

# A1 Blinds

## Product Care & Trouble Shooting Guide

PLEASE NOTE: WARRANTY CLAIMS -  
THIS BOOKLET AND ALL INVOICES MUST BE PRESENTED TO  
OUR INSTALLERS TO VALIDATE ALL WARRANTY CLAIMS.



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**OUR CATALOGUE**  
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**7 YR GUARANTEE**  
We provide a 7 year guarantee.

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**Showroom open hours:**  
Open Monday to Friday  
9am - 5pm



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1 Olive Street, Clayton VIC



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# A1 BLINDS PTY LTD WARRANTY

The company guarantees its workmanship against defects.

This guarantee does not extend to any damage cause by water, fire, power surges, accident, misuse, lack of proper care or normal deterioration by wear and tear.

The company shall not be held responsible for unsatisfactory performance of its products or subsequent damage where the cause of such performance and/or damage can be attributed to faulty construction of the building to which such products have been fitted.

Issues with power surges, contact your insurance company.

## Why A1?

**7 year**  
guarantee

We provide a **7 year guarantee** that covers just about everything. We understand accidents happen and provided you haven't abused your product, we are happy to inspect and in most cases, fix without cost to you.

+ Find out more at [a1blinds.com.au](http://a1blinds.com.au)

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# SUNBLINDS

## CLEANING

### Canvas:

- To keep clean, brush fabric with a soft bristled brush or broom.
- Hose occasionally with cold water. (Motorised blinds-refer to next page)
- Don't hose and brush at same time. Allow material to dry before brushing.

### Mildew:

Treat using one part White King to three parts luke warm water. Apply using a soft brush (Don't scrub) and rinse off thoroughly after 15 minutes. Ensure outside temperature is below 38 degrees.

- Bird droppings should be removed immediately.
- Regular hosing will remove most dust and grime.

### Nylon (Sunscreen Fabrics):

- ½ cup mild detergent with ½ cup household bleach in five litres of water.

### Acrylic:

- 1 cup salt per litre of water and a dash of clove oil.

## CRANK BLINDS

We recommend 150mm 'L' Brackets on all crank blinds. Using 50mm 'L' brackets, the fabric will rub against the wall causing damage to both blinds and wall.

This is not covered under warranty.

## GENERAL CARE

- Always use at full drop.
- Do not roll up when wet.
- Don't leave blinds down at night.
- If lubricating, use a silicone based product. Oil based lubricants will cause componentry to clog with dust, cob webs and other fine debris, making it difficult to operate.

- Keep bushes and obstacles clear.
- Never scrub the material.
- Regularly hose to clean. (Not motorised)
- Roll blinds up in windy conditions.

**Stainless Steel Fittings:** All stainless steel fittings require regular cleaning to remove salt build up, which can be mistaken for surface rust.

## MATERIAL CREASES

- Sunblind material is now produced with a greater content of polyester.
- Polyester allows the material to crease as its being rolled up/down.
- Creasing does not cause damage to the material or affect the life of the material.
- To avoid creases in the material do not pull from sides. Blinds should be operated from the middle only.

## MATERIAL IS LOOSE

Depending on conditions it can take an entire summer for the material to tighten. Blinds which are not used fully extended will remain loose.

**Using your blinds after they have been left rolled up for a long time:** The material will again need time to acclimatise and may start off loose or floppy. For the material to tighten, the blinds must be used fully extended. The longer they have been rolled up, the longer it takes the material to tighten.

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## MOTORISED ONLY

### 'L' BRACKETS

We recommend 150mm 'L' Brackets on all crank blinds. Using 50mm 'L' brackets, the fabric will rub against the wall causing damage to both blinds and wall.

This is not covered under warranty.

### MATERIAL IS LOOSE

- The wind will cause the material to blow inward.
- Motorised sunblinds are not under tension like standard blinds.

Depending on conditions it can take an entire summer for the material to tighten. Blinds which are not used fully extended will remain loose.

