

WARRANTY & CARE GUIDE



Thank you for choosing MIY Outdoor. Our products are built for Australian conditions and come with strong warranties. This guide explains your warranty coverage, how to register your product, how to care for it, and the process for making claims.

01. WARRANTY SUMMARY

- **Outdoor Blinds:** 5-year limited warranty on structure, fabric, and parts
- **Folding Arm Awnings:** 1-year warranty on structure; 5 years on Somfy motor, fabric, and cassette.
- Warranty covers manufacturing defects, not damage caused by incorrect installation, misuse, or weather beyond recommended care.

02. WARRANTY REGISTRATION

To activate your warranty, you must register your product:

- Install the product correctly.
- Take photos of all main brackets, mounting points, and fixings.
- Complete and sign the Warranty Registration Form.
- Email the form and photos to MIY Outdoor.

03. WARRANTY CLAIMS

If you believe your product is faulty, notify MIY Outdoor in writing.

- The product or component must be shipped back at your cost.
- If a defect is confirmed, MIY will repair, replace, or refund and reimburse your freight costs.
- If no defect is found, freight costs remain your responsibility.

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04. CLEANING & MAINTENANCE

Proper care extends the life of your blinds and awnings and ensures warranty coverage.

➤ **Outdoor Blinds:**

- Clean with mild soapy water and a soft cloth. Rinse with clean water.
- Do not use high-pressure cleaners, harsh chemicals, or abrasives.
- Keep channels, gearboxes, and locking rails free from dust and debris.
- Inspect brackets and fixings every 6–12 months.
- Retract blinds during storms or strong winds.

➤ **Folding Arm Awnings:**

- Brush off loose dirt regularly.
- Clean fabric with mild soap solution and a soft brush, then rinse.
- Do not use bleach, solvents, or harsh detergents.
- Lubricate moving joints annually with silicone spray.
- Check brackets, bolts, and wall fixings annually.
- Retract awning during rain, storms, or strong winds.

➤ **General Tips:**

- Do not leave products extended for long periods when not in use (e.g., holidays).
- Never hang items from blinds or awnings.
- In coastal areas, rinse with fresh water monthly to prevent salt corrosion.

05. WEATHER CARE DISCLAIMER

Outdoor blinds and folding arm awnings are designed to provide shade and comfort, but their wind resistance varies depending on size, projection, mounting height, and the environment (e.g. coastal, exposed, or sheltered areas).

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05. WEATHER CARE DISCLAIMER

As a general rule, larger blinds and awnings handle less wind than smaller units. The greater the fabric span or projection, the lower the safe wind tolerance.

To protect your investment and ensure warranty coverage:

- Always retract blinds and awnings during storms, strong winds, or when away from home.
- Products should not be left extended in wind conditions that cause visible strain (e.g. fabric pulling, frames flexing, or rattling).
- Each installation is unique; it is the Client's responsibility to assess local conditions and retract products before damage can occur. MIY Outdoor accepts no responsibility for damage caused by wind exposure beyond reasonable conditions for the size and environment of the product.

06. TERMS & CONDITIONS

This Warranty & Care Guide is a summary only. All warranties are subject to the full MIY Outdoor Terms & Conditions of Trade, available on our website or on request.