Window Treatments NZ Ltd

Stylish Blinds, Shutters, Awnings, Louvre Roofs & Insect Screens

P O Box 6260, Upper Riccarton, Christchurch 8442, New Zealand
Phone: 0800 36 36 39 Website: www.window-treatments.co.nz

Warranty
Curtains, Blinds, Awnings, Shutters, Louvre Roofs & Insect Screens

1. The Company (Window Treatments NZ Limited) warrants that it will repair or make good any defects in materials or workmanship brought to its notice within a three-year period from the date of installation.
2. Following notice of a warranty claim, the Company shall have the right at a time convenient to both parties, to inspect the product.
3. If notice is not given within this three-year period the claim shall be deemed to have been waived.
4. No claim shall be accepted if any attempt to repair the defective goods is made by any person or persons not authorised by the Company to complete the repairs.
5. No claim shall be accepted if the defective goods have been modified or incorrectly maintained or incorrectly operated (refer to Product Operation & Owner Maintenance Guide).
6. Claims after the three-year warranty period will be charged at the normal labour and travelling rates at the time of the claim, plus the cost of any parts or components required.
7. Blinds, Securos, Shutters, Awnings, Louvre Roofs and Insect screens installed in coastal areas will require additional maintenance by the owner to minimise deterioration and corrosion. For coastal areas we recommend regular (6 monthly) lubrication and cleaning of chain drives, metal parts and all components.
8. For Louvre Roofs in addition to clause 7 above, we recommend regular (monthly) removing & cleaning of all debris from the louvre roof gutters and louvres (refer to Product Operation & Owner Maintenance Guide).
9. Failure to clean and maintain products as per clauses 4, 7 & 8, will void the three-year warranty.

How to obtain service? Please notify Window Treatments NZ Ltd writing to your local branch or to: service@window-treatments.co.nz or phone 0800 36 36 39

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Product Operation and Owners Maintenance Guide

■ VERTICAL BLINDS & MYSTIQUE CURTAINS

PRODUCT OPERATION

Always use the control mechanisms in the vertical position. Always rotate the vanes/curtain to the open position prior to operating the pull cord or wand. Be careful to avoid the interlocking of vanes where two tracks meet.

OWNER MAINTENANCE

If the Vertical blind vanes appear out of alignment, simply rotate the vanes to the closed position then pull on the control chain (or twist the wand) firmly to close them even further. This action activates the self-aligning gear which will make a loud ratchet noise. Repeat this process in the other direction until the vanes become re-aligned.
If the vanes of the Mystique appear out of alignment, adjust as follows:
Draw the curtain to completely cover the entire window/track. Then draw the curtain/blind back across the track approx. 200mm. Then rotate the tilt chain to open then close the vanes. This process activates the self-aligning gear and once completed the vanes should be realigned.
Fabric can be cleaned with a 10% solution of mild dish washing liquid and water on a warm damp sponge. The sponge should be squeezed almost dry. The fabric should then be sponged with fresh water and dried gently with a clean towel. Avoid rubbing the fabric.
Verticals can be professionally cleaned - Refer to professional cleaning service contact details below.
If your Vertical blinds or Mystique Curtains are motorised and operated with a remote control, the remote battery will need to be changed when the red light on the remote does not light up when operating.
For all other programming or limit settings, please contact your nearest Window Treatments Branch.

■ ROMAN BLINDS

PRODUCT OPERATION

Your Roman blinds are manufactured with a continuous loop chain to operate the blind. The back of the roman blind has lifting cords attached to the fabric spines with “quick release components” designed to release if any stress or pressure is placed on the lifting cords. This feature is for child safety so it’s important that these components are not changed. Avoid allowing the Roman blind to billow through an open sliding door or window as this can damage the fabric.

OWNER MAINTENANCE

Keeping your Roman blind clean is helped by regular dusting once a week or vacuuming using the soft brush attachment of your vacuum cleaner paying particular attention to the folds heading, hems and in areas that are close to open windows or doors. We recommend sponge spot cleaning of marks using a damp cloth with mild non-coloured liquid detergent.
Roman blinds can be professionally cleaned - Refer to professional cleaning service contact details below.

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■ CURTAINS

PRODUCT OPERATION

For curtains without pull cords, gently pull on the side of the fabric to close across the curtain track, ensuring the curtain can slide freely without obstruction. For curtains that have a wand attached, hold onto the wand, and in a push or pull motion, move the curtain across the track. The wand will be clipped onto a track glide just behind the leading edge of the curtain. For a curtain track with pull cords, opening and closing the curtains can only be actioned by using the pull cords, rather than pulling on the fabric. Avoid allowing the curtain to billow through an open sliding door or window as this can damage the fabric.

