



SWITCHBACK CREEK  
at Sun Peaks

# WINDOW COVERINGS

# VISTA SHADES

## General Warranty

VistaShades believes in providing the best possible quality products to fit all our client's requirements and budgets.

We strive to work with manufacturers that can provide us with the best possible warranties to ensure your purchase is protected and covered. Furthermore, in the event of damages/potential repairs VistaShades personally looks after all warranty claims and service work.

In the event of requiring service work such as repairs or warranty claims to your product proof of purchase must be provided along with warranty agreement. All products sold by VistaShades will be covered under the manufacturer's warranty for as long as the original purchaser owns the product. If you are not the original purchaser of the product but are still in need repairs/ service work, please refer to our Service fee portion of the warranty. In the event of a component malfunction or defect in the material / fabric our manufacturer's warranties will cover the cost of replacement for all necessary pieces to return your product to a working / complete state. However, the manufacturer's warranties do not cover the cost of shipping charges, labor to fix the product or for product removal and re-installation trips.

## Service and Repairs

All service calls and repairs that require sending product back to the manufacturer will be subject to a minimum shipping charge of \$45 depending on the total quantity and size of the product. All onsite charges for work to remove, service or re-install the damaged / malfunctioning product that is covered under manufacturer's warranties will be at the discretion of your Vista Shades representative. If the damaged product in question is not covered under the manufacturer's warranty then onsite charges for work to remove, service and re-install the product will be billed at a minimum 1-hour charge of \$80.00. For every additional hour spent onsite there will be a charge of \$50.00 per hour. At the time of the initial site visit to assess potential repairs / service work to products that are not covered under manufacturer's warranties a credit card must be supplied so all necessary costs can be charged at the time of completion.

## Travel fees for warranty / non warranty workorders

In the event of warranty / non warranty service work and installations travel fees will be charged at your Vista Shades representative's discretion based on the following parameters:

-If the jobsite is over 60 kilometer's round trip

Distances over 60 kilometers round trip will be subject to a charge of \$0.50 per kilometer over and above.

-If the service work / installation cannot be completed in one site visit due to jobsite complications outside of Vista Shades control.

-If site visit is due to owner error or owner mishandling of product

-If the service work is outside of the Vista shades Representative district / territory

## **Cleaning and Maintenance**

### **Shutters and Horizontal Blinds**

Use a clean, dry feather duster, cloth or vacuum with brush attachment to gently remove dust and debris. To ensure thorough cleaning, wipe the louvers or slats in the open and closed positions. Do not immerse the product in water or use abrasive chemical solvents. This may cause discoloration and the wood to warp. Ultrasonic cleaning is not recommended. For best results on Woodlore® Shutters use a cotton cloth dampened with water. Polyester cloths tend to create static, which can attract dust.

### **Honeycomb Cellular Shades**

Use a clean, dry feather duster, vacuum with a brush attachment or compressed air/hair dryer at a cool setting to remove dust and debris. For spot cleaning, use a soft cloth or sponge moistened with lukewarm water. Add mild detergent if needed. Blot gently to avoid creasing the shade. Dry in the lowered position.

For significant residue build up, professional ultrasonic cleaning may be used.

### **Roller Shades**

Roller Shades are designed for sustainability. Occasional dusting is still recommended as it will help maintain the beauty of your shades.

*Proper ways to clean Roller Shades:*

- Use a duster to remove any light dust.
- Use a vacuum with a soft brush attachment or a handheld vacuum to remove dust and debris.

*Spot Cleaning:*

- Fabrics cannot be dampened, or spot cleaned. Water will damage the fabric.
- Screens materials can be spot cleaned with a damp cloth. If necessary, a mild detergent can be used and then rinsed thoroughly. Always allow the shade to dry completely in a lowered position before operating.

