



# Windoware

## How to Care Guide

Caring for your Windoware furnishings is imperative to prolonging the life of your blinds after installation. Take a look at our tips and tricks, ensuring your window furnishings remain looking just as good as the day you bought them!

### Sheer, Blackout, Blockout, Translucent, and Sunscreen Blinds

#### REGULAR MAINTENANCE

For these blinds, you can adopt the following strategies to remove any unwanted dirt/dust. If you're removing surface dust, then you can use a vacuum with a brush attachment, duster, or a soft cloth. This method is perfect for regular maintenance. Try and avoid using coloured cloths if the blind material is pale pastel, cream or white as this may leave coloured fibers behind.

#### TOUGHER STAINS

For tougher stains, you can use a bucket of lukewarm soapy water to dunk your cloth into, before wringing it thoroughly and wiping the marks away. However, test an inconspicuous area with mild detergent prior to spot cleaning. If your blinds are slightly damp, allow them to dry fully while hanging before retracting them again. A reminder to never use abrasive products or solvent/ industrial based cleaners.



### Honeycomb Blinds

Regular maintenance of your honeycomb blinds is imperative. To remove dust and dirt, use a vacuum with a brush attachment, or a microfiber cloth. Ensure that all stains are removed immediately. If dust and bugs make their way into the honeycomb blind pockets, you can blow dirt/debris/bugs with a hairdryer on cool. Alternatively, you can use a can of compressed air, just put the straw into the honeycomb and spray out anything inside.





## Austro Wood and Woodscape Blinds

### REGULAR MAINTENANCE

Austro Wood Blinds are not recommended for use in overly wet or humid areas, and due to the weight of the blinds, these are designed to be kept down and tilted for light and privacy control.

Lifting these up and down each day wears out the inside mechanism and the lift cords will eventually fray. If the blind is to be lifted, the bottom rail should be supported by hand. This is to avoid strain on the blind which may wear out the mechanism.

The best way to remove any dust is to open the slats and run a microfiber cloth or feather duster along each slat individually. Alternatively, you can purchase specified Venetian blind dusters that have multiple rolls that slide between the slats for ease of cleaning.

### TOUGHER STAINS

Authentic wooden blinds don't like any form of moisture, and if your blinds need more than just a dust, you can use a slightly moist cloth. If you find any standing residue on the blind, quickly wipe dry with a soft cloth.

## Austro WoodLook and MikronWood Blinds

### REGULAR MAINTENANCE

Black Austro WoodLook and Raven MikronWood blinds are not recommended for hot/north facing environments.

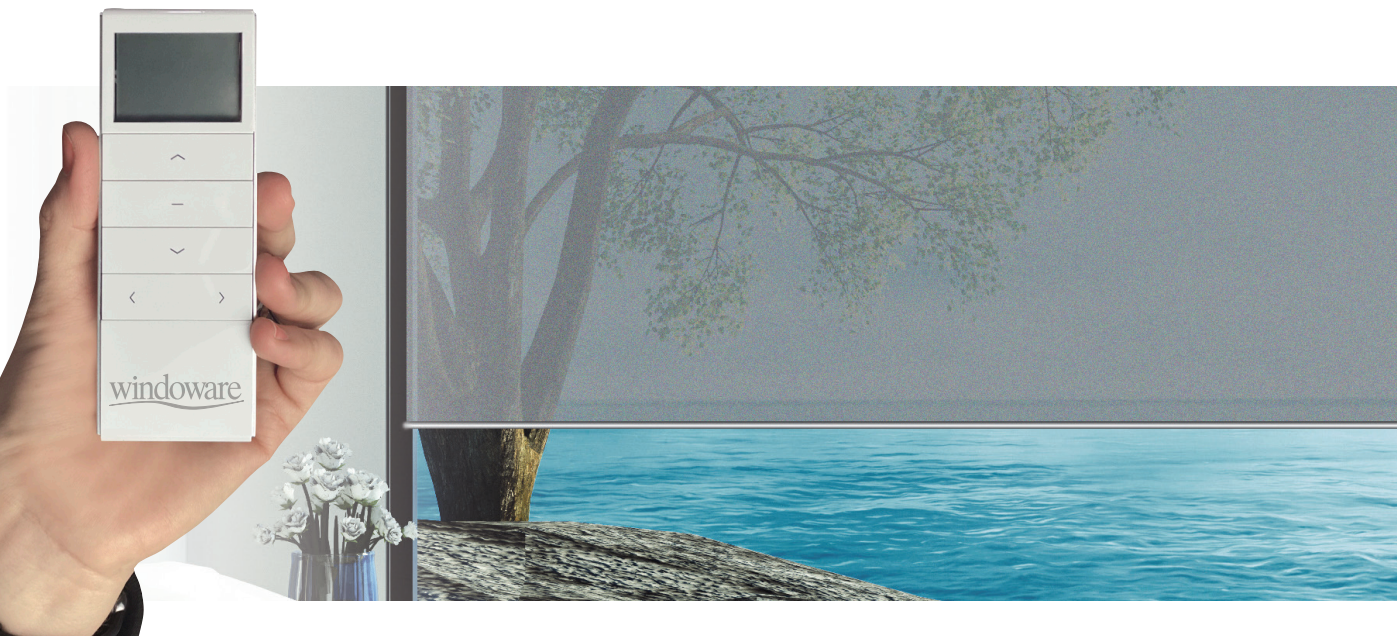
Due to the weight of the blinds, these are designed to be kept down and tilted for light and privacy control.

