

# Cleaning and Care

How to look after your  
sun shading products

Shade**Factor**

## Cleaning and Care

### How to look after your sun shading products

Thank you for choosing Shade Factor products. To ensure the longevity of your product, we recommend that you clean the surface of the product regularly or at least once a year.

#### **Important**

Before you begin cleaning, please read the cleaning and care instructions carefully and in full. Product damage can occur from incorrect cleaning. The product, parts, surfaces and/or structures may be permanently damaged.

If you have any questions, please contact our experienced team at Shade Factor prior to starting to clean.

Shade Factor Pty Ltd

Contact Number: +61 3 9558 3006

Email Address: [service@shadefactor.com.au](mailto:service@shadefactor.com.au)

Warranty claims cannot be honoured on the grounds of these cleaning instructions because the effectiveness of these measures depends on a large number of factors that vary from case to case.

Electrical components must not come into contact with water – risk of short circuiting and fatal danger. No sun shading fabrics can be washed in the washing machine. As a rule, no high-pressure washers, abrasive sponges or aggressive cleaning agents and solvents, such as alcohol or benzene, may be used. A mild detergent is defined as a hand dish washing soap that only contains surfactants that dissolve dirt and grease. Only have maintenance carried out by a qualified specialist in sun shading systems.

### Cleaning Instructions for Exterior Products

The cleaning of all external sun shading products, such as venetian blinds or curtain panels, always starts in the same way: remove loose dirt from cover panels, frames, profile rails, roller shutter and external venetian blind slats etc. with whisk broom or vacuum cleaner and rinse off with clear, cool water if necessary. To do this you move from top to bottom or from back to front. Due to potential short circuiting, electrical components must not come into contact with water during this.

Next, all enamelled metal or plastic surfaces are cleaned with a wet microfibre cloth or a soft sponge. Either use clear, cool water or if needed, a mild detergent diluted with clear, cool water.

#### **Note:**

- Do not use high pressure washers, steam washers, abrasive cleansers or sponges, and solvents such as alcohol, benzene or naphtha.
- Do not use chlorinated cleaning agents on or near the product.

The next steps of the cleaning process differ depending on the sun shading product.

## External Venetian Blinds

In cleaning mode, the slats of external venetian blinds can be freed of dust, etc. Clean using a wet microfibre cloth, a soft sponge or Warema's slat cleaning tongs. Warema's slat cleaning tongs are ideal for 50, 60 and 80 slats. Warema's slat cleaning tong sets which includes 1 slat cleaning tong and 2 slat cleaning pads are available for purchase from Shade Factor.

### Caution:

- Prevent water from penetrating into the top rail.
- Do not bend the slats.
- Risk of injury from the edges of flat slats. The flat slats consist of thin-walled material. The edges of the flat slats may result in cuts to the hands and lower arms.
- When cleaning the slats, do not slide along the edges.
- When cleaning, do not reach through the slats.

## Awnings

Once the fixed components are cleaned, the awning fabric comes next: over time, stains are inevitable. Occasionally, isolated dirty strips or smaller spots can be carefully removed while dry with a non-marking rubber eraser. Thickly caked dirt particles will come off more easily if you wet the awning with clean water beforehand. You can best remove partially loosened dirt with a stream of water from a garden hose. A simple cleaning solution that you can make yourself is just as effective: pour five to ten percent of mild detergent into lukewarm water, foam up the mixture by squeezing it through a sponge repeatedly and then gently apply the foam to the dirty areas using a microfibre cloth or a soft sponge. Make sure that this cleaning solution does not exceed a temperature of 30°C. After an exposure time of 15 to 20 minutes, the fabric is rinsed with clear, cool water. Repeat the process several times if necessary and allow the awning fabric to dry completely to prevent mould or stains from forming.

The formation of mould is prevented if the awning is retracted when dry and well-ventilated, not only at the end of the season, but constantly throughout the year.

### Caution:

- Awning fabrics cannot be washed in a washing machine.
- Avoid heavy friction, e.g. from hard brushes or sponges. This can cause the awning fabric to become rough or damaged and may wear down the impregnation.
- Please refrain from using high pressure washers to clean the awning. This will also remove the impregnation and may additionally cause seams to tear and the fabric to become damaged.