**Using your blinds after they have been left rolled up for a long time:** The material will again need time to acclimatise and may start off loose or floppy. For the material to tighten, the blinds must be used fully extended. Depending on the time they have been rolled up will determine how long it takes for the material to tighten.

### MOTOR CUT OFF

The motor has a built in thermal cut off. Continual use will over heat the motor and activate the cut off. It will take 30-45 minutes to cool down after which you can operate as normal.

### OPERATING

- To achieve the best look, your blinds should be extended to the full length of the window each and every time they are used.

### Motorised: Switch:

- There are 3 positions, up, neutral and down. Rotate the switch to either position.
- The sunblind is set to automatically stop either fully up or fully down.
- To stop the sunblind at any other position, turn the switch to the neutral position.
- Always return switch to neutral position after use.

### Motorised: Remote:

- There are 3 positions, up, neutral and down.
- Press either the up or down but do not continue to hold the button down. Remove your finger as soon as the sunblind moves.
- The sunblind is set to automatically stop either fully up or fully down.
- To stop at any position press the neutral button.

### Motorised (Not responding)

- Check all power to your home is functioning.
- Replace the batteries in the controller. **(Not covered under warranty)**

### Battery Type Required:

- Somfy Remote – Energizer CR 2430 Lithium battery (3V) Available from supermarkets and jewellers. Life expectancy- Approximately 12 months for all batteries.

**IMPORTANT:** To prevent damaging the motors:  
**DO NOT** roll blinds up if wet and **DO NOT** direct water towards the top when cleaning.

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# DUTCH HOOD & BOW AWNINGS

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## CLEANING

### Canvas:

- To keep clean, brush fabric with a soft bristled brush or broom.
- Hose occasionally with cold water.
- Don't hose and brush at same time. Allow material to dry before brushing.

### Mildew:

Treat using one part White King to three parts luke warm water. Apply using a soft brush (Don't scrub) and rinse off thoroughly after 15 minutes. Ensure outside temperature is below 38 degrees.

- Bird droppings should be removed immediately.
- Regular hosing will remove most dust and grime.

### Nylon (Sunscreen Fabrics):

- ½ cup mild detergent with ½ cup household bleach in five litres of water.

### Acrylic:

- 1 cup salt per litre of water and a dash of clove oil.

## GENERAL CARE

- Clean regularly by hosing.
- Do not leave in retracted position.
- Do not hang items from the frame.

## RETRACTABLE

- When retracted, this can allow water to collect causing mildew. It will also significantly reduce the life of the material.
- Do not leave awning in retracted position.

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# FOLDING ARM AWNINGS

## CLEANING

- Bird droppings and tree sap must be removed immediately to avoid damage to the material.
- To remove, either hose or gently scrape off.

### General cleaning

- Use approximately one cup salt per litre of water and a dash of clove oil. Clean using a very soft brush.
- Follow the clean by spraying 50/50 white vinegar and water mix will help protect the material.

**DO NOT SCRUB**, this will remove colour.

### To clean the frame:

- Wipe down with warm water and mild detergent using a soft cloth.

## MOTORISED OPERATING

### Motorised: Switch:

- There are 3 positions up, neutral, down. Rotate the switch to either position.
- The folding arm is set to automatically stop either fully out or fully in.
- To stop the folding arm at any other position, turn the switch to the neutral position.
- Always return switch to neutral position after use.

### Motorised: Remote:

- There are 3 positions, up, neutral and down.
- Press either the up or down but do not continue to hold the button down. Remove your finger as soon as the folding arm moves.
- The folding arm is set to automatically stop either fully out or fully in.
- To stop at any position press the neutral button.
- The awning will automatically retract every 15 minutes when the batteries in the remote control need replacing. **(This is not covered under warranty)**

### Motorised (Not responding)

- Check all power to your home is functioning.
- Replace the batteries in the controller. **(Not covered under warranty)**

### Battery Type Required:

- Somfy Remote – Energizer CR 2430 Lithium battery (3V) Available from supermarkets and jewellers. Life expectancy- Approximately 12 months for all batteries.

