

PRODUCT WARRANTY

for

ORION Style Cassette Awnings



Sophisticated technology, premium materials, and exceptional craftsmanship in the manufacturing process ensure many years of reliable performance and satisfaction with high-quality products from GOSS Outdoor.

Maintaining an awning ensures its longevity and functionality. Here are some key tips for awning maintenance:

Regular Cleaning

1. **Remove Debris:** Clear off leaves, branches, and dirt from the awning surface.
2. **Wash the Fabric:**
 - o **Manual Cleaning:** Use a soft brush and mild soap to clean the awning fabric. Avoid harsh chemicals that can damage the material.
 - o **Rinse Thoroughly:** After cleaning, rinse the fabric thoroughly with a hose to remove soap residue. Do not use Jet Wash.
3. **Dry Completely:** Ensure the awning is completely dry before retracting it to prevent mould and mildew growth.

Lubrication

1. **Moving Parts:** Lubricate the moving parts, such as joints and hinges, with a silicone spray or similar lubricant to ensure smooth operation.
2. **Motor Maintenance:** For motorised awnings, follow our guidelines for motor maintenance and lubrication.

Weather Protection

1. **Retract During Bad Weather:** Always retract the awning during high winds, heavy rain, or snow to prevent damage.
2. **Use a Protective Cover:** Consider using a cover when the awning is not in use for extended periods to protect it from the elements.

Seasonal Maintenance

1. **Spring Check-Up:** At the beginning of the season, perform a thorough inspection and cleaning.
2. **Winter Preparation:** Before winter, clean and dry the awning, retract it, and cover it if possible.

By following these maintenance steps, you can extend the life of your awning and keep it looking and functioning well. Regular maintenance is required to keep the warranty valid.

For full details and to view exclusions, visit [GOSS Outdoor Product Warranty](#).

1. WARRANTY COVERAGE

- **Products Covered:** ORION Style Cassette Awnings (including Orion and Orion Mini Series, excluding accessories like screws and clips).
- **Validity:** For the original purchaser only, valid for 1 year (2 years if installed by GOSS Outdoor).
- **Exclusions:** Refurbished products, those not purchased from authorised sources, and those not installed by recognised installers.

2. REGISTRATION

- **Required:** Within 24 hours of installation by GOSS Outdoor, or within 7 days of dispatch if not installed by GOSS Outdoor.
- **Register Here:** [Product Registration](#)

3. WHAT IS COVERED

- **Components:** Specific components covered; details available on the [GOSS Outdoor Product Warranty](#).
- **Natural Wear:** Colour variations or fade due to natural weathering are not covered.

4. GOSS OUTDOOR'S OBLIGATIONS

- **Repair/Replacement:** Defective components will be repaired or replaced.
- **Parts Availability:** If identical parts are unavailable, equivalent parts will be provided.

5. HOW TO CLAIM

- **Claim Submission:** Email to contact@gossoutdoor.co.uk within 30 days of discovering the defect.
- **Required Information:** Detailed description, pictures, installation date, address, installer details, and proof of purchase.

6. WARRANTY REPAIRS OR REPLACEMENTS

- **Authorised Work:** Must be carried out by GOSS Outdoor; no reimbursement for third-party repairs

7. EXCLUSIONS

- **Not Covered:** Operating noise, flaws in the fabrics such as creases or folds in the fabric due to rolling, seam ripples, fractures, staining, severe weather conditions, normal weathering, wear and tear, cosmetic damage, transport costs, misuse, improper installation, and non-approved accessories.
- **Non-compliance:** Failure to follow provided guidelines voids the warranty.

8. LIMITATION OF LIABILITY

- **Maximum Liability:** Limited to the replacement value of the defective part.
- **Exclusions:** GOSS Outdoor is not liable for unforeseen losses, acts of God, or other circumstances beyond control.

9. CONTACT INFORMATION

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A Family Tradition Brought By Generation



1 year warranty



2 year warranty installation



After sale support



Assembly services



Home delivery



Register your shading system now