

Technical Information Awnings

Painting:

In order to guarantee, in a short period of time, the answers to the requests of our customers, we chose to have in stock all profiles and accessories for the production of awnings in white color, as a base. However, it is possible to produce in other colors requested by the customer because the painting is carried out by us. This painting is applied over the white lacquer with our own products that guarantee the maximum quality.

In order to clarify our clients, we inform that:

- The whole process is done in a similar way to a car paint, where we apply a material with direct gloss and fast drying. However, there is a risk of the paint cracking in some awnings.
- During the transport and handling of the goods, the painting may present some imperfections, such as paint cracked in some areas. In this way, we send a paint can with each order so that specialized installers can correct these imperfections.
- We are trying to make our customers aware that, it is not possible to keep intact the paint in the joint areas where there is mechanical stress due to the friction exerted between the aluminum.
- These situations are normal, so we are not responsible for these anomalies.

Fabrics:

All fabrics used in the production of awnings come from "Sauleda" where they are exposed to strict quality control required by European standards.

Once manufactured and installed, soft wrinkles and bigger wrinkles, creases or other unavoidable variations can appear on the awning fabrics. This condition is due, essentially, to the tension applied by the articulated arms, to the shaft curvature (most frequently in measurements exceeding 4500 mm wide) and to the overlapping of seams, when rolled up.

These type of situations are normal to happen, it is not a defect in the fabric. You can consult the "Sauleda" document at the following address:

https://motorline.pt/download/info_tecnica/info-sauleda_en.pdf

We reinforce that these situations are normal, it is not an anomaly. This letter is intended to sensitize customers that, in case of any these situation arising, it will not be possible to exchange the product.

A administração,

