

Notes on care methods

- Damp or wet fabric must never be left rolled up or folded for long periods of time.
- Wherever possible, fallen leaves or insect excrement should be removed immediately (to avoid the start of micro-bacterial decay).
- Dirt is best removed with a soft, clean and dry brush.
- Stains can be treated with luke warm water, a soft brush and some detergent. Afterwards, rinse thoroughly with plenty of clean water, then allow to dry and treat with a commercial weather-proofing agent.
- Do not use aggressive detergents (pH 7 values and more).
- When opening, closing or adjusting the parasol, make sure that the material doesn't rub against walls or other obstacles, or get caught-up in the frame.
- Make sure that parasols are closed properly with the single fabric panels folded outwards. Parasols must not be allowed to flutter in the wind and abrasion damage or holes caused by such are not considered a warranty case.

Product features

Regardless of the fact that high technological levels have been reached in the production process of awning materials, unavoidable situations still occur when handling textiles. In order to avoid misunderstandings, we would like to refer to the product features below. Basically, peculiar effects as listed here below appear in almost all awning materials, though to an unequal extent. They do, however, not reduce the quality of the materials in any way and are not considered a warranty case.

Fold marks

Fold marks appear when producing and folding awning materials. In this case, particularly with light colours, on top of the folds there may be surface effects that appear darker (when held against the light). They don't reduce the fabric's functionality in any way and are not considered a warranty case.

Chalking

Chalking refers to light stripes that arise during processing, which despite utmost care can't always be avoided. Consequently, claims regarding these marks are not accepted.

Overlock seams

Depending on the size, design and fabric width with which they are made, some parasol canopies may have overlock seams. These in no way reduce the quality of the fabric and are therefore not considered a warranty case.

Dampness

Parasols which were closed in a wet or damp state should be opened up again to dry as soon as possible.

Mould stains

Canopies / protective covers can show mould stains. Mould stains are damages due to dampness which, for example, create a yellowish, greenish or brownish colouring on textiles, usually accompanied by mould.

In order to minimise the risk of mould-stain formation on the coating and protective cover, we recommend that you follow these pointers:

- Parasols that are closed when wet or damp must be opened up again for drying as soon as possible.
- Even if the parasol is closed and the protective cover is used, humidity and mould spores can get to the parasol canopy / protective cover. We therefore recommend that the parasol be opened from time to time and allowed to dry.

We advise against keeping parasols outdoors during the winter, because the formation of condensation is favourable during the winter climate, and this dampness remains in the protective cover for a longer period of time due to a lack of aeration.

Corrosion

Every metal corrodes sooner or later according to the environmental conditions in which it finds itself. In order to protect the metals used for the manufacture of our range appropriately, surface treatments are sometimes used in several layers. When using the parasols and accessories in a particularly aggressive environment, premature corrosion should be expected. On or near to the coast, near the pool or industrial areas count as particularly aggressive environments (C4 and C5, in accordance with ISO 12944-2). Corrosion is not considered for warranty in most cases.

Hot-dip galvanising

Hot-dip galvanising gives steel parts a thick zinc coating, which results in long-lasting, excellent corrosion resistance.

High-grade steel

The high-grade steel accessories supplied by Glatz are manufactured with material quality 1.4301 / 304, the industry standard for outdoor articles. However, so that it looks like new, it should be cared for from time to time as is the case with all objects that are continually subject to influences of weather. Although the high-grade steel used is basically resistant to corrosion, small, brown spots can appear on the surface due to the effects of salt or chlorine. They neither affect the durability nor lifetime of the product. It is only a matter of a superficial discolouring, which requires cleaning. The high-grade steel looks like new afterward.

If brown spots appear on the high-grade steel, wipe the surface with a sponge (always in the direction of the surface treatment).

If the spots are older, a "high-grade steel cleaner" should be used. Following these care instructions, you will enjoy your GLATZ product for many years.

Granite

Natural granite bases are very robust natural stones. Minor inclusions and differences in texture/colour may occur. These can vary depending on the batch and do not affect the quality.