fabric degradation.

To obtain the maximum life from Outlook mesh products, the following points should be noted:

1. Keep the fabric clean by hosing regularly to remove dust, bird droppings and other solid particles.
2. No powered, high pressure washers to be used for cleaning fabric. *\*Warranty will be voided.*
3. Do not soaps, detergents, cleaning fluids or insecticides.
4. Keep petrol, oil, solvents, kerosene and other similar fluids away from the fabric.
5. Do not allow bird droppings, earth, sand, or vegetable matter to remain in contact with the fabric.
6. It is important that an Outlook awning or blind is let down to dry after wet weather and should not be rolled up or stowed away when wet. Outdoor furniture and cushions should also be dried before storing away.

### Stubborn Stains

Clean throughout with non-abrasive household cleaners, diluted rubbing alcohol or diluted bleach - 1:20 concentration. Rinse immediately with clean water and dry thoroughly.