## MOTOR CUT OFF

### Motorised

- The motor has a built in thermal cut off. Continual use will over heat the motor and activate the cut off. It will take 30-45 minutes to cool down. After which you can operate as normal.

**IMPORTANT:** To prevent damaging the motors:  
**DO NOT** retract awning if wet and **DO NOT** direct water towards the top when cleaning.

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# FOLDING ARM AWNINGS CONTINUED

## MOTION SENSORS

- The batteries 2 x Duracell (AAA) 1.5V (Alkaline) at some stage will need replacing (Not covered under the warranty). To do this remove the sensor from the bottom rail by sliding it to one side, once detached, using a flat screwdriver, remove the inner casing, this will expose the battery. Batteries can be sourced from supermarkets.
- To check if the batteries are working press the red button. If power a red LED light will display. If no power it will not.
- If the awning is automatically retracting every 45mins to 60mins this is a signal the batteries are losing power and need to be replaced. **(This is not covered under warranty)**
- The sensor is set during installation to its best position and is not to be re adjusted by anyone other than an expert.



- To remove the cover from the Eolis 3D Sensor. Slide the cover to the left. It will move about ¼ inch then release. Lift and the cover will detach. (See pic 7)

## GENERAL CARE

- All moveable parts are self-lubricating and do not require maintenance.
- For maximum strength, use awning fully extended.
- Do not leave awning out overnight or unattended.
- Do not leave out in windy conditions.
- Do not leave out when raining.
- Do not fasten the front of the awning.
- They are designed so load is spread in light winds. Fastening the front will cause stress on the awnings fixings resulting in irreparable damage.
- Do not hang items on the arms or front rail.

**IMPORTANT:** To prevent damaging the motors:  
**DO NOT** retract awning if wet and **DO NOT** direct water towards the top when cleaning.

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# CARBOLITE & KINGSTON AWNINGS

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## CLEANING

- Regular hosing will remove the majority of dust.
- Warm soapy water and a soft cloth can be used to remove stubborn dirt.
- **Do not use** industrial cleaners, household sprays. They will damage the surface and remove the UV protection on carbolite panels.

## CREAKING

- With extreme heat or cold and sudden changes in temperature, creaking may occur. This will stop once temperatures settle down.

## GENERAL CARE

- The support arms are not designed to take extra weight. Hanging baskets, ornaments etc. should not be attached.

## PANELS HAVE MOISTURE

- Carbolite panels can retain moisture. This will dissolve once the sunlight is on it.

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# EZIPS & ZIP SCREENS

## CLEANING

**PVC Materials:** Wash regularly with cold water and dry with a soft cloth.

- **DO NOT SCRUB** or use household cleaners.
- Every 6 months use "PVC" cleaner. Wipe off with soft cloth.

**Sunscreen Materials:** Regular hosing or for a more thorough clean. ½ cup mild detergent with ½ cup household bleach in 5 litres of water.

## GENERAL CARE

- eZips can be left down in winds up to 70km per/hour.
- Zip Screens can be left down in winds up to 50km per/hour.
- Blinds must be retracted if winds exceed their limits.

## ROLLING UP DOWN

### eZips

- **Manual operation:** Is designed to be fully up or fully down, not part way.
- **Crank & Motorised:** Can be raised/lowered to any height.

### Zip Screens

- **Manual operation:** Will stop at any height. Operate blind from the middle. Using blind from edges can cause blind to roll up unevenly.
- **DO NOT OPERATE FROM THE SIDE.**
- **Bottom Clips:** To release the locks push down on the bottom rail then operate the release mechanism and pull upwards.
- **Crank:** Can also be raised/lowered to any height.

