



INFINITY DRS DICKSON RESILIENT SYSTEM

Maintenance and Warranty Guide



> ABOUT YOUR FABRIC

- > INFINITY is a fabric woven from 100% solution-dyed acrylic fiber. This guarantees perfect colorfastness over time, water repellency, and optimal thermal insulation.
- > Available in large widths, INFINITY reduces the number of assembled pieces, improving the overall appearance of the product.
- > The DICKSON RESILIENT SYSTEM technology guarantees unrivalled dimensional stability.

> RECOMMENDATIONS FOR USE

The properties of INFINITY fabric make it ideal for outdoor use. Avoid the development of particular problems by following our recommendations for use:

- > On receipt, check the INFINITY fabric is taut and does not rub against the mechanism or frame. This will protect your fabric from premature ageing and the loss of its waterproof properties. These guidelines are also included in the TECHNICAL GUIDE made available to our manufacturer partners. Check these guidelines have been followed when you receive your solar protection product.
- > INFINITY is water-repellent and provides optimal protection from rain. Avoid rewinding the fabric when wet. When weather conditions make this unavoidable, extend the fabric as soon as possible (ideally within 48 hours) to dry. Stagnant water is a conducive environment to the appearance of folds and mold.
- > INFINITY is able to withstand strong wind. However, other system components (frame, motors, seals, etc.) may offer less mechanical resistance. Hanging systems may therefore compromise the strength of the product. Comply with the wind classifications supplied by your installer.
- > Avoid cooking under your fabric. Greasy fumes may gradually settle on the surface of the fabric and promote the formation of dirt and mold.
- > Adequate ventilation helps to prevent mold growth.

> CHECKING ADJUSTMENTS

INFINITY fabric may loosen and sag slightly during use. If so, ask a specialist to adjust the tension and restore the fabric to a satisfactory degree of flatness.

Occasionally check winding quality and ensure the mechanism is functioning correctly. This will reduce the appearance of creases and folds. Visual flaws do not affect the fabric's basic solar protection qualities, however.

> CLEANING

INFINITY is coated to resist inclement weather and climate stress. For this treatment to remain fully effective, clean your fabric regularly.

1. REGULAR CLEANING

Clean your fabric at least once a year to maintain its appearance.

Regular cleaning - once in spring and fall, for example - takes less time and effort, and maintains the appearance of your fabric all year round.

Worsening air pollution and a ban of certain effective but polluting cleaning products make regular cleaning all the more necessary.

After cleaning, you may repeat the waterproofing treatment; this operation restores, at least in part, the fabric's original waterproofness levels.

2. CLEANING METHOD

- a) clean on a dry and windless day for optimal results
 - b) extend the fabric
 - c) brush the fabric gently to remove the main dirt deposits
 - d) spray with mild soap*; let the soap sit for at least 10 minutes
 - e) rub the most heavily soiled areas with a soft sponge in one direction and then the other, and let the soap sit for 5 minutes
 - f) rinse off the soap and dirt with clean water using a low-pressure hose
 - g) repeat d) to f) if necessary
 - h) IMPORTANT: rinse the entire fabric thoroughly at low pressure
 - i) leave to dry before rewinding the fabric.
- > If soiling proves difficult to remove, try a specific treatment and leave the product longer (up to 30 minutes) on these areas.
- > Always RINSE the fabric thoroughly at the end of cleaning and then leave to dry before rewinding.
- > **NEVER** use abrasive cleansers, acids or solvents (acetone, toluene, perchloroethylene, etc.) or high-pressure cleaners.

** The pH levels of the soap used should be between 7 and 11.*

TEX'AKTIV CLEAN (pH 11), retailed by Dickson, is a suitable solution for all types of soiling, including stubborn stains. Contact your installer for more details.

This product category also includes general household soap, soft soap and washing-up liquid, which should be diluted in warm water.

If you make a claim on our conventional warranty, you must have carefully followed all these recommendations.

> REWATERPROOFING

- a) clean on a dry and windless day for optimal results
- b) clean the fabric (see paragraph 2. above)
- c) on the dry and clean fabric, apply a waterproofing product* by spraying it vertically or horizontally; the finer the spray, the more effective the treatment; leave to dry for one hour
- d) repeat c) by spraying the product in a sweeping motion in the other direction; leave to dry for one hour
- e) IMPORTANT: leave to dry before rewinding the fabric.

