

Care Instructions & Product Warranty Information for KE Awnings and Shade Systems



Photo: The Awning Company
Irvine, CA



This is important information for your KE Shading Product.
Please keep it in a safe place for future reference.



Dear Valued KE Customer:

We would like to thank you for your decision to purchase a KE shading system for your home or business. Together, with your local KE dealer, we are committed to making your purchase a pleasant experience for many years to come.

Even though your new KE shading system is virtually maintenance free, there are certain operating and care instructions that we suggest you follow. For convenient reference, these instructions are listed within this booklet.

A happy and satisfied customer is the best salesperson any company can have. We appreciate you selecting our product and hope you will tell others about the benefits you receive from your new purchase.

If you have any questions concerning the operation, care, or maintenance of this product, please contact the KE dealer from whom you made your purchase. Enjoy the comfort, beauty and function your new KE shading system.

Thank you for choosing KE, your Total Shading Solution!

KE USA, Inc.
Corporate Headquarters
445 Bellvale Road
Chester, NY 10918
888-387-2765
845-610-1100

Consumer's Responsibilities to Make Warranty Claims & Obtain Service

In order to make a claim under this warranty, contact your local KE dealer in writing. The dealer contact information can be located below, or on your contract with the dealer.

If they cannot be reached, contact KE USA Inc, at (845) 610-1100, or in writing at KE USA Inc, 445 Bellvale Road, Chester, NY 10918

Dealer Information or Attach Dealer Business Card (please print).

Dealer Name: _____

Dealer Address: _____

City: _____

State: _____

Zip: _____

Phone Number: _____

KE USA Inc.® warrants that goods sold by it shall be free from defects in materials and workmanship under **NORMAL AND PROPER USE TO THE ORIGINAL PURCHASER**, and will conform to applicable specifications and drawings, for an amount of time specified (list below) for each KE products or shade model that is produced by KE USA, Inc.®, all commencing from the date of shipping (invoice).

Paint Finish for all models is warranted for five (5) years against fading, blistering, peeling **FROM DATE OF ORIGINAL PURCHASE**.

KE products or Shade Fabric Cover - Please refer to the Fabric Warranty issued by the Fabric's Manufacturer, and the durations and exceptions listed on the next page.

Motor and electronics Somfy® Systems, MOON™ motors and Kedry Plus motor are warranted for five (5) years.

Refer to the warranty list on the next page for specific KE model warranty duration. KE USA, Inc.® liability, whether based on breach of warranty or contract, negligence in manufacture, or otherwise shall be limited to replacement or repair (at KE USA, Inc.® discretion) of the defective or nonconforming goods, or (at KE USA, Inc. discretion) refund of the purchase price thereof. This warranty shall apply, and KE USA, Inc. shall be liable for replacement, repair, or refund, only if the Buyer has given KE USA, Inc. written notice of the defect or nonconformity. KE USA, Inc. assumes no liability for results of the use of goods purchased from KE USA, Inc. Including, without limitation, their use in combination with other components, assemblies or products, or their suitability or unsuitability for a particular use or a particular environment. KE USA, Inc. makes no warranty of merchantability as to goods designated as seconds, or goods otherwise designated as not of first quality. Unless specifically indicated to the contrary, goods sold are not fire retardant and should never be exposed to intense heat or flame. Unless specifically indicated to the contrary, goods sold are not water resistant or waterproof.

Any defects in the product must be reported within the stated warranty period. If any item is replaced due to a warranty claim, the warranty is not extended on the replaced item, but rather applies to the original warranty period.

NOTE A: This warranty is non-transferable. This limited warranty applies to the original purchaser and does not cover defects caused by:

- Faulty installation, reinstallation, or service not performed by an authorized KE dealer. (An authorized KE dealer must perform any and all warranty repairs).
- Normal wear and tear.
- Damage caused by misuse or vandalism.
- Acts of nature such as but not limited to lightning, hurricanes, tornadoes, wind, hail, flooding, fire, snow loads, rain or rain accumulation.
- The Effects of salty environments on mechanical, structural, and finished components.
- Damages and or malfunctions caused by user's electrical system, if there are variations higher or lower than 10% than normal value in electrical voltage (120VAC).
- Wooden component materials which have deteriorated due to: rot caused by, micro organisms and inclemency of weather, cracks and resin leaks are considered natural occurrences and are not covered defects.
- Labor cost for the removal and reinstallation of product parts as well as maintenance and adjustments is not covered by this warranty and is the responsibility of the owner. Any defective part must be returned to KE by your local KE dealer.

