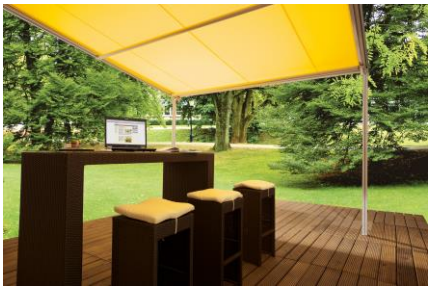
Helioscreen Varioscreen Sunroof Range
User, Maintenance & Warranty Manual



Intelligent sun control solutions®

helioscreen®

www.helioscreen.com.au

Table of Contents: (V:06)

1. Basic Information

2. Explanation of the symbols

3. Validity

4. Safety

5. Proper intended Use

6. Product Information

7. Operation

8. Cleaning / Care

9. Maintenance

10. Removal

11. Warranty

12. Service Logbook

13. Trouble Shooting

14. Product Identification

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1. Basic Information:

Many thanks for purchasing this Helioscreen product.

Please carefully read this operating guide before the initial use of the product to ensure trouble-free operation.

To ensure the safety of persons, it is important to follow these instructions.
The notices in the operating guide are to be observed carefully.
The non-observance releases the manufacturer from all liability obligation.

Please also observe the notices on the product and on the packaging.

We request that you safeguard all manuals provided and pass these on to the new owner in the case that the product is sold.

2. Explanation of the Notices:

Safety notices and important information can be found at the appropriate place in the text. They are identified with a symbol.

This symbol identifies notices that are important for the safety of persons or for the function of the awning.

This symbol indicates important product information for the user.

3. Validity:

This operating guide has validity for the following Helioscreen external products:

RETRACTABLE SUNROOF SYSTEMS:

-Varioscreen retractable sunroof

-Vario-Pergola self-supporting retractable sunroof system

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4. Safety:

All Helioscreen external products are designed and manufactured to suit Australian conditions. Nevertheless, through non-observance of the corresponding guides during operation of the systems, dangers for persons involved or impairment to the product or other items of property can occur.

The product may only be operated in a technically perfect condition as well as in accordance with its intended use, with an awareness of safety and dangers under observance of this operating guide.

For all motorised products there is a risk of electrocution. Work on electrical components may only be carried out by licensed electricians. Examine power cables regularly for wear or other damage. The motor must never be used if the power supply cable is damaged. Defects that could compromise the safety are to be rectified immediately.

5. Proper Intended Use:

Helioscreen retractable sunroof products are primarily used to protect against solar radiation. In addition, they can within limits be employed as protection against light rain (for details refer to point 7.1).
Any other usage or usage beyond this is regarded as not the intended use.
The manufacturing company is not liable for damage occurring as a result of use other than intended use. No modifications, extensions or conversions on Helioscreen external products may be performed without the approval of the manufacturer.
Parts of Helioscreen external products not in perfect condition are to be exchanged immediately. Only original spare parts provided by the manufacturer may be used. With parts procured from third-parties there is no guarantee that these are designed and manufactured according to stressing requirements and in accordance with relevant safety.

Additional loading of Helioscreen external products due to suspended objects or through the anchoring of non-standard cables/ropes can lead to damage or the collapse of the product and is therefore not permitted.
Installation and maintenance work may only be performed by suitably trained / qualified personnel.
Helioscreen accepts no liability for damage resulting from any non-intended use.

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6. Product Information:

Technical Data:
The dimensions and technical details of all Helioscreen external products can be examined in the current product catalogue from any specialist retailer.

Data for the electric drive:

Parameter	Value
Mains voltage	240 V AC
Current consumption	0.45 to 2.1 Amps (depending on drive)
Power consumption	90 to 460 Watt (depending on drive)
Class of protection for electric drive	IP 44
Continuous operation motor	approx. 4 minutes

The electric motor is not designed for continuous operation.
After approx. 4 minutes of operation, the thermal protection engages and the motor switches off. After 15-30 minutes the motor is operational again, however with 1-2 minutes the renewed drive time is significantly reduced.

