

# ORCHESTRA SERVICE GUIDE AND WARRANTY



**DICKSON**<sup>®</sup>  
solar fabrics



## RECOMMENDATIONS FOR USE

The ORCHESTRA has all the characteristics necessary for outdoor use; you should therefore not encounter any special problems with this product as long as you follow our recommendations for use:

> In case of fine rain, ORCHESTRA will protect you completely thanks to its resistance to the penetration of water. However, avoid rewinding a damp fabric; if you must wind it due to weather conditions, unwind it again as soon as possible afterwards (within 48 hours ideally) to allow it to dry. Stagnating water can create an environment favourable to the appearance of folds and mould.

> In the event of wind, ORCHESTRA is able to withstand high stresses, but the other components of the system (armatures, motors, seals, ...) have their own mechanical limits. Weaknesses may therefore appear in the fastening systems. Be sure to adhere to the wind classes indicated by your installer.

> Avoid cooking under your canvas; spitting grease could gradually be deposited on the surface of the fabric, and eventually cause the appearance of dirt or mould.

> Finally, note that proper ventilation always helps prevent the formation of mould.

> Your ORCHESTRA blind fabric has two identical sides and consists of an assembly of panels that form the surface that protects you from the sun and the rain.

At certain points, especially at the level of the assemblies and side hems, the overlaying of 2 fabric panels offers an extra thickness.

When winding, the heterogeneity of the thicknesses can cause a differing compactness in the winding: with compact and hard part at the assemblies, soft parts in the other places.

This difference in compactness can generate generally discrete deformations, which do not affect the protection levels of the fabric.

To limit the appearance of these deformations and fully benefit from the qualities of the canvas, it is recommended to wind with care, avoiding for example winding when wet.

> ORCHESTRA fabric must be protected from rubbing against the structure on which it is installed. Tension must be maintained to prevent any points of contact with the various parts of the structure. This prevents premature deterioration and a loss of water-tightness (of the fabric).

These recommendations are also included in the Technical Guide that we make available to our product manufacturer partners. We recommend that you verify that these recommendations have been observed when you receive your solar protection product.

## VERIFYING THE SETTINGS

After installation, during use, and especially during the first use, the ORCHESTRA fabric can loosen and sag slightly, forming “pouches”; if this happens, you can have the tension reset by a specialist to regain a satisfactory evenness.

Remember to occasionally check the quality of the system’s winding and ensure that the fabric winds correctly. This will limit the appearance of breakages or folds in the fabric. Be aware, however, that any visual defects do not affect the fabric’s essential function (solar protection).

## MAINTENANCE

In order to maintain the characteristics of resistance to bad weather and the climate, it is essential to maintain your fabric regularly.

### *1. MAINTENANCE FREQUENCY*

To preserve the appearance of your fabric, regular cleaning (at least once per year) is necessary.

More frequent cleaning, for example once in the spring and once in the autumn, will be faster and easier and allow your fabric to stay attractive all year round.

Regular cleaning is especially necessary given that atmospheric pollution is increasing, and also because some cleaning products that are effective but harmful to the environment are now prohibited.

Cleaning may be followed by re-waterproofing; this operation makes it possible to regain most of the watertightness of the original fabric.

## ***2. CLEANING METHOD***

- wait for favourable weather conditions (dry and without wind);
- unroll the fabric;
- gently brush the fabric to remove the main deposits of dirt;
- spray on a mild soap\*, or apply it with a suitable accessory;
- on the most fouled parts, rub with a soft sponge in one direction, then leave to act for 5 minutes;
- rinse off the soap and dirt with clean water using a damp sponge using a low or moderate pressure water jet;
- repeat operations d) to f) where required;
- **IMPORTANT:** rinse the entire fabric thoroughly but at low pressure;
- let the fabric dry before winding it up again.

> If any dirt spots prove particularly difficult to remove, treat specifically by leaving the soap for longer (30 minutes) on the affected areas.

> In all cases, RINSE the fabric thoroughly and fully at the end of cleaning, and then allow it to dry before winding it up again.

> abrasive cleaners, acidic products, solvents (acetone, toluene, perchlorethylene, etc.) and high-pressure cleaners must be avoided in all cases.

\* The soap's pH should be between 7 and 11. TexAktiv Clean (pH 11), distributed by Dickson, is a suitable solution for all cleaning needs, including the most stubborn spots. Contact your installer for more details.

This category also includes products like Marseille soap, black soap, dishwashing liquid, or non-ionic detergents. These should be diluted in hot water.

