

## WARRANTY

### PREMIUM SAVILLE

Our premium range of cafe style umbrellas comes available in two ranges, square and round.

Warranty covers against manufacturing defects on the frame for a three year period.

### CLASSIC CAFE

The classic cafe range is made suitable for most table umbrella mounts with its compact 38mm center pole.

The acrylic fabric features a three year fade resistance warranty and 12 months is offered on the frame for manufacturer defaults

### CANTILEVER

The Cantilever range features full 360 degree rotation and height adjustment.

Warranty period is 12 months and covers manufacturer defaults.

### 100 SPANISH SERIES

Flare Shade's heavy duty range of commercial grade umbrellas. The square and octagonal shape with a 100 x 100 x 3mm diameter center support pole.

Warranty covers the frame for four years on any manufacturer defaults and five years on the spanish recasens fabrics against color fading.

### 200 SPANISH SERIES

The 200 Series are our Super Heavy Duty range with the largest support profile, measuring 105 x 105 x 9mm in diameter. Four years warranty period covers the frame against defects and manufacturer defaults and five years on the canopy fabrics against early color fading.

### 300 PVC SERIES

PVC Heavy Duty umbrellas are a super heavy duty range that feature poly vinyl canopy fabric for maximum protection from the elements.

Five years of warranty period is offered on the frame against manufacturer defects and defaults. Five years applies to PVC fabric against undue color fading.

### Flare shade umbrella warranty excludes cover for:

- Deterioration due to abuse, neglect, vandalism, burns of any kind, fires and natural disasters.
- Lack of matintenance or inappropriate use.
- Damage due to use of solvent or hardbrushes.
- Damage due to enviromental or phytosanitary pollution, organic dirt prduced by animals.
- Assembly defects or user error.
- Damage due to placing objects on top, or dropping.
- Unusual atmospheric conditions suchas ray, storms, etc.

UMBRELLA	WARRANTY
PREMIUM SAVILLE	3 Years
CLASSIC PATIO	12 Months
CANTILEVER	12 Months
100 SPANISH SERIES	4 Years
200 SPANISH SERIES	4 Years
300 PVC SERIES	5 Years

*Is your Umbrella not listed? Contact us for warranty information.*

## MAINTENANCE & CARE

Each Flare Shade umbrella should be packed down during inclement weather conditions such as torrential rains, high strength winds or hail. This is to protect the canopy, prevent unintended load on the rib bar supports and maximize the lifetime of your umbrella.

The best way to maintain your umbrella for long life is regularly cleaning the top when required and keeping the framework free of dust or moisture. You can wash the canopy fabric with a generic solution of detergent and warm water, using a mop to reach all sides of the material whilst the umbrella is fully extended. Allow the canopy to fully air dry before closing and packing down.

The frame components should be patted dry with a towel or cloth if exposed to excess moisture, then sprayed with silicon at the join between ribs and center pole to allow smooth operation.

## REPAIRS & SPARE PARTS

Should any Umbrella be damaged, contact the the Flare Shade office. We will assess the damage and either suggest a repair center, or advise that you return the item to our Warehouse/ Office. In the case of a warranty claim, Warranty Claim Forms are available on our website.



FLARE SHADE PTY LTD  
2-37 Glenmore Drive,  
Warkworth, Auckland

**call** 0800 424 313  
**email** admin@extrememarquees.co.nz  
**web** www.extrememarquees.co.nz

# FLARE SHADE

## UMBRELLA MANUAL

### IMPORTANT INFORMATION

### WARRANTY POLICY

### RETURNS POLICY

### MAINTENANCE & CARE

### REPAIRS & SPARE PARTS



## PREMIUM SHADE SOLUTIONS

*Flare Shade provides Contemporary Premium Shade Solutions. Our range of umbrellas are engineered for high performance and designed for long-term durability.*

**web** www.extrememarquees.co.nz

**call** 0800 424 313

**email** admin@extrememarquees.co.nz



## PRODUCTION & DELIVERY TIME FRAMES

Flare Shade will endeavor to meet all customer due dates and deadlines. However, as there are many aspects out of our direct control such as third party delivery providers, we can not guarantee a due date. As such, Flare Shade does not accept liability for any missed due date nor do we accept any refund request based on this premise.

Flare Shade has an outstanding reputation for meeting the tightest due dates and our team will continue to strive to be leaders in this aspect.

## RETURNS POLICY

### 100% Satisfaction Guaranteed

As part of the Flare Shade experience, it is our commitment to provide superior products. If you are not completely satisfied with your Flare Shade purchase for any reason, we will make it right.

You can return your product for a replacement or refund within thirty (30) days of your purchase. The product must be in new, unused condition.

Flare Shade does **NOT** accept returns for any custom printed products unless the custom printed product has a fault under our manufacturers warranty.

Flare Shade's guarantee does not cover ordinary wear and tear or damage caused by improper use, naturally caused accidents, storm, rain, or wind gusts.

If you have received your Flare Shade purchase and it has a manufacturing defect in the materials or workmanship please fill out our warranty claim form available on the website and email it through to [admin@flare-shade.com.au](mailto:admin@flare-shade.com.au)



## IMPORTANT INFORMATION

Your Marquee is supplied with steel pins and tie down ropes. These **MUST** always be attached. For use on hard surfaces, weight plates, water weights or sandbags **MUST** be used. These are accessories and need to be purchased separately.

All roof tension straps **MUST** be attached and tensioned. These hold down methods will maximize safety, however, due to the unpredictable nature of weather, they will not prevent damage.

All marquees are considered temporary structures and **MUST** be packed down and stowed away in any adverse weather conditions such as storm, rain, wind or other forces of nature.

## INSTRUCTIONS

Please refer to 'Set- Up' instructions supplied within boxes, via order confirmation or if lost or cannot be found please go to - <https://www.extreme-marquees.com.au/resource-centre/>

## WARRANTY

Warranty covers manufacture's defaults only. Warranty does **NOT** cover products or parts which have been altered or modified in any manner. This warranty does **NOT** apply to damage caused by wind, rain, storms or other forces of nature, nor does it cover accidental or deliberate damage of the product. Damage caused by these events may be covered under your home or business insurance policy. This warranty does **NOT** apply if the set up of the product does not conform to the product instructions. This express warranty is provided in lieu of all other warranties, expressed or implied.

Extreme Marquees is **NOT** responsible for products damaged in transit.

If you are making a warranty claim for a manufactures fault for reason other than above, please complete our warranty claim form - <https://www.extreme-marquees.com.au/resource-centre/> and email it through to - [logistics@extreme-marquees.com.au](mailto:logistics@extreme-marquees.com.au)

Please complete and return with photos of the manufactures fault.

Alternatively, please fill out the Replacement Parts form and we will arrange a quotation and dispatch parts as soon as possible - <https://www.extreme-marquees.com.au/marquee-spare-parts/>