**MOTORISED OPERATING eZips Motorised:**  
**Remote:** There are 3 positions, up, neutral and down.

- Press either the up or down but do not continue to hold the button down. Remove your finger as soon as the folding arm moves.
- To stop at any position press the neutral button.

### Motorised (Not responding)

- Check all power to your home is functioning.
- Replace the batteries in the controller. **(Not covered under warranty)**

**Battery Type Required: Somfy Remote – Energizer CR 2430 Lithium battery (3V) Available from supermarkets and jewellers. Life expectancy- Approximately 12 months for all batteries.**

## MOTOR CUT OFF

**Motorised** The motor has a built in thermal cut off. Continual use will over heat the motor and activate the cut off. It will take 30-45 minutes to cool down. After which you can operate as normal.

**IMPORTANT:** To prevent damaging the motors:  
**DO NOT** roll blinds up if wet and **DO NOT** direct water towards the top when cleaning.

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# ROLLER SHUTTERS

## CLEANING

- Wash regularly with water and mild detergent; a soft brush or soft cloth.
- When rinsing **DO NOT DIRECT WATER TOWARDS THE TOP OF THE SHUTTER** as this may damage the motor.
- **DO NOT** use household cleaners.

## CLOSURE

- Often shutters need several ups and downs before the slats settle in and close completely.

## GENERAL CARE

- Check windows are closed and free of obstacles.

## MOTOR CUT OFF

### Motorised

- The motor has a built in thermal cut off. Continual use will overheat the motor and activate the cut off. It will take 30-45 minutes to cool down. After which you can operate as normal.

## OPERATING

### Motorised: Switch:

- There are 3 positions, up, neutral and down. Rotate the switch to either position.
- The shutter is set to automatically stop either fully up or fully down.
- To stop the shutter at any other position, turn the switch to the neutral position.
- Always return switch to neutral position after use.

### Motorised: Remote:

- There are 3 positions, up, neutral and down.
- Press either the up or down but do not continue to hold the button down. Remove your finger as soon as the shutter moves.
- The shutter is set to automatically stop either fully up or fully down.
- To stop at any position press the neutral button.

### Motorised (Not responding)

- Check all power to your home is functioning.
- Replace the batteries in the controller. **(Not covered under warranty)**

### Battery Type Required:

- Somfy Remote – Energizer CR 2430 Lithium battery (3V) Available from supermarkets and jewellers. Life expectancy- Approximately 12 months for all batteries.

**IMPORTANT:** To prevent damaging the motors:  
**DO NOT** raise shutters if wet and **DO NOT** direct water towards the top when cleaning.  
**Be wary of water sprinklers located near roller shutters.**

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# ROLLER BLINDS

## BEFORE OPERATING

- When rolling your blind up check the window is clear of obstacles such as window handles or window locks.

## BLIND BANGING IN WIND

- While the window is open the blind can bang on the frame.

## BLIND FALLEN DOWN

- This usually caused by curtains rubbing on the side of the blind which makes the plastic serrated wheel rotate.
- Make sure the blind is clear of all other window covering.

## BLIND IS ROLLED THE WRONG WAY

- Pull the chain to lower the blind and continue doing this even though the blind is at the bottom. The blind will then begin to roll up on the correct side.
- To avoid the material rolling the wrong way. Do not pull the blind up/ down too far.

## CHAIN OPERATION

### To use:

- Gently pull on the chain with a smooth even motion.
- Do not jerk the chain as this will cause the blind to run off to one side.
- Holding the front of the chain and pulling downward will raise the blind.
- Holding the back of the chain and pulling downward will lower the blind.
- Pulling the chain to the side can cause the chain to break or detach from the blind.
- Pulling the blind from the bottom rail will cause the rail to detach. Only operate from the chain.

When rolling up, stop just before the blind reaches the top. Pulling too far may cause the blind to roll over the top and get caught.

When lowering the blind, stop just before it touches the ground as this can cause it to move out of alignment and not roll up straight.