All of these recommendations must be followed scrupulously to make claims, if necessary, based on our conventional warranty, details of which are given below.

### ***3. REIMPERMEABILISATION METHOD***

- wait for favourable weather conditions (dry and without wind);
- clean the fabric (see paragraph 2 above)
- on a **dry, clean** canvas, spray on a waterproofing \* product by moving the product spray in a "vertical" or "horizontal" direction; **the finer the spray, the more effective the treatment**; let it dry for 1 hour
- repeat step c) by spraying the product in sweeping motion in the other direction; let it dry for 1 hour
- **IMPORTANT**: let the fabric dry before winding it up again.

Note that:

- the waterproofing product will only develop its effectiveness after a few days
- a fine spray (micro droplets) will be more effective than a coarse spray
- an ambient heat above 25°C will be particularly helpful to the reactivation of the treatment, for optimal resistance to water penetration
- if you have removed the fabric to carry out the waterproofing, the use of an iron (2 "points", or 150°C, no more) before reassembly will improve the treatment

(\*) TexAktiv Guard, distributed by Dickson, is a suitable solution to re-waterproof your canvas; contact your installer. There are also waterproofing products in supermarkets, especially those specialising in DIY.

**All of these recommendations must be followed scrupulously to make claims, if necessary, based on our conventional warranty, details of which are given below.**

#### LIMITED WARRANTY TERMS & CONDITIONS ON 01/12/2017

ORCHESTRA\* - INFINITY - ORCHESTRA MAX - OPERA\*\* - REPLAY : CONVENTIONAL 10-YEAR WARRANTY / SUNVISION: CONVENTIONAL 5-YEAR WARRANTY / EXPANSION: CONVENTIONAL 3-YEAR WARRANTY

Dickson Constant warrants the rot-proof properties and colour fastness (4/5 minimum colour fastness under exposure to -violet rays and bad weather conditions, according to the NF EN ISO 105 B04 standard - variations in shade over time are therefore limited) of its ORCHESTRA\*, INFINITY, ORCHESTRA MAX, OPERA\*\* & REPLAY fabrics for 10 years, of its SUNVISION fabrics for 5 years and of its EXPANSION fabrics for 3 years (starting from the date on which the awning is purchased).

THIS WARRANTY IS VALID UNDER THE FOLLOWING TERMS AND CONDITIONS : For 3 years for its EXPANSION fabrics, 5 years for its SUNVISION fabrics, and 8 years for its ORCHESTRA\*, INFINITY, ORCHESTRA MAX, OPERA\*\* & REPLAY fabrics, Dickson Constant shall either replace free of charge or, at its convenience, reimburse the invoice value of the section of fabric recognized as faulty, excluding any costs or any other compensation for any reason whatsoever.

For its ORCHESTRA\*, INFINITY, ORCHESTRA MAX, OPERA\*\* & REPLAY fabrics, in the event of a justified complaint after the 8th year, and taking into account depreciation due to wear, the warranty will consist of a discount on the purchase of a new fabric: 30% during the 9th year and 15% during the 10th year, at the rate applicable on the day of the complaint. This rate is available on demand from your dealer. Any complaint must be sent within ten days of the defect being noticed, accompanied by the purchase invoice, via registered mail with confirmation of receipt to the retailer where the product was initially bought. He will acknowledge the defect and transmit your request to: Dickson Constant. The fabric must be kept available to the experts of Dickson Constant or its insurance company. Replacement or reimbursement of the defective fabric does not extend the duration of the original warranty.

**This limited warranty covers only the rot-proof properties and colour fastness of the fabrics regularly maintained, under normal use and environment.**

CONSEQUENTLY THERE IS NO COVER FOR :

- The benefits not performed by Dickson Constant : sewing of the fabric, etc. ; - Parts of the awning other than the fabric manufactured by Dickson Constant : valence, frame, etc. ;
- Imperfections such as mottling, waffling, folds, etc. due to handling during preparation of the awning or its installation ;
- 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, uses of the profession, standards prescribed by Dickson Constant or the destined use of the fabric ;

- The repair of damage or defects in the fabric resulting from accidents or negligence not attributable to
- Dickson Constant or 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 unusual climatic or environmental 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, fire.

This limited warranty shall under no circumstances pose an obstacle to the legal guarantees.

\*Fabrics with item codes starting ORC - for example: ORC 6028 120

\*\*Fabrics with item codes starting OPE - for example: OPE J062 120

DICKSON CONSTANT

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[www.dickson-constant.com](http://www.dickson-constant.com)