OWNER MAINTENANCE

Keeping your Curtains clean is helped by regular dusting once a week or vacuuming using the soft brush attachment of your vacuum cleaner, paying particular attention to the heading, hems and in areas that are close to open windows or doors. We recommend sponge spot cleaning of marks using a damp cloth with mild non-coloured liquid detergent.
For professional cleaning, drycleaning or washing your curtains in your home please check cleaning recommendations here. We suggest contacting your preferred drycleaner for professional cleaning as Window Treatments and subsidiaries do not provide this service.
If your Curtain tracks are motorised and operated with a remote control, the remote battery will need to be changed when the red light on the remote does not light up when operating.
For all other programming or limit settings, please contact your nearest Window Treatments' Branch.

■ HONEYCOMB BLINDS / BLOCCO HONEYCOMB

PRODUCT OPERATION

For Cord lock operated blinds, stand perpendicular to the control side, while bringing the cord slightly towards you, lift and/or lower the blind in a slow and steady pace. To operate Clutch (continuous cord) controlled blinds, its best to use both hands to rotate the continuous cord to lower and raise the blind. Controlling the cordless blind by using the small handle on the bottom rail, pull up and/or down keeping the bottom rail level. Please note: When lowering your blind to the bottom sill of your window, there will be a light gap between the bottom rail holding handle and the finished sill.
For Blocco Honeycomb with pole control, ensure the pole end is carefully engaged on to the bottom rail before raising and lowering the blind.

OWNER MAINTENANCE

Window Treatments Honeycomb Blind fabrics are anti-static, so they repel dust and dirt. Dusting or light vacuuming regularly (with a soft brush attachment) is all that is needed to keep pleated blinds looking as good as new. Stains or smudges can be removed with a 10% solution of mild dish washing liquid and water on a warm damp sponge. The sponge should be squeezed almost dry. No further cleaning is necessary to maintain the blinds.
If your blinds are motorised and operated with a remote control, the remote battery will need to be changed when the red light on the remote does not light up when operating.
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■ ALUMINIUM VENETIAN 25mm & 50mm and NEW IMAGE 50mm & 63mm BLINDS

PRODUCT OPERATION

Before raising the blind, always ensure that slats are tilted fully open and where fitted, bottom rail retaining springs or brackets are released. When opening the window behind the blind, always raise the blind first. Pushing your hand through the slats only causes unnecessary wear and tear on the ladder tape and slats. For 25mm Aluminium Venetians if the wand becomes disengaged push the wand into the rod box making sure the plastic claw engages the brass rod end on the wand.
Due to the heavy nature of the 50 & 63mm New Image blinds, it is recommended that these blinds should predominantly be left in the down position with lifting to the stacked position, only for opening and cleaning of your windows.

OWNER MAINTENANCE

Keeping your blind clean is as easy as using a feather duster once a week. For any small mark/s on the blind, with a little soft detergent and warm water followed by a rinse with clean water. This procedure only takes a few minutes per blind. Horizontal blinds can be professionally cleaned - Refer to professional cleaning service contact details below.
If your blinds are motorised and operated with a remote control, the remote battery will need to be changed when the red light on the remote does not light up when operating.
For all other programming or limit settings, please contact your nearest Window Treatments Branch.

■ ROLLER BLINDS

PRODUCT OPERATION

Roller blind control chain must be kept perpendicular to the blind when the blind is raised and lowered. Do not operate the control chain at an angle as this may cause damage to the fabric.
When using the chain control make sure that the chain does not come into contact with the moving fabric as this will cause fraying to the fabric edge. Fabric edge fraying by incorrect use of the chain control is not covered by our three-year warranty.
Unsteady or fast pace control of the chain control may cause roller fabrics to track across the tube. It is always recommended to use a smooth and slow action when controlling your roller blinds.