Wind Limits:
All awnings are classified according to DIN EN 13561 Point 4.3. into wind resistance classes. The higher the class, the higher the quality of the product.

Wind Class	Wind Force	Wind Speed
Class 0	undefined; product not tested or unsuitable	
Class 1	4 (according to Beaufort wind scale)	20 - 27 km/h
Class 2	5 (according to Beaufort wind scale)	28 - 37 km/h
Class 3	6 (according to Beaufort wind scale)	38 - 49 km/h

Varioscreen / Vario-pergola sunroof wind class limit tables: 3

The product may only be utilised up to the wind resistance class declared by the manufacturer. As a guide conditions above Class 3 are when it is no longer comfortable to sit outside while reading a newspaper, at this point the awning must be retracted.
Any damages caused by wind are not covered by warranty.

Optional sensors such a wind sensors are to be used as an extra safeguard only.
Such sensors are to be considered as precautionary items only and should not be relied upon as wind gusts may cause damage to the product before it has time to retract.
Suitable site consultation between property owner and suitably qualified installation personnel should take place to determine any wind and / or motion sensitivity settings.
Any damages caused by wind are not covered by warranty.

7. Operation:

7.1 General Safety Information for the Operation of Helioscreen external products

The operation of Helioscreen external products may only be carried out by persons who have received instruction by trained specialist personnel.
Ensure that children do not operate the products unsupervised.
Keep remote control units out of reach of children!
During operation please ensure the user can see the product whilst moving.

Do not touch the product when retracting or deploying it (danger due to pinch points).
The fabric / cloth may not be walked on and not loaded with foreign bodies.
No toys, objects or weights may be attached to the product. The resting against of objects such as e.g. a ladder is also not allowed.

When working close to the projecting area of Helioscreen external products, the automatic control (e.g. wind, sun control) must be switched off, so that the product cannot deploy automatically.

Helioscreen external products should be retracted in the evenings and before leaving home.

With the formation of ice, snow or strong wind, Helioscreen external products may not be deployed. Helioscreen external products can be used for limited protection against light rain IF:
The system must be used on the minimum inclination of 15° (Equal to 25% or more) to allow effective angle for water run off.
The unsupervised utilisation as protection against rain is not permissible, since the formation of a water pocket cannot be entirely excluded. Under no circumstances should the user allow the product to hold water, doing so can result in extensive damage to the fabric and system which is not covered under warranty.

If the product fabric / cloth become moist or wet, the system must be extended as soon as possible in order to dry the awning cloth (danger of the formation of stains and mildew, damage to the awning material and the seams).

7.2 Operating Helioscreen external products with Hand Crank

Not possible for this model

7.3 Operating Helioscreen external products with Electric Drive

During the course of handover of the system, training by trained specialist personnel must take place for operating the electric drive. Thereby the allocation of the operating elements is explained.

Deploying the system:
Press the out button and deploy product to the required degree of shading, or completely. The end position is reached when the motor switches off.

Retracting the system:
Press the in button and retract product to the required degree of shading or completely. The end position is reached when the motor switches off.

If using remote control, the middle button of the remote control may be used at any point to stop the product.

During operation please ensure the user can see the product moving.

Supplementary information about special functions can be referred to in the documentation for the motor control and operating devices.

8. Cleaning and Care:

Use suitable safety products and disconnect power when required.

- Do not use any high-pressure cleaners or scouring agent and scouring sponges for cleaning!
  Solvents such as alcohol or petrol may not be used!
- Note: When cleaning or servicing awnings with electric motors, always ensure that the power is switched off to prevent accidental extension or retraction. Never wet the motor, sensors or remote control. Doing so may cause damage not covered by the warranty.

Cleaning of Helioscreen external products:

Dirt can be removed from the system with a soft brush or a hand sponge.