Chains are fitted with stoppers so the blind cannot be rolled down too far. Metal chain stopper can pull through the sidewinder at the top.

Once the stopper touches the sidewinder stop pulling the chain.

**How to operate narrow blinds:** Very narrow blinds have a tendency to run to one side and may need to be guided as they're rolled up. While pulling the chain, hold the bottom rail and guide the blind as it rolls up.

## CHAIN STRETCHED

- Due to the construction of all chains, there will be stretching. This is not a fault with the product.

## CLEANING

- Use warm soapy water. Gently wipe with a soft cloth.
- **DO NOT SCRUB.**
- Make sure blind is completely dry before rolling up.

## MATERIAL

- All materials need time to acclimatise.
- **Issues during a settling in period are;** curling at ends and puckering. Its best to pull blinds completely down when using, this will allow the material to settle. Depending on weather conditions fabrics can take up to 3 months to settle.
- **Puckering along the bottom rail** is a result of using bottom rail spline. It is not a manufacturing flaw and cannot be eliminated.

**IMPORTANT:** Our fitters are legally obliged to fit cord tensioners on chains that fall below 1600mm from the ground. **This is not negotiable.**

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# ROLLER BLINDS CONTINUED

## MOTORISED OPERATING

### Motorised: Switch:

- There are 3 positions, up, neutral and down. Rotate the switch to either position.
- The shutter is set to automatically stop either fully up or fully down. To stop the shutter at any other position turn the switch to the neutral position. Always return switch to neutral position after use.

### Motorised: Remote:

- There are 3 positions, up, neutral and down.
- Press either the up or down but do not continue to hold the button down. Remove your finger as soon as the blind moves.
- The blind is set to automatically stop either fully up or fully down.
- To stop at any position press the neutral button.

### Motorised (Not responding)

- Check all power to your home is functioning.
- Replace the batteries in the controller. **(Not covered under warranty)**

### Battery Type Required:

- Tube Remote (1-5 Channel) - Duracell AAA (1.5V)
- Tube Remote (15 Channel) - Duracell MN 27 (12V) Alkaline
- Somfy Remote – Energizer CR 2430 Lithium battery (3V) Available from supermarkets and jewellers. Life expectancy- Approximately 12 months for all batteries.

## REINSTALL BLIND

- With the blind rolled up.
- Insert the chain side onto the bracket keeping the covered part of the chain control on top.

- The idle end, sit the pin at the base of the slot on the bracket. Push the blind into the centre of the slot. You will hear it click when locked in place.

## REMOVING BLIND

### To remove or take down a blind operated by side chain:

- On opposite end to chain locate a clear plastic serrated wheel.
- Rotating the wheel will retract the pin which sits in the bracket.
- Once the pin has retracted, the blind will drop. Ensure you are supporting the blind.

## SPRING OPERATION

### To use:

- Always use from the centre pull attached to the blind.
- Pulling from the side will damage the material and cause the blind to run at an angle.
- Never let go of the blind. This can cause the blind to jump out of its brackets and damage the material.

**Blind pulled down too far:** If you can see the aluminium tube at the top then you've pulled it down too far.

**How to rectify if blind pulled down too far:** Blinds with the material rolling over to the back of the blind have a spring on the left side. Lift the left side out of the bracket rotate the roller (keeping material running at the back) until the material is completely around the roller.

Replace it into the bracket to begin using. Repeat this process until there is enough tension on the blind. Blinds with the material running over the front have the spring on the right.

## 'V' IN THE BLIND

- All blinds over 2200 will have varying degrees of 'V'ing which cannot be eliminated.

**IMPORTANT:** Our fitters are legally obliged to fit cord tensioners on chains that fall below 1600mm from the ground. **This is not negotiable.**

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# ROMAN BLINDS

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## CLEANING

- Some fabrics can be cleaned with water, mild detergent and using a soft cloth.
- **DO NOT** use house hold cleaners. Contact our office for confirmation on fabric type.
- **“NEVER SCRUB”**: Suede can be cleaned using a “Gum” rubber. Gently rub where the mark is until gone. Excessive rubbing will cause damage.