## Sun Sails

Sun sails with an electric drive do not have to be dismantled in Winter. They should, however, be packed away dry using a protective Winter covering, as they do not have a cassette or protective cover. During the cold season the sail should also be disconnected from the power supply system. If the sun sail is tested, cleaned and stored fully dry, the Winter break does not pose any more problems. An exception is fixed sails without a shaft. If necessary due to weather conditions or safety reasons, they must also be dismantled during the season and stored dry. The sun sail should be cleaned as is an awning fabric, and it is also important to extend and allow it to dry on a regular basis.

## Slat Roofs

Over time, a film of dirt will settle on the surfaces of sun shading products due to environmental influences. Due to the effects of solar radiation, this soiling can become permanently burnt into or stuck to the surface coating. These factors reduce the value and possibly impair the function of the sun shading product. For a long service life of the sun shading product, the surfaces should be cleaned regularly or at least once a year. In certain ambient conditions, such as those found near industrial zones and close to heavy road traffic, the sea (salty air) or swimming pools (air with chlorine), more frequent cleaning may help to protect against surface damage caused by these conditions and against the heightened risk of corrosion.

### Caution:

- Do not use high pressure washers, steam washers, abrasive sponges, abrasive cleansers, or aggressive cleaning agents or solvents such as alcohol, benzene or naphtha.
- Do not use chlorinated cleaning agents on or near the product.
- Do not rub the awning fabric excessively with a hard brush/sponge or other hard objects. This may damage the surface.

## Roller Shutters

Use a wet microfibre cloth or a soft sponge together with either clear, cool water or if needed, a mild detergent diluted with clear, cool water.

The sun shading system should be cleaned gradually from top to bottom: from the box along the guide rails and roller shutter curtain to the bottom rail.

Wet a microfibre cloth or sponge and clean the product components with a wiping motion. Repeat the procedure as needed based on the degree of soiling and remove freed dirt before drying. The surface of the product can be rubbed dry using a microfibre or cotton cloth to prevent scale marks from forming around dried water droplets.

## Insect Screens

To clean the insect screens on windows and doors, carefully brushed down with a soft brush and if necessary washed with a wet microfibre cloth or a soft sponge.

## Umbrellas

An umbrella that is used all year round is exposed to the weather and the soiling that comes with the seasons. Over time, a layer of dirt can form on the surface of the canopy, which can be burnt into the coating permanently by solar radiation. In addition, dirt can penetrate the mechanism and damage movable parts. It is therefore important that you clean and maintain your sun shading system regularly to protect the high-grade materials. This will extend the life of your umbrella and keep it looking like new.

Special cleaning agents are often not necessary at all; what is more important is regular maintenance. You should avoid vigorous scrubbing of the umbrella fabric, as well as machine washing. It is best to use a soft sponge and a gentle cleaning solution made up of mild detergent and water. Alternatively, you can also use a high-grade cleaning glove made of special microfibre material. The glove is suitable for both wet and dry cleaning and can be cleaned itself in a normal washing machine cycle.

General cleaning tips for your umbrella:

- Soiling is best removed through dry brushing at regular intervals
- Small stains can be treated with lukewarm water and a soft brush
- To treat stubborn stains, hand wash with a conventional mild detergent, rinse well with running water, leave to dry and treat with a waterproofing agent.
- Only wash the umbrella fabric with cold water, never with warm or hot water, and never in the washing machine. Acrylic fabrics can shrink even at low temperatures.

## Cleaning Instructions for Interior Products

### **Roller blinds / venetian blinds / curtain panels / black-out blinds / skylight blinds**

For roller blinds, curtain panels, vertical louvre blinds, black-out blinds and skylight blinds, there are essentially three ways to clean them:

- clean with mild detergent solution at maximum 30°C (do not machine wash)
- wipe with a damp soft cloth
- brush off with a soft broom or vacuum carefully

However, the materials are very different and the ideal cleaning method depends greatly on the fabric. Speak with Shade Factor to advise you how best to proceed and of what to be aware.

Ideally, dust and clean venetian blinds and roller blinds of slight soiling with a feather duster.

In general, you should avoid using strong cleaning agents on your sun shading system, avoid washing fabrics in the washing machine, avoid bending sun shading products (especially venetian blind slats) and in case of doubt, always seek expert advice from the Shade Factor team.



## **Victoria**

Boonwurrung Country  
6 Plane Tree Avenue  
Dingley Village VIC 3172  
03 9558 3006

Updated 21.10.2022

## **New South Wales**

Kuring-gai Country  
7A Green Street  
Brookvale NSW 2100  
02 9938 3006

[service@shadefactor.com.au](mailto:service@shadefactor.com.au)

# ShadeFactor