OWNER MAINTENANCE

Use a feather duster regularly. Stains or smudges can be removed with a 10% solution of mild dish washing liquid and water on a warm damp sponge. The sponge should be squeezed almost dry.
Using a soft brush maintain the fabric track system by clearing any debris that could cause friction or jamming when operating the blind.
Roller blinds can be professionally cleaned - Refer to professional cleaning service contact details below.
If your blinds are motorised with Lithium-ion (Li-ion) rechargeable battery motors and the blinds have stopped working, just connect your charger and recharge the batteries continuously for 6-8 hours, then disconnect.
If your blinds are motorised and operated with a remote control, the remote battery will need to be changed when the red light on the remote does not light up when operating.
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■ SECURO & CAFÉ BLINDS

PRODUCT OPERATION

If your Securo or Café Blind is manufactured with clear PVC material, caution is required when lowering the blind after it has been retracted for an extended period of time such as, over the winter season. Clear PVC is prone to becoming stiff in cold conditions so if your Securo or Café Blind has been retracted for an extended period of time we recommend that when you first lower the blind, you should apply some downward pressure on the bottom rail to ensure that it lowers correctly. Securo or Café Blinds manufactured with Screen material can also be affected by cold conditions but not to the same degree as clear PVC. However, it is always prudent to check that the blind is lowering correctly.
SECURO and CAFÉ BLINDS* INSTALLED OUTSIDE MUST BE RETRACTED IN WINDS EXCEEDING 65KM/HOUR (*Securo Max limit is 35KM/HOUR).
In addition: To preserve the life of Securo and Café Blinds manufactured with Techno X, Standard Awning fabrics or PVC fabrics should be dry before retracting to the up position.

OWNER MAINTENANCE

Securo & Café blinds manufactured with PVC Material:
PVC will become cloudy over time but regular cleaning will help to extend its life. It is important to wash the PVC with fresh water and mild detergent and allow to dry before applying a suitable polish. We recommend VuPlex polish which can be purchased at your local hardware store or through Window Treatments NZ Ltd. Regular cleaning of the PVC will also assist trouble free lowering of the blind particularly after it has been retracted for an extended period of time. To preserve the life of Café Blinds manufactured with PVC fabric, the PVC fabric should be dry before retracting to the up position.
If your Securos or Café Blinds are motorised and operated with a remote control, the remote battery will need to be changed when the red light on the remote does not light up when operating the blind.
For all other programming or limit settings, please contact your nearest Window Treatments Branch.

Securo & Café blinds manufactured with Screen Material:
We recommend washing Screen Material with mild soapy water and rinsing off with fresh water. The side channels and cassette box of Securo and the bottom rail and all metal parts of Café Blinds should be regularly cleaned (especially in coastal areas) and kept free of leaves and debris to ensure no obstructions when raising and lowering the product.
Side Roll Securo insect screens, we recommended weekly vacuuming any dust and debris from the bottom track is done to ensure trouble free operation.
If your Securos or Café Blinds are motorised and operated with a remote control, the remote battery will need to be changed when the red light on the remote does not light up when operating the blind.
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■ SHUTTERS & TIMBER BLINDS

PRODUCT OPERATION

Before raising timber blinds, always ensure that the slats are tilted fully open. When opening the window behind the blind, always raise the blind first or fold back the shutter. Pushing your hand through the slats only causes unnecessary wear and tear on the ladder-string of the blind and on the hinges and pivots of the shutter.

OWNER MAINTENANCE

Keeping your blind or shutter clean is as easy as using a feather duster once a week. This procedure only takes a few minutes per shutter/timber blind. Occasionally wipe your lacquered finished products, with furniture polish and buff with a soft dry cloth to give a good lustre. Timber blinds can be professionally cleaned - Refer to professional cleaning service contact details below.
If your Shutters are motorised and operated with a remote control, the remote battery will need to be changed when the red light on the remote does not light up when operating the shutter.
For all other programming or limit settings, please contact your nearest Window Treatments Branch.

■ AWNINGS

PRODUCT OPERATION

Your installer will fully explain the operation of your 'Window Treatments' Awning. Fabric awnings are designed as a sunshade, not as a rain shelter. Always retract the awning when raining, snowing or in excessive winds.
AWNINGS INSTALLED OUTSIDE MUST BE RETRACTED IN WINDS EXCEEDING 35KM/HOUR.
In Addition: To preserve the life of the Awning It is recommended to allow Techno X & Standard Awning fabrics to dry before rolling up.

OWNER MAINTENANCE

Brush fabric when dry to remove dust and dirt. Regularly hose down and allow to dry. It is not recommended to retract an awning while wet however if you do so, at the earliest opportunity it is advisable to unroll the fabric and allow to dry. Additional care is required in coastal areas with regular (twice yearly) washing of all metal surfaces with freshwater to minimise surface deterioration/corrosion. We also recommend lubrication of all moving parts, chain drives and gears.
If your awning is motorised and has a motion/wind sensor fitted to the front bar, the battery in the sensor will need to be changed when the battery runs low. If your motorised awning retracts when there is no wind, this is an indication that the sensor battery needs to be replaced. To change the battery, click on this youtube link for instructions: Replacing your Wind Sensor Batteries (youtube.com)
For all other programming or limit settings, please contact your nearest Window Treatments Branch.