Small spots can be rubbed off with a clean rubber eraser or brushed off when dry

Clean the fabric with a fine liquid detergent in warm water. Only use gentle on skin diluted soap solution and a soft brush. It should then be rinsed thoroughly with clean cold water. It may be necessary to repeat the process.
For heavier dirt and stains, we recommend a specially developed awning fabric cleaner, used in accordance with its instructions (Please refer to the specific fabric cleaning instruction for your type of fabric).

- After cleaning, the awning cloth must be dried completely before retracting.

The aluminum frame of the system can be cleaned with a common household cleaner and wiped off with a damp cloth. The following is from the powder coating Warranty by Dulux Australia;

“The effects of ultra violet light, pollution, dirt, grime and salt deposits can all accumulate on your powder coated surface over time. To extend the effective life of powder coatings and protect any warranty requirements that may exist, a very simple regular maintenance program should be implemented and recorded for the removal of any residues.

As a general rule, cleaning should take place every six months. However, in areas where pollutants are more prevalent, especially in coastal or industrial regions, a cleaning program should be carried out on a more frequent basis (i.e. every three months).”

THREE STEPS TO CLEANING POWDER COATED / ANODISED SURFACES
1. Remove loose deposits with a wet sponge (avoid scratching the surface by dry dusting).
2. Using a soft clean cloth and a mild detergent in warm water, clean the powder coating to remove dust, salt or other deposits.
3. Always rinse after cleaning with fresh water to remove any remaining detergent.
WARNING
In some cases, strong solvents recommended for thinning various types of paints and also for cleaning up mastics/sealants are harmful to the extended life of the powder coated surface. These solvents should not be used for cleaning purposes and will render the warranty void if used. If paint splashes or sealants/mastics need to be removed then the following solvents can be used safely: Methylated Spirits, White Spirits, Ethyl Alcohol, and Isopropanol.

As a warranty requirement all products are required to be cleaned regularly as outlined above. For further details information see - https://duluxpowders.com.au/warranties/

General Information on external fabrics

Polyester and Acrylic fiber external fabrics are high-performance products with high UV and fade resistance, anti-mould, water and dirt-resistant finish. They will provide years of comfortable protection from the sun given the right care and attention. Do not allow build up of grim, dirt, stains, sticks, leaves, bird droppings as doing so may permantently damage the fabric. Where possible clean or hose off on sunny days.

Note: Despite the high level of technology in the manufacture of such awning fabrics, the treatment of the fabric produces small defects that cannot be avoided. These small cosmetic defects do not affect the life or the functioning of the fabric.

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9. Maintenance:

The safe usage of Helioscreen external products can only be ensured if the system is checked and serviced regularly.

All Helioscreen external products should be examined regularly for signs of wear and damage to system, pull tapes, fabric covering or frame.

It is our recommendation that a service check be carried out every 12 months depending on installation location and amount of usage as per point 7 in warranty. A service logbook should be kept on record any cleaning, maintenance or repairs works to provide in the case of a warranty claim.
If damage is noticed, then a Helioscreen specialist or suitably trained and licensed service organisation is to be commissioned for the repair.

All Helioscreen external products in need of repair must not be used to avoid further damage.

In general, all mechanical parts are low-maintenance. Occasional lubrication of the moving parts with a suitable dry lubricant, such as silicone spray (wet lubricants such as WD40 are not recommended) and periodic checks and servicing by an external product specialist is required and will prolong the life of the awning.

Extreme caution must be taken when working on any awnings under tension. The system is built with a high amount of internal spring tension which can cause serious personal injury. DO NOT adjust the system on the awning unless you have been trained to do so.

Sensor maintenance
If there is a sensor control system, the sensor should be checked periodically for damage and that it is functioning. Eg, Wind sensor, blow on the sensor. Rain sensor, pour a small amount of water on the sensor.
If it does not work correctly, it must be checked by a specialist supplier

For all motorised products there is a risk of electrocution. Work on electrical components may only be carried out by licensed electricians. Never wet the motor, sensors or remote control. Doing so may cause damage not covered by the warranty.

