



studio.

WARRANTY & CARE GUIDE



Fabric Warranty



CurtainStudio offers a limited 5 year fabric warranty on all Studio branded products, when purchased through CurtainStudio's approved retailers for residential use in a household.

The warranty outlined is subject to important limitations, exclusions and conditions and so this booklet needs to be read in its entirety to fully understand the warranty.

IMPORTANT NOTICE – CONSUMER GUARANTEES ACT 1993 (“CGA”)

The warranty in this booklet does not limit or affect your rights and remedies under the CGA. The warranty in this booklet is in addition to your rights and remedies under the CGA. For further information on your rights and remedies under the CGA please visit consumerprotection.govt.nz.

What The Limited Fabric Warranty Covers

Manufacturing Fault

Studio fabrics are warranted against manufacturing defects for five years from the original date of installation. Manufacturing faults include, but are not limited to: weaving faults, colour variance and texture variation to an official sample.

Significant Fade

It is not uncommon for fabrics to fade over time in New Zealand sunlight conditions and building designs. CurtainStudio warrants that Studio fabrics will remain colourfast and not register less than 5 on the Blue Wool Scale (ISO 105-B02:2014) for colour change for five years from the original date of installation. The level of colour change is determined from non-returnable samples being submitted to an independent laboratory. If your fabric experiences significant colour change due to sun exposure, please contact the store from which you made your purchase. You will need to have proof of purchase.

Products Covered by the Warranty

- Studio Readymade Curtains & Roman Blinds
- Studio Custom Made Curtains
- Studio Readymade Roller Blinds
- Studio Custom Made Roller Blinds
- Studio Cellular Blinds
- Studio Vertical Blinds

Products Not Covered by the Warranty

- Products with dimensions outside manufacturer's recommendation
- Products which have been cut-down, altered or modified in any way

Warranty Conditions

- Only the original purchaser can make a warranty claim and only in a single family occupied dwelling.
- This warranty does not cover (i) defects that result from abuse, misuse, normal wear and tear, accidents, alterations, excessive humidity, mould and mildew; (ii) failure to follow use and care instructions; or (iii) inherent characteristics of the products.
- Failure to adequately maintain your Curtain and/or Blinds may affect this warranty which may be reduced or cancelled at the discretion of Curtain Studio Limited.

Examples of normal wear and tear include, but are not limited to: fraying of fabrics, loss of colour intensity, exposure to salt air, damage from insects or pets, normal fading from sunlight.



Curtains & Roman Blinds

Care Guide

New curtains need to learn a memory when pleated. It is important once your new curtains have been installed to take time to train them to sit in their correct pleats when opening and closing them.

Training New Curtains

- Stack each curtain to the side of the window, neatly placing the pleats into their folds.
- An option to assist the pleat memory is to hold the pleats in place using ribbons tied at the top, middle and bottom of the curtain.
- These ribbons need to hold the pleats snugly, but loosely enough to avoid creasing the fabric.

Note: Different fabric compositions respond more quickly or slowly to training. Polyester fabrics while the most durable do have a tendency to 'flare' out at the hem. Drapery fabrics containing linen, cotton, rayon or viscose will crease more easily than polyester, this is the nature of these fibres.

Training & Operating Roman Blinds

- Roman Blinds need to learn a memory for where to fold and stack.
- Pull cord or chain slowly and straight as possible when lifting the blind up, this allows the Roman Blind time to settle into its folds.
- Straighten any folds not sitting correctly to ensure the blind learns the correct memory.
- For safety keep chains and cords out of reach of children.

Regular Care & Cleaning

Regular care will maintain and help to preserve your Curtains and Roman Blinds minimising the need for additional cleaning.

Exposure

Please note that due to the harsh New Zealand sunlight and general atmospheric condition, fabrics are subject to fading or movement. It is recommended that you change out your curtains periodically. Shifting the left curtain to the right and right over to left can help to avoid fading on leading edges of curtains.

Stack Back

Where you can, ensure your curtains are stacked back to each side when open and off the window so that the leading edges are not exposed to direct sunlight. In the case of a Roman Blind, try to stack this off the window also.

Remove Dust

We recommend regularly giving your Curtains or Roman Blinds a gentle vacuum with the appropriate attachment to