KE USA, Inc. shall not be liable for any incidental or consequential damages, loss or injury. This warranty gives you specific legal rights, but you may also have additional or other rights, which may vary from state to state. Returns/Shipping charges and replacement parts are not covered under warranty. Any warranty given by any other manufacturer or supplier of goods sold or of component parts thereof is assigned by KE USA, Inc. to the Buyer to the extent permissible under law and the terms of such warranty.

See NOTE A on previous page for definition of Limited Lifetime Warranty for the following

- **Limited Lifetime Framework Warranty:** Qubica, Bella Plus, Domina, Elite Plus, Triumph, Genius® Pergolas, Space and Space Wall, Kheope and Kolibrie Sails
- **10 Year Framework Warranty:** Shed, Dome, Waterfall, Entrance/Archway, Shadow/Breeze, Exterior Screens CS0, CS4, CS5, CS6, Vertex Tension Screen System
- **8 Year Framework Warranty:** Regal
- **5 Year Framework Warranty:** Hydra and Hydra Wall, Topaz, Onyx, Pinnacle, WeatherMaster, American Classic
- **2 Year Framework Warranty:** Gas pistons on Space and Space Wall

Please note that certain wearable parts, such as, but not limited to, center support belts, cords and arm belts are subject to wear and cannot be warranted.

Fabric Warranty Durations:

10 Year: Sunbrella®, Sattler®, Phifer®, Twitchell®, AwnTex®, Mermet®

5 Year: Dickson®, Ferrari®

Clear Vinyl:

- **No Warranty: Clear Vinyl**
- The operating range for the clear vinyl is from 40 degrees Fahrenheit to 105 degrees Fahrenheit.
- KE is not responsible for the damages to units operated outside of the normal operating range. Please consider sliding glass windows if your local temperatures are outside of the range for clear vinyl.

Fabric Warranty Exceptions:

- The formation or presence of mold and/or mildew is not covered under the terms of this warranty. Mold or mildew will not grow on a non-organic fiber (acrylic, pvc, etc.) unless there is organic matter or environmental pollution on the fabric. Reasonable care should be taken to clean the fabric cover of any surface dirt or other organic matter to prevent the formation of mold and/or mildew.
- Some fading of the fabric, due to UV light exposure, is expected and is considered normal, and is not considered a flaw in material or workmanship. This fading will not degrade the serviceability of the fabric. This fading can be expected to be in the range of 12%-15% during the warranty period.
- Waffling or puckering of the fabric around or near a fabric seam/hem is unavoidable during the life of the product. This occurrence does not affect the performance of the fabric and is not considered a product flaw or defect.
- The inevitable discoloration, scarring or premature wear of the fabric of any KE product equipped with a Center Fabric Support is understood, by acceptance of this warranty, not to be covered under the terms of this warranty. Clear Vinyl has no warranty coverage.

THE FOREGOING CONSTITUTES THE SOLE AND EXCLUSIVE WARRANTY OF KE USA, INC. AND THE SOLE AND EXCLUSIVE REMEDY OF THE BUYER, AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, AS TO MERCHANTABILITY, FITNESS FOR THE PURPOSE SOLD, DESCRIPTION, QUALITY OR ANY OTHER MATTER, WITHOUT LIMITING THE FOREGOING, KE products, INC. SHALL IN NO EVENT BE LIABLE FOR LOSS OF USE OR PROFIT, OR FOR OTHER COLLATERAL, SPECIAL OR CONSEQUENTIAL DAMAGES.

User Maintenance Instructions

FABRIC: Your KE products fabric should be cleaned regularly before dirt, bird droppings, twigs, debris etc., are allowed to accumulate and become embedded into the fabric. The fabric can be cleaned without removing it from the frame by: Brushing off any loose soil Hosing off with water. If there are areas that do not come clean with this method, add mild soap to lukewarm water and lightly clean the fabric with a sponge or soft cloth. Rinse thoroughly to remove soap Let dry before retracting the KE products. (Air dry only; never apply heat or steam press) Never dry the fabric using heat or steam press. Never store your KE products or fabric in a plastic bag; this method of storage can trap moisture and promote mildew.

BRAID: Braid damage due to normal wear and tear is covered for 1 year from date of purchase.

WINTER STORAGE:

Although it is not required to remove the unit for winter storage, some homeowners choose to remove the loose hanging valance. If you remove the valance, be sure to place it in a dry, well ventilated area and away from rodents. (Do not put in a plastic bag.)