10. Removal of Helioscreen external systems:

Damage to persons or property can result due to improper installation procedures.

Only allow removal of system to be carried out by a Helioscreen specialist or suitably trained and licensed person.

For all motorised products there is a risk of electrocution. Work on electrical components may only be carried out by licensed electricians.

11. Five Year Warranty:

Helioscreen Australia Pty Ltd warrants its external products, supplied by it to the Buyer, to be free from defects in materials or workmanship under normal and proper use for a period of 5 years starting from invoice date and is only valid when full payment is received.

Helioscreen shall repair or replace with the least possible delay materials or equipment which upon Helioscreen's examination shall reveal itself to be defective and which shall have been notified of in writing within 5 years as herein before mentioned.

It is the Reseller's/Distributors responsibility to extend and service this warranty to the end user. This is a condition of sale of Helioscreen Australia Pty Ltd Product.

Helioscreen shall not be liable for loss or damage, direct or consequential, arising out of the use or inability to use, the goods or equipment supplied by Helioscreen. Before using, the **Buyer/Dealer** with the ultimate user shall determine the suitability of the product for its intended use and the user assumes all risks and liability in connection therewith.

All cost related to installation and re-installation are not the responsibility of Helioscreen. Helioscreen will not be responsible for any consequential damages and freight costs following the installation procedure.

If the Buyer resells any Helioscreen products to another Buyer or End-User, it shall include all of the terms and provisions of this warranty in such resale. Helioscreen's responsibility to any such third party shall be no greater than Helioscreen's responsibility under the warranty to the original Buyer.

Helioscreen Reseller / Agents responsibiliy:

It is the responsibility of the agent selling the product to the end user to ensure a detailed and thorough handover is carried out to inform the user of the limitations of the product and design intent. All installations must be carried out by suitably trained and licensed persons. In the case of a warranty claim the end user must contact the agent who supplied and installed the product. Once a site inspection has been carried out all relevant information including details on the final page of this document in addition to pictures where possible will be supplied to the manufacturer to process the claim.

Fabric-Five Year Warranty

External textiles are warranted for their rot-proof properties and colour fastness
This warranty is valid under the following terms and conditions:
- For 5 years, Helioscreen shall either replace free of charge or, at its convenience, excluding any costs or any other compensation for any reason whatsoever.
- Any complaint must be sent within ten days of the defect being noticed, accompanied by the purchase invoice to the registered Helioscreen dealer where the product was purchased.
- The fabric must be kept available for inspection of manufacturer.
- Replacement or reimbursement of the defective fabric does not extend the duration of the original warranty.

This warranty does not cover:
- Imperfections such as mottling, waffling, folds, etc. due to handling during preparation of the awning or its installation – see further details below
- Defects due to the aging and normal wear of the fabric
- The consequences of the conditions of installation, the environment or the use not corresponding to the normal conditions of use for the fabric
- The repair of damage or defects in the fabric resulting from accidents or negligence resulting from force majeure.

Expressly excluded in particular is any deterioration due to:
- Faulty maintenance or the use of unsuitable products or instruments: no detergent, chemical product or solvent can be used, nor any scraper or other instrument that may damage the surface
- Lightning or other unusual weather conditions
- Atmospheric or phytosanitary pollution
- Soiling caused by animals
- Faulty assembly or handling by the user, the projection of various products, hanging objects on the fabric, falling objects, bumps, road accidents, vandalism, burns from cigarettes or other sources or fire.

Common irregularities in Acrylic awning fabrics

The following small irregularities in your fabric are normal and nothing to worry about.
The nature of the fabric is that, regardless of all the attention that is paid during manufacturing and preparation, you might note some natural "imperfections" after your awning is installed.

