



## Maintenance Guidelines

### String Lights Outdoor Products Maintenance Guidelines

We hope that you are enjoying your outdoor shading system. As our systems have direct exposure to the outdoors, we are aware that natural surroundings may affect our systems, including, but not limited to, the weather and sunlight exposure.

We kindly inform you that we stock a wide variety of cleaning products which are suited to our systems. Should you request any further information, please do not hesitate to contact us.

Please kindly refer to the previously sent cleaning recommendations and recommended procedures:

- The membrane should be cleaned **from the top towards the bottom**. Please do not carry out the cleaning procedure **under direct exposure to solar radiation**. Otherwise, the cleaning agent might dry off and leave stains on the surface of the membrane.
- The concentration of the cleaning agent differs depending on the **degree of soiling** (please read the instructions for use of the cleaning agent) and should be applied to the membrane accordingly. If you are still unsure, please do not hesitate to contact us.
- Use **a sponge or a soft brush** to apply the cleaning agent. Before using the brush, please make sure that the bristles are not too hard and do not mechanically damage the surface of the membrane. Should this occur, please use a softer brush or a sponge.
- Let the cleaning agent act **for 5-10 minutes** (please read the instructions for use of the cleaning agent).
- **Remove the cleaning agent** and the loose dirt **with cold or lukewarm water**.
- In case the dirt has not fully been removed, please repeat the procedure **a second time**.

**We highly recommend that every 3 to 6 months your local window cleaner should wash the membrane with the same method they use to clean standard windows.** This will stop any debris collecting on the system and reduce the risk of unexpected problems.

Please kindly read the guideline below relating to your shading system before carrying out the procedures mentioned above.



## Maintenance Guidelines

### Awning Systems, Motorised Blinds and Parasols

#### DO's

- Clean with a mild soapy water solution (i.e. washing up liquid).
- Remove loose dirt regularly (i.e. bird residue).

#### DONT's

- Never retract the system whilst the system is still wet as this may damage the motor and the fabric. Please wait until the fabric is damp before retracting the system.
- Never clean the cover with a high-pressure cleaner (i.e. jet wash).

### Retractable Pergolas

#### DO's

- Clean with a mild soapy water solution (washing up liquid).
- Remove loose dirt regularly with a soft bristled brush.
- Be aware that any additional sides of the systems may have varied guidelines (if you are unsure please contact us for more information regarding your purchase).

#### DONT's

- Never clean with water above the temperature of 20 degrees Celsius (i.e. boiling water).
- Never clean the cover with a high-pressure cleaner (i.e. jet wash).

### Bio-Climatic Pergolas

#### DO's

- Use a high-pressure cleaner with the lowest mode to remove the cleaning agent and the loose dirt.
- Be aware that any additional sides of the systems may have varied guidelines (if you are unsure please contact us for more information regarding your purchase).

#### DONT's

- Never operate the cleaner on a heavy setting. The pressure of the cleaner and the distance between the nozzles and the membrane must be adjusted so that they do not damage the membrane mechanically.



## Maintenance Guidelines

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### Powder Coating

- Remove loose deposits or spider webs etc. with a wet sponge rather than micro-scratching the surface by dusting.
- Use a soft brush and a bucket of warm water with some added mild detergent (i.e. washing up liquid) to clean the powder coating to remove any dust, salt or other deposits that may have accumulated on the structure. Do not use emery paper, sandpaper, steel wool or other highly abrasive materials, as well as acid or alkaline cleaners as they can damage the powder coating. Detergents that recommend the use of gloves when handling should be avoided as this is a good indication that the detergent is harsh and, therefore, unsuitable for cleaning your powder coating.
- Always rinse with clean fresh water after cleaning to remove any remaining detergent residue or bubbles, particularly where crevices are present. Where greasy deposits are present, cleaning may be carried out using a soft cloth dipped in white spirit (please be aware white spirit or similar products should not be used for a prolonged used of time and the area should be washed straight after use).
- Maintain a log of dates and times with your receipt that powder coating maintenance is carried out. With a minimal maintenance effort, your powder coated finish is one of the strongest, long-lasting colour coatings available and will provide a lifetime of great looking service if cared correctly.

### Gutter Cleaning

- Debris removal from the gutter systems every 3 to 6 months is recommended as the natural environment in which the systems are placed may cause a debris build up.
- Gutter blocking may occur if debris collects. This will reduce the flow channel open for water drainage and cause overflow which may damage the system or the area surrounding the system.
- Regular cleaning (i.e. every 6 months) will keep leaves and debris out of the gutter, preventing expensive clogs and reducing dangerous gutter cleaning.

**Please be aware that any problems caused due to poor cleaning and maintenance are not covered under the warranty agreement.** However, if any problems do appear in your system please do not hesitate to contact us.

Many thanks,

**The String Lights Outdoor Team**