Lifting these up and down each day wears out the inside mechanism and the lift cords will eventually fray. If the blind is to be lifted, the bottom rail should be supported by hand. This is to avoid strain on the blind which may wear out the mechanism.

The best way to remove any dust is to open the slats and run a microfiber cloth or feather duster along each slat individually. Alternatively, you can purchase specified Venetian blind dusters that have multiple rolls that slide between the slats for ease of cleaning.

### TOUGHER STAINS

Faux Wood Blinds are not susceptible to water damage, therefore to remove any stubborn dirt/grime etc., get a bowl of lukewarm water with a small amount of dish detergent (ensure this isn't acidic in any way), dip the cloth in the bowl of water, give it a ring out to remove excess water and wipe each slat individually.



## Motorised Blinds

There are two types of motorised blinds available and these include hardwired, or battery operated. All battery operated motorised blinds must be charged for a minimum of 6 hours at the time of installation for them to be effective. The battery operated (lithium-ion motor) motorised blinds will have approximately 200 up and downs per 6 hour charge.

### WHEN TO CHARGE

When charge is low, the blind will softly beep 10 times, and a red light will frequently flash, on the headrail. When this occurs, plug in the charger.

When the motor will not operate and no lights are flashing, this may also be an indication that the blind needs charging.

Please note this includes Solar Panels too. For a Solar Panel to be effective the motor must be fully charged (6 hours as a minimum) prior to the Solar Panel being attached and have enough light feeding it. If the blind is not in an overly sunny window then the motor may need charging via the charger once or twice a year to ensure it remains at a high charge level.

### REMOTES

The battery life of the remote is approximately 2 years. The radio range of the remote is 200 meters outdoor and 35 metres unobstructed.

The remotes come with a 5 year warranty.

### PAIRING THE BLIND AND THE REMOTE

Please see instructions provided with the blind. Alternatively contact the retailer of your blinds.

## TROUBLE SHOOTING

**Motor doesn't run:** This may be because the battery isn't charged. Therefore ensure the motor has been charged for a minimum of 6 continuous hours. However, the remote may not be paired to the blind therefore pair the remote.

**Remote doesn't respond to your wanted action:** The remote battery may have run out, therefore replace the battery.

### SET UP INSTRUCTIONS FOR THE CONNECTOR APP

Download the Connector app, then once this is installed on your mobile device, follow the instructions on the screen. The Connector app has the following capabilities and is compatible with the below applications:

- Amazon Alexa: IFTTT, Siri shortcuts, Google Assistant
- Maximum 30 motors
- Maximum 20 scenes
- Maximum 20 timers
- Maximum 20 rooms
- 2.5GHz Wi-Fi, 433.92MHz
- Soft Stop
- Status Feedback and Percentage Control
- In and out of home control

### POSSIBLE CHARACTERISTICS OF ROLLER BLIND FABRICS

#### Fabric 'V'ing:

Roller blinds can show the effect of 'V'ing. As all roller blinds are installed and suspended only by the ends there is subsequently no support in the centre. This can create a wrinkle in the fabric which looks like a 'V' and does not jeopardize the functionality of the blind in any way. The appearance of 'V'ing is exacerbated in artificial light and is dependent upon the angle at which the blind is viewed.

#### Cupping:

Slight cupping of the fabric at the edges may occur on any blind size. Fabric is not a static entity and the slight cupping of the fabric will not jeopardise the functionality of the blind in anyway. The cupping effect may diminish over time however this is not guaranteed, especially in environments where there is continued flux in humidity.