Waffel building or Veining
Subsequent to handling during fabrication and assembly, acrylic fabrics treated with resins containing fluoride may show “veining” visible against the sunlight caused by an optical effect (differences in the refractions of light).

White Lines or Folds
Subsequent to handling during fabrication and assembly, acrylic fabrics treated with resins containing fluoride may show small white traces that appear on the fabric due to the stiffness that is caused by the fluoride treatment. These lines are particularly visible in light fabrics as they are held up against the light.

Waviness OR Corrugation in the seam / weld area
As the fabric rolls up along the roller tube on the awning the seams will roll up with more accumulated material than the areas surrounding it. This difference in thickness may cause the fabric to wrinkle slightly around the seams. This may affect one seam but not the seam next to it.

Stretching of the side hems
The fabric is usually kept permanently taut using an active spring system. Seams and hems have a reinforcing effect but must also take most strain and withstand extremely high loads. When the fabric is rolled up the hems and seams lay on top of one another, this increases the pressure and tension even more. Seams and hems are pressed flat and increase in length. When the awning is extended out this can lead to the side hems becoming wavy and hanging down slightly.

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Powdercoating-Five Year Warranty

Cleaning should take place every six months. However, in areas where pollutants are more prevalent, especially in coastal or industrial regions, a cleaning program should be carried out and recorded on a more frequent basis (i.e. every three months).

Although some strong solvents are recommended for removing sealants or other building residues, these may be harmful to the extended life of the powder coated surface and should also be avoided as the damage may not be visible immediately and may take up to twelve months to appear. These solvents should not be used for cleaning purposes and will render the warranty void if used. If paint splashes, sealants or other residue need to be removed, then either Methylated Spirits, Turpentine, or White Spirits may be used safely.

Please refer to Dulux's site for up to date details - https://duluxpowders.com.au/warranties/

Motors and controls- Five Year Warranty

Helioscreen warrants Somfy motors and electronic accessories to be free from defects in material and workmanship under normal and proper use for a period of five years from date of invoice.
Helioscreen's only obligation shall be to repair or replace defective equipment which does not conform to the warranty. Helioscreen shall not be liable for any injury, loss or damage, direct or consequential, arising out of, or the inability to use, the equipment. Before using, Buyer and/or the ultimate User shall determine the suitability of the product for its intended use, and User assumes all risks and liability in connection therewith.

Please refer to Somfy's warranty document for further details.

EXCLUDED FROM WARRANTY:

-Consumable parts such as drive tape and pulley wheels.
-If usage, adaptation or installation are not in accordance with our installation and operating instructions.
-If the product has been opened, dismantled or returned with clear evidence of abuse or other damage.
-If our written specifications are not properly applied by the Buyer when selecting the equipment.
-If our written instructions for installation and wiring of the electrical connections have not been followed.
-If our equipment has been used to perform functions other than the functions it was designed to handle, namely motorising window and door enclosures e.g. shades, awnings and projection screens which subject the Helioscreen equipment to conditions which exceed its rated capacity. Please consult Helioscreen about warranty for any uses other than that above.
-If Helioscreen equipment is used with electrical accessories (switches, relays, etc.) that have not been previously approved in writing by the Helioscreen Engineers Department or Somfy Australia.
-If electrical accessories and other components have been used in disregard of the basic wiring diagram for which they were designed.
All costs related to installation and reinstallations of the Helioscreen equipment covered by this warranty are not the responsibility of Helioscreen. Helioscreen will not be responsible for any consequential damages during the following installation procedures.
If the buyer resells any Helioscreen products to another Buyer or End User, it shall include all of the terms and provisions of this warranty in such resale. Helioscreen's responsibility to any such Third Party shall be no greater than Helioscreen's responsibility under the warranty of the Buyer.

