Key Terms

Structural frame is the main pole or mast, the base mounting and the primary load-bearing arms and spars. It does not include any moving or wearing part.

Mechanical parts are the moving and wearing components: the winding mechanism and handle, the winding belt or strap, the revolving lock, pulleys, bearings, hinges and fasteners.

Canopy is the fabric cover and stitching. Some gradual fade from sun is normal and is not a defect.

Authorised agent is a dealer, retailer or installer we have appointed in writing. If unsure, check with us before any work is done.

What is Covered

This warranty covers manufacturing defects only, meaning defects in materials or workmanship, for the following periods from the original purchaser's date of purchase:

Structural frame	Lifetime (15 years)
Canopy fabric	10 years
Canopy stitching	5 years
Mechanical parts	12 months

If a covered part has a manufacturing defect within its period, we will repair it, replace it, or supply an equivalent part, at our election, provided the umbrella has been used, installed, stored and maintained per the user guide and these terms.

Conditions of this Warranty

This warranty applies only where:

1. the claim is by the original purchaser, who keeps their proof of purchase;
2. the claim is reported to us within 10 days of the damage or fault occurring;
3. the umbrella was installed by an authorised agent, or strictly per our written instructions;
4. it has been opened, closed, operated and stored per the user guide, with the revolving lock engaged in use;
5. the canopy was pulled clear of the arm struts when opening and closing;
6. no repair or alteration was made by anyone other than us or an authorised agent; and
7. it was taken down and secured in winds at or near its rating, and during storms and severe weather.

What is Not Covered

- normal wear and tear, and consumable parts at end of life;
- misuse, accident, neglect, or not following the user guide, including not pulling the canopy clear of the struts;
- fire, flood, hail, storms, cyclonic or extreme winds, lightning or earthquake;
- leaving the umbrella up in winds at or near its rating, or unattended in storms or severe weather;
- birds, bats, possums, insects, falling branches or trees;
- gradual or slight canopy fade from sun;
- damage during transport to us, or transport you arrange;
- incorrect installation not done by us or an authorised agent, or not per our written instructions.

Wind Ratings

Ratings are certified "up to" a stress or breaking point. They are not operating speeds. Take the umbrella down well before winds reach its rated limit.

Canopy	Rating (up to)
3.6 m	92.5 km/h
4.0 m	81 km/h
4.5 m	60 km/h

Ratings apply to an umbrella in good condition, erected horizontally in free-flowing air. They do not apply when tilted, in gusty or turbulent conditions, or where nearby structures concentrate wind. Close only during a lull: hold the handle, wait for the wind to drop, then wind down and secure.

Coastal Locations

Oceanfront and exposed coastal sites face harsher salt and wind. These locations require a stainless steel base and only the models we advise as suitable. Cover for coastal installations applies only where a stainless steel base has been fitted. We cannot cover corrosion or damage from salt, salt water or wind-driven debris. Ask us for the coastal model list before buying.

Severe Weather and Care

Our umbrellas are wind-tested but not built for severe weather. Do not leave the umbrella open and unattended during storm season; close it, secure the tie and use a cover where possible. Hose regularly and clean at least every 12 months with mild soap, lukewarm water and a soft cloth, then rinse and dry. Engage the revolving lock in use, do not let the arms swing unattended, and store closed with the belt protected.

Supply-Only and DIY Installation

Installation is difficult and can be dangerous: poles are heavy and striking underground services can cause shock, flooding or serious damage. We recommend only a qualified person, such as a licensed builder, installs the umbrella after confirming underground services and a suitable fixing.

Where sold supply-only, and to the extent permitted by law, we are not liable for loss or damage from transport, storage, installation or use after the sale completes at our depot. **Nothing here limits the consumer guarantees or excludes liability for death or personal injury where that cannot be excluded under the Australian Consumer Law.**

General

1. This is our only express warranty; no person may change it without our written approval.
2. Passing on a component maker's warranty does not reduce our obligations as supplier.
3. If any part of this warranty is unenforceable, it is severed and the rest continues.
4. Governed by the laws of Queensland, Australia. Nothing in these terms affects your rights under the Australian Consumer Law.