

maintenance

maintaining the shademaker frame and fittings

1. Hose mast and frame with water periodically, more often if installation is in a salty or industrial environment.
2. Inspect the installation fitting, mount bolts, rib spacers, etc. on a regular basis and tighten if necessary.

maintaining the shademaker canopy fabric

1. Clean up spills and stains right away. Spills can be removed by using a clean absorbent cloth.
2. For general maintenance, use a soft brush to remove dust and dry soil. Wash down with clean, warm water (i.e., garden hose) every so often to avoid dirt becoming ingrained. Allow the fabric to air dry before closing the canopy.
3. If a thorough cleaning is necessary, sponge over the fabric using a mild soap solution (2% solution). Rinse well with plenty of water to remove all soap residue.
4. Never use detergents, cleaning fluids or solvents. Grease and oil stains may be removed by using turpentine or similar with an absorbent cloth.
5. Please visit the fabric websites for more details: www.shademakerusa.com or www.sunbrella.com
6. Use protective canopy cover during storage or when not in use.

general guidelines

1. Shademaker highly recommends that no umbrella, regardless of size or weight, ever be left unattended in the open position. In windy conditions, it is further recommended that umbrellas be closed, removed from their base, and stored, or laid horizontally. This will reduce the risk of damage to your umbrella, furniture, and other belongings or property. To ensure stability of your umbrella, please observe proper placement, and use sufficient weight (base). This catalog contains minimum recommendations for necessary weight; but this can vary, depending on the conditions in your particular area.
2. **NOTE:** Wind damage (or any damage caused by acts of nature) is not covered under warranty.
3. Sufficient base weight must be used to secure umbrellas at all times. Please see individual product pages for recommended minimum weight requirements for free-standing applications. Mounting your umbrella to an existing deck or patio is always the preferred method of securing your umbrella above all other methods. We recommend a licensed contractor to secure your Shademaker umbrellas.

mark-off/crazing fabric

NOTE: Sunbrella Awning/Marine fabric is treated with a finish which gives the fabric its water repellency and a firmer hand which helps in the sewing and fabrication of the products. Mark-off/Crazing may appear as white scuff marks or thin white lines on the fabric which will normally diminish or go away with normal weathering and will not affect the overall performance of the product.

warranty

Shademaker manufactures all its shade styles from the finest aluminum alloys to ensure the strength, durability, and integrity of each and every style. We pride ourselves as a totally vertical operation. This means that we manufacture and produce over 90% of the components used in our products from the raw state. We can monitor every stage of the manufacturing process and maintain a consistent level of quality.

Our only business and focus is shade and shade type products. Our goal is that each and every Shademaker style will exceed your expectations at a competitive price that will make you smile.

NOTE: Wind damage is not covered under any manufacturer's warranty.

Our umbrellas are serviceable, meaning that parts can be ordered under warranty at no charge, if found that the damage is a manufacture defect and/or purchased out of warranty to make them whole again.

5 Year Limited Warranty includes the LIBRA, ASTRAL-TC, SIRIUS, POLARIS, ORION and GALAXY styles. This includes the mast, boom, head fitting, elbow, center pole/sidepost, arms, ribs, top and bottom hub, and stainless steel hardware only. If there is damage under the warranty, Shademaker will replace and/or repair any item listed in this category at its discretion. Labor charges are not covered under this limited warranty.

5 Year Limited Warranty applies to Sunbrella Firesist®, Sunbrella Firesist® PLUS and Sunbrella® furniture grade, and O'bravia® awning grade fabrics. Labor charges are not covered under this limited warranty.

10 Year Limited Warranty includes the Sunbrella® awning & marine grade Fabric Collection. Visit www.sunbrella.com/warranty for more details. Labor charges are not covered under this limited warranty.

1 Year Limited Warranty covers base wheels and the powder coat finish on all bases. If the powder coat finish flakes, bubbles, peels or loses color; Shademaker will re-finish or replace the defective bases at its discretion. Normal wear and tear is not covered under this limited warranty. Labor charges are not covered under this limited warranty.

Caution: Seaside and indoor pool use, salt & chlorides can accumulate on the powder coat finish, leading to finish failure. Failure or neglect to make needed cleanings may cause paint to blister, and such failure will void limited warranty.

Exclusions: Wind damage, acts of nature (such as, but not limited to, freezing or any type of extreme weather). Failures caused by abusive use and normal wear and tear are not covered under this warranty. Any Galaxy style that does not have spacer buttons installed.

International Returns: If an item is found to be under warranty Shademaker shall only be responsible for ground shipping charges to the location of the product within the continental United States. Any duties, express, international or special shipping charges are at the expense of the retail dealer or consumer.

IMPORTANT RESTRICTION FOR SM PRODUCTS WARRANTY SERVICE:

Shademaker restricts warranty service for SM products to the country where Shademaker or its authorized SM retail Dealers originally sold the product.

Those filing warranty claims will be responsible for all shipping, handling, and freight charges on all claims to Shademaker in Baldwin Park, CA. All warranty claims must be submitted with the original proof of purchase, date of purchase, name of dealer, and the description of the damage. The Shademaker warranty is not transferable. Shademaker reserves the right to repair, replace, and/or redesign any product that is returned under a warranty claim.