THIS WARRANTY SHALL NOT APPLY:

1. To damage where a system has been dismantled or repaired by other parties with clear evidence of abuse or violation.
2. If our written specifications are not properly applied by the Buyer.
3. To mechanical or chemical damages caused by other parties or other causes.
4. To damage caused by storms,rain, winds and tempest.
5. To damage or malfunctioning, caused by incorrect or inappropriate electrical wiring of connections by other parties.
6. Where the products were used to perform a function other than those for which they were designed and recommended.
7. To damage created by obvious failure to regularly inspect and maintain (eg salt)
8. Fair wear and tear, including but not limited to consumable parts such as drive tape, pulley wheels and fabrics.
9. Where any component other than Helioscreen componentry has been used, unless otherwise approved by Helioscreen in writing.
10. To costs relating to incorrect measuring and/or installation not undertaken directly by Helioscreen.
11. Where the fabric has not been cleaned according to instructions. Helioscreen fabric is rot free. However, when used outside it does need regular cleaning at least once a year. A detergent should be applied to dissolve any dirt that lodges in the fabric and then thoroughly rinsed down with a fine hose to revive the fabric and extend its lifetime.

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12. **Service Logbook:**

ITEM	ACTION
Remote control	Check remote is working and LED lights indicate battery is OK. Replace battery if more than 12 months old.
Sensors	Inspect sensors if present. Test and ensure system respond's.
Pulleys, bearings and pulley wheels	Spray dry lubrication in moving parts and visually inspect. If showing signs of wear replace pulley wheels. Check all bolts & fixings are tight and have not become loose.
Ensure system is square	Measure rail width at front / back and diagonal measurements. If mounting structure has moved adjust system back into square.
Check motor limits are correct	Inspect front rail position when in / out to ensure stopping in correct position. Inspect wheels / mounts and drive tape positions.
Drive tapes	Visually inspect drive belts to ensure no damage can be seen. If signs of wear are present both tapes should be replaced.
Check mounting brackets are tight	Inspect all rail fixings are firm and have not vibrated loose.
Motor cable inspection	Check motor power cable for any damage.
Cassette top cover profile	Inspect top cover to ensure profile it is sitting flat and locked in full length along back.
Aluminium profiles and casing	Clean down all aluminium profiles with warm soapy water using mild detergent, rinse with clean cold water.
System fabric	Wash fabric with warm soapy water using mild detergent, rinse with clean cold water.
SERVICE COMPANY:	COMMENTS BY SERVICE STAFF:
NAME:	
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PLEASE COMPLETE BI-ANNUALLY OR MORE FREQUENTLY IF REQUIRED AND KEEP ON RECORD

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(If additional copies are required please copy this page and attached to back page)

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13. Trouble Shooting:

This guide is intended for basic trouble shooting only, should you be unsure of any issues please contact your supplier to arrange a service call.

PROBLEM	POSSIBLE REASON/S	SOLUTION
No response from product when using the remote control.	1)No power 2)Time for batteries in hand held remote or motion sensor need to be replaced.	1)Check power supply 2)Replace batteries
Product stopped working while in use	System motors have a built in thermal protection, after multiple uses it will stop to allow for motor to cool.	Wait for approx 15-20min and try again.
Wind/motion sensor is retracting the product when in light wind.	Sensor setting is set low	Adjust sensor to slightly higher setting.
Product is not working correctly as per pre-set motor limits.	Other electrical works on the home / building may have re-set the motors memory	Call your nearest agent
Angle of product has changed	Position has changed after use in high winds or rain	Call your nearest agent
Awning retracts without wind trigger - Wind sensor	Sensor not connected, safety feature retracts the awning when the wind sensor can't be found.	Check power supply to sensor.
Product retracts and extends in an untimely response to the environment. (Yo-yo effect).	The sensor may be in DEMO mode. 5 o'clock	Return sensor to live range and out of DEMO mode.

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14. Product Identification:

To assist with possible future queries or suggestions about the product, please complete the following product data at time of handover.

Product model:	
Helioscreen order number:	
Date installed:	
Handover by / on: (signature of agent/Installer)	
Suppliers order details:	
Suppliers Contact details:	

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