Please note:

- the waterproofing product will only be fully effective after a few days
- a fine spray (micro droplets) is more effective than a coarse spray
- warm and sunny weather (more than 25°C) is optimal to reactivate the fabric's waterproofing properties
- if you have removed the fabric to waterproof it, iron it (2 "points" or 150°C, no more) before reinstalling it to optimise the treatment

** *TEX'AKTIV GUARD*, retailed by Dickson, is a solution adapted to the waterproofing of your fabric. Contact your installer for more details.

Waterproofing products are also available in large retail outlets such as DIY stores.

If you make a claim on our conventional warranty, you must have carefully followed all these recommendations.

LIMITED WARRANTY TERMS & CONDITIONS ON 1/12/2017

ORCHESTRA* - INFINITY - ORCHESTRA MAX - OPERA - REPLAY: CONVENTIONAL 10-YEAR WARRANTY**
SUNVISION: CONVENTIONAL 5-YEAR WARRANTY

Dickson Constant warrants the rot-proof properties and colour fastness (4/5 minimum colour fastness under exposure to ultra-violet rays and bad weather conditions, according to the NF EN ISO 105 B04 standard – variations in shade over time are therefore limited) of its **ORCHESTRA* - INFINITY - ORCHESTRA MAX - OPERA** - REPLAY** fabrics for 10 years and of its **SUNVISION** fabrics for 5 years (starting from the date on which the awning is purchased).

THIS WARRANTY IS VALID UNDER THE FOLLOWING TERMS AND CONDITIONS:

For 5 years for its **SUNVISION** fabrics and 8 years for its **ORCHESTRA* - INFINITY - ORCHESTRA MAX - OPERA** - REPLAY** fabrics, **Dickson Constant** shall either replace free of charge or, at its convenience, reimburse the invoice value of the section of fabric recognized as faulty, excluding any costs or any other compensation for any reason whatsoever.

For its **ORCHESTRA* - INFINITY - ORCHESTRA MAX - OPERA** - REPLAY** fabrics, in the event of a justified complaint after the 8th year, and taking into account depreciation due to wear, the warranty will consist of a discount on the purchase of a new fabric: 30% during the 9th year and 15% during the 10th year, at the rate applicable on the day of the complaint. This rate is available on demand from your dealer. Any complaint must be sent within ten days of the defect being noticed, accompanied by the purchase invoice, via registered mail with confirmation of receipt to the retailer where the product was initially bought. He will acknowledge the defect and transmit your request to: **Dickson Constant**.

The fabric must be kept available to the experts of **Dickson Constant** or its insurance company. Replacement or reimbursement of the defective fabric does not extend the duration of the original warranty.

This limited warranty covers only the rot-proof properties and colour fastness of the fabrics regularly maintained, under normal use and environment.

CONSEQUENTLY THERE IS NO COVER FOR:

- The benefits not performed by **Dickson Constant**: sewing of the fabric, etc. ;
- Parts of the awning other than the fabric manufactured by **Dickson Constant**: valence, frame, etc. ;
- Imperfections such as mottling, waffling, folds, etc. due to handling during preparation of the awning or its installation ;
- Defects due to the aging and normal wear of the fabric ;
- The consequences of the conditions of installation, the environment or the use not corresponding to the normal conditions, uses of the profession, standards prescribed by **Dickson Constant** or the destined use of the fabric ;
- The repair of damage or defects in the fabric resulting from accidents or negligence not attributable to **Dickson Constant** or resulting from force majeure.

EXPRESSLY EXCLUDED IN PARTICULAR IS ANY DETERIORATION DUE TO:

- Faulty maintenance or the use of unsuitable products or instruments: no detergent, chemical product or solvent can be used, nor any scraper or other instrument that may damage the surface ;
- Lightning or unusual climatic or environmental conditions ;
- Atmospheric or phytosanitary pollution ;
- Soiling caused by animals ;
- Faulty assembly or handling by the user, the projection of various products, hanging objects on the fabric, falling objects, bumps, road accidents, vandalism, burns from cigarettes or other sources, fire.

This limited warranty shall under no circumstances pose an obstacle to the legal guarantees.

* Fabrics with item codes starting ORC - for example: ORC 6028 120

** Fabrics with item codes starting OPE - for example: OPE J062 120