FRAME:

The framework of your KE products is made of corrosion resistant the moving parts after the unit is dry. Avoid spraying the silicone on the fabrics since this may cause discoloration. The framework may also be waxed using a non-abrasive polish if desired. When cleaning avoid spraying water on motor and/or electrical components.

MOTORS & ELECTRONICS (if so equipped):

Motors are self-contained and require no maintenance. If your motor or electronics go out of adjustment or fails to function properly, contact your local KE dealer from whom you made your purchase. Water infiltration into Somfy motor controls, Moon motor controls and Kedry Plus motor control, switches, and electronics is not covered. Hood option is recommended to prevent water damage.

RISK OF FIRE, ELECTRIC SHOCK, OR INJURY TO PERSONS:

Use caution when operating unit as you would any electronic appliance due to risk of fire, electric shock, or injury to persons.

FOR MORE INFORMATION:

If you have any questions about the care and maintenance of your KE Shading Product, visit us online at www.keoutdoordesign.com/us, under the "Consumer Info" section.

PINNACLE:

All brass pulleys need to be lubricated with white lithium grease once a year. In areas that have any kind of salt water exposure lubrication needs to be done more often.

Important Consumer Safety Instructions

Warning: It is important for your safety to follow these instructions. Save these instructions & keep them easily accessible for reference.

Do not allow children to play with KE products controls. Keep remote controls away from children.

Never leave your KE products unattended while it is extended.

Do not extend your KE products in windy conditions.

Do not barbecue under your KE products while it is extended.

Do not allow birds to nest on your KE products.

Do not permit leaves, twigs, etc., to roll up in your KE products.

Do not rely on optional wind sensors or sun/wind controls to protect your KE products against wind damage. Wind damage is not covered under the warranty.

Do not allow rain or snow to accumulate on extended KE products, which may cause product damage or failure, and is not covered under the warranty.

Turn the power switch to the off position or unplug the KE products is not in use and before servicing or cleaning.

Frequently examine the installation for imbalance and signs of wear or damage to arm cables or other components. Do not use if repair or adjustment is necessary.

FOR RESIDENTIAL & COMMERCIAL USE

MANUAL OPERATION:

- Hook the crank into the gear eye located on the end of the unit.
- Turn the handle to extend the unit, but do not roll it out to the point where the elbows lock out and the fabric begins to sag. If this occurs, turn the crank in the opposite direction until you see 1/2" gap at the elbows - this is considered fully extended. The arms will still have some bend to them which allows the unit to react in changing weather conditions.
- To retract the unit, simply turn the crank until fully retracted. The fabric should ALWAYS roll off the top of the roller tube and never from the underside.
- When retracting or extending KE products keep people away from moving parts until unit is fully closed or extended.

MOTORIZED OPERATION (with hard wired switch):

- Simply flip the wall switch and the KE products will extend to the preset projection, stopping automatically. You can stop your KE products at any desired position by flipping the switch back to its neutral (middle) position while it's extending or retracting.
- To retract, flip the wall switch and the KE products will retract and stop automatically. If the unit does not fully retract or fully extend, the motor limit switches may have to be readjusted. Please contact your local KE dealer from whom you made your purchase.
- Always put switch back in neutral (off) position.
- When retracting or extending KE products keep people away from moving parts until unit is fully closed or extended.

MOTORIZED OPERATION (with a remote control):

- Simply press the down arrow on the remote control to extend your KE products out and it will stop at the pre-set outer limit.
- To retract the KE products press the up button on the remote control. The KE products will stop at the pre-set inner limit.
- The center button may be pressed to stop the KE products at any time during the inward or outward travel. To restart press the up or down button to open or close the KE products.
- When retracting or extending the KE products keep people away from moving parts until unit is fully closed or extended.

MOTORIZED WITH BUILT-IN OVERRIDE OPTION:

- Operates the same as a regular motorized unit. To operate the override (hand crank) option, if you have a hard wired wall switch, the switch MUST be in the neutral (middle) position; otherwise you will just hear a clicking noise when you turn the crank handle.



ENJOY THE OUTDOORS

Corporate Headquarters USA
445 Bellvale Road
Chester, NY 10918
888-387-2765
845-610-1100

California Division
22220 Opportunity Way, Suite 104
Riverside, CA 92518
844-387-2765

Commercial Division
38 Pond Lane, Suite B
Middlebury, VT 05753
802-388-7309

keoutdoordesign.us

Rev. 02 3/3/2023