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■ LOUVRE ROOF

PRODUCT OPERATION

Your installer will fully explain the operation of your Window Treatments Louvre Roof. Control of your louvre roof is either via a handheld remote, hardwired switch, or an automation system. Ensure before opening or closing of the louvres there are no obstructions such as branches or debris that prevent the louvres from rotating freely.

OWNER MAINTENANCE

Louvre Roofs installed in coastal areas require additional care by the owner to minimise deterioration and corrosion. For coastal areas we recommend regular (6 monthly) lubrication and cleaning of drives, metal parts and all components.
In addition, we recommend regular (monthly) removing & cleaning of all debris from the louvre roof gutters and louvres.
The remote control battery will need to be changed when the red light on the remote does not light up when operating the Louvre Roof.
For all other programming or limit settings, please contact your nearest Window Treatments Branch.

■ MAGNETIC INSECT SCREENS & FIXED FRAME SCREENS

PRODUCT OPERATION

To ensure proper adhesion of the magnet frame to the window, the Magnetic Insect Screens should not be removed from the window within 24 hours from the initial installation. Removal of the magnetic screen is done by gently pulling the left or right corner at the bottom of the screen, away from the window. In most cases, when the window is closed the window latch will prevent the bottom of the screen to completely close but once the window is open and there are no other obstructions, the magnet strip will attach and seal the bottom of the screen.

OWNER MAINTENANCE

Use a feather duster regularly. Stains or smudges can be removed with a 10% solution of mild dish washing liquid and water on a warm damp sponge. The sponge should be squeezed almost dry. If the Screens have been removed for drying or cleaning, we recommend drying the screen in a shaded area to avoid damage to the mesh and distortion of the PVC magnetic frame.

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■ Motorisation

Motorised Awnings with a motion sensor: If your awning is motorised and has a motion sensor fitted to the front bar, the battery in the motion sensor will need to be changed when the battery runs low. If your motorised awning retracts when there is no wind, this is an indication that the sensor battery needs to be replaced. To change the battery, click on this link for instructions:
For all other programming or limit settings, please contact your nearest Window Treatments Branch.

■ Motorised Products

All other Motorised Products: If your blinds are motorised and operated with a remote control, the remote battery will need to be changed when the red light on the remote does not light up when operating.
If your blinds are motorised with Lithium-ion (Li-ion) rechargeable battery motors, and the blinds have stopped working, at the motor side connect your charger and recharge the internal batteries continuously for 6-8 hours, then disconnect. It is recommended not to leave on charge overnight or charging longer than 8 hours as this may damage the battery and reduce its operational life.
For all other programming or limit settings, please contact your nearest Window Treatments Branch.

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Branch Contact Information

Head Office
P O Box 6260, Upper Riccarton, Christchurch 8442, New Zealand Telephone: (03) 343-1876,

Auckland Branch and Showroom
14A Omega Street, Rosedale, Auckland 0632 Telephone: (09) 525-6555,

Hamilton (Mobile Showroom)
Telephone: 07 850 6154

Gisborne (Mobile Showroom)
Telephone: 06 867 4972

Hawkes Bay/Napier (Mobile Showroom)
Telephone: (06) 845-9180, (06) 878 2690,

Wellington Branch and Showroom
Unit 41, 55 Percy Cameron Street, Lower Hutt 5011 Telephone: (04) 570-0701,

Nelson (Mobile Showroom)
Telephone: (03) 543-8015

Christchurch Branch and Showroom
47 Mandeville Street, Riccarton, Christchurch 8011 Telephone: (03) 348-5344,

Dunedin Branch and Showroom
247 Hanover Street, Dunedin 9016 Telephone: (03) 474-0461,

Central Otago (Mobile Showroom)
Telephone: (03) 442 8409,

All Other Areas
Telephone: 0800 36 36
39 or visit www.window-
treatments.co.nz

PROFESSIONAL CLEANING - If you prefer to have your blinds cleaned professionally, we recommend Mr Sparkel Ltd in Auckland Ph 0800 11 55 37, Easy Clean Blinds in Hawkes Bay Ph (06) 876 7111 and The Blind Care Company in Christchurch (03) 377 0770