

IMPRESSIVE SHADE SAILS

PRODUCT AND SERVICE WARRANTY

ACN 633 388 155 80



SHADE CLOTH FABRIC

Manufacturers warranty on fabrics apply. 10 Years on UV Degradation

THREAD

Tenara UV treated thread is used and has a 15 year manufactures warranty on UV Degradation.

WORKMANSHIP

A two-year warranty on workmanship applies. This does not include damage from extreme storms. This gives us 2 full cycles of seasons to ensure no installation faults come up.

FITTINGS AND ANCHORS

The Stainless Steel we use is 316 Marine Grade Stainless Steel which has a lifetime warranty on rust resistance.

ENGINEERING

Where engineering is supplied, a copy of the engineering will be provided as a reference as to specification followed to construct the Shade Sail

EXCLUSIONS

This warranty does not cover failure of any parts of a shade sail structure that are not installed by Impressive Shade Sails

Kind Regards,

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PRODUCT CARE AND MAINTENANCE

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Heavy Duty Shadecloth is an Industrial Textile made from High Density Polyethylene, and combines Ultra Violet (UV) stabilisers and colour additives. During the manufacturing process imperfections may occur. These imperfections are cosmetic only, and will not impact or interfere with the performance of the life of the shade fabric or the function for which it has been designed.

Your shade sail canopy should be installed firm and tight so as to reduce windflap in the shade fabric. Shade fabric that is loose and sloppy will cause premature failure due to mechanical breakdown.

Your shadecloth canopy may become dirty over time. Care should be taken to avoid Chemicals that may contain Bleach, or other agricultural or industrial Chemicals containing Sulphur and or Halogens (chlorine Bromine). These Chemicals may attack the UV stabilisers within the Shadecloth, thus reducing the Life of the product and negating the warranty.

The following list of chemicals that may cause such interactions are only some examples and not exhaustive. Such chemicals may include: pesticides, metals, metal oxides and metal salts, all halogens and chemical compounds containing halogens or sulphur in all their oxidation states. Care should be taken to avoid exposure to petrol, oils etc.

When cleaning the shadecloth, we recommend the use of a mild dish washing liquid with the use of a low pressure water hose and a soft scrubbing brush. We do not recommend the use of high pressure water, to blast the fabric clean.

If you remove the shade sail over winter, ensure that it is stored away from rats and mice, preferably stored in a protective bag.

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TERMS AND CONDITIONS

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1. **Manufacturers warranty on fabrics apply.**
2. **The work shall be performed in a proper and workmanlike manner**
3. **A two-year warranty on workmanship applies. This does not include damage from extreme storms.**
4. **The work described herein shall be in accordance with the plans and specifications as set out in this contract.**
5. **All materials supplied shall be suitable for the purpose for which they are used.**
6. **Post location shall be finalised after underground plans are received.**
7. **Remaining excavated soil from footings shall be left on site unless otherwise arranged. Removal will be an additional charge to the client.**
8. **Installation costs are based upon clean, stable soil, free from debris and pollution. Rock and shale installation shall be an additional cost. Unstable soil that requires additional hire equipment and labor will be charged to the client over and above the contracted price.**
9. **ISS is not liable for damage to any underground pipes, cables or utility services or the relocation of these services. It is the client's responsibility to provide plans for any underground services in the area of installation. The client is responsible for any costs incurred in the relocation or repair of any underground utilities, pipes or cables and shall not withhold payment in the event such repairs or relocation's need to be made.**
10. **Any additions or variations will be made in writing and will be added to the existing contract in terms of cost and agreement.**
11. **Once the customer's deposit is received, the site survey will be completed and the agreed upon work will begin.**
12. **The customers Sail will be constructed in a quick and effective manner; however, ISS does not accept responsibility for delays beyond their control or due to inclement weather.**
13. **Any council regulations and costs are the customer's responsibility to find out and follow. ISS is happy to assist the customer at his/her request to have the necessary drawings and documents for council approval to be produced. The customer agrees to pay all fees incurred for this service in advance.**
14. **The customer agrees to pay all money owed to ISS in a timely manner regardless of any situation or decisions made by the council.**
15. **The customer agrees to pay for the work carried out within three days of completion of the contract.**