## CORNERS

- When installed to an internal corner one blind needs to sit in behind when pulled up. You will need to push fabric in at the corner side while lifting. The other option is to raise blinds to different heights.

## GENERAL CARE

- **DO NOT** use house hold cleaners.
- Ensure window winders and locks are clear of blind when raising and lowering.

## MATERIAL

- All materials require time to acclimatise.
- Most waves and creases will drop out during the first 3 months.

## MATERIAL TO DROP

- The blind will drop up to 20mm after installation.
- The time this takes varies depending on the type of material, the size of the blinds and the time used in the up and down positions.
- Leaving the blinds fully extended during the first month of installation will assist the material to drop.

## OPERATING

- To lift, pull on the cord until the blind is at the preferred height then wrap cord around rope cleat; this will keep blind at height. Cleats are mounted on the left or right hand side of the architraves. When lifting blind ensure that battens don't catch on cleat as this will cause damage to blinds.
- If blind has a “cord lock,” slowly release the cord and the cord lock will activate.
- **Chain drive**: Pull on chain in a vertical motion until blind is at desired height. (Do not pull sideways).

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# VENETIAN BLINDS

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## CLEANING

- Gently wipe slats with a soft cloth or feather duster.
- House hold cleaning agents such as “Spray and Wipe” cause damage to the paints by removing the protective coating.

## GENERAL CARE

- Remove blind from bottom hold down clips when fitted before attempting to raise.
- Rotate slats to the open position when raising and lowering.
- Always raise blind when using window winders or window locks.
- Long blinds and wide blinds will not close completely and will require 2 people to raise and lower.

## OPERATING

- To raise, gently pull down on the cord. When the blind is at a desired height move the cord towards the outside edge of the blind, this will engage the cord lock. Slowly release the cord.

**To lower:** Pull down on the cord and move cord towards the centre of the blind then slowly release the cord. To stop the blind move the cord towards the outside edge of the blind.

## SLATS BOWING

- Timber and imitation timber need time to acclimatise.
- During the first 3 months the slats will change as they settle into the new environment and temperature. During this period the slats will move in and out of shape but will settle over time.

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# VERTICAL BLINDS

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## CLEANING

- Some fabrics can be cleaned with water, mild detergent and using a soft cloth. **DO NOT SCRUB** or use household cleaners. Contact our office for confirmation of fabric type.

## GENERAL CARE

- Keep obstacles clear.
- Draw blades away from open windows.
- Don't hang obstacles from the tracks.
- Keep cats and dogs clear of hanging slats.

## OPERATING

- To open, rotate chain until blades are in the open position at 90 degrees then gently pull on the draw cord until blades are all the way across.

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## OUR MISSION STATEMENT

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**If you have any questions about the information in this guide, or wish to pose additional questions, call A1 Blinds on FREECALL number 1800 625 481.**

Our mission has always been to build a successful business based on service, that all staff feel a part of and enjoy working in.

To build a successful business, we need to understand how important existing customers are and the importance of creating new long term customers.

The word 'Service' in many ways, be it through our showroom staff, the showroom atmosphere, our sales staff, our manufacturing and installation staff.

Each one of these areas leaves a lasting impression on our customers and each staff member knows the importance of making our customer feel special. We are prepared to go to great lengths to keep our customers and have them coming back.

Many companies only want to hear when customers are happy. At A1 Blinds we want to know if you're happy or unhappy. We thrive on challenges, so let us know and put us to the test, we know you'll be glad you did.

**This is why our mission is:**

***'To find new and better ways of creating excellent customer service.'***

**A1Blinds**  
*The Best Blinds Under The Sun*



*Showroom open hours:*  
Open Monday to Friday  
9am - 5pm



9544 1122 - 1800 625 481



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