*Do not iron roller shade fabrics.*

## **Roman Shades**

Roman Shades can be cleaned by handheld vacuum, spot cleaning or dusting. For spot cleaning use a soft cloth or sponge moistened with lukewarm water. Add mild detergent if needed. Blot gently to avoid creasing or damaging the fabric. Rubbing can damage the fabric. Iron low- medium if necessary. Do not iron 100% silk, 100% linen/cotton blend, or 100% cotton fabrics.

## **Awnings/Pergola Structures**

It's not just the awning fabric that gets dirty, but also the frame. There's no need for aggressive chemicals to clean the various elements. Any dry dirt can simply be brushed or vacuumed off. This is also how to clean the fabric of the awning. Loose dirt is best removed regularly with a hand brush. This keeps the operating elements and the basic frame of your awning clean, which significantly improves its functionality.

Mould and dirt stains have little chance of forming on the awning fabric if it is regularly brushed clean, as this prevents the build-up of green deposits and moss which could retain moisture in the fabric.

After sweeping off any dry dirt, the awning should be thoroughly damp-cleaned. This is done with a soft scrubbing brush or sponge. With a ladder and a telescopic handle, you'll be able to reach all elements easily. Use a garden hose to wash off solid dirt. Warning: Under no circumstances should you use a high-pressure cleaner to clean your awning fabrics, as this could damage them.

Our expert tip: Use a soft sponge and a weak mixture of mild detergent and lukewarm water (max. 40° C). Work this mixture into the awning fabric until the lather breaks down the dirt. Afterwards, simply rinse with clean water. Please avoid the use of harsh cleaning agents that could damage the waterproofing of the fabric, so that you continue to enjoy protection from the rain.

After damp-cleaning, it is important to let the clean fabric dry completely. Only then should you retract the awning. If awnings are retracted when damp, the fabric cannot dry and water stains will form, causing discoloration. What's more, damp is conducive to mould growth.

Another tip: Pick a warm, sunny day for cleaning – it takes much less time for the fabric to become completely dry.



## **NORMAN® PROMISE**

We build quality into every Norman® product to ensure long term performance and value.  
The result is a trouble-free product ownership experience.

## **LIFETIME WARRANTY**

Norman® products are backed by a lifetime warranty against defects in materials and/or workmanship for as long as the original purchaser owns the product.

Please see below to obtain warranty service and be informed of certain exceptions to the warranty.\*

### **TO OBTAIN WARRANTY SERVICE:**

Warranty claims must be accompanied by proof of purchase as well as details regarding the nature of the problem. To obtain warranty service, please contact your servicing retailer.

Repair or remake of defective products is the sole remedy under this warranty and in no event shall Norman or its licensed distributors or retailers be liable for costs to remove and/or reinstall the product. Repairs will be made with only like or similar parts. This warranty does not include shipping charges, costs of labor for measuring, installation, or trip charges.

### **\*EXCEPTIONS:**

This warranty does not cover any conditions caused by normal wear and tear, unauthorized repairs, accidents, alterations, misuse, abuse, exposure to the elements, excessive humidity, fading, failure to follow instructions for measurement, installation, cleaning or maintenance.

Discoloration or fading, chipping or cracking, caused by exposure to the elements (sun, moisture, water) is normal on paints, stains, OSMO natural plant-based finish, and textiles and they are warrantied for 3 years. (Exception: Woodlore® and Monterey™ Shutters are under warranty for lifetime.) Motorized components are under warranty for 5 years. Cords are under warranty for 7 years against fraying. San Clemente Blinds & Honeycomb Shades are warrantied for 3 years. Commercial/contract orders are excluded from this warranty.

This warranty is exclusive and in lieu of all other obligations, liabilities or warranties. All other warranties, both expressed and implied, are explicitly disclaimed. In no event shall Norman Window Fashions® or Norman® distributors/retailers be liable or responsible for incidental or consequential damages, or for any other direct or indirect damage, loss, cost, expense or fee. Some states do not allow the exclusion or limitation of implied warranties, or incidental or consequential damages, so the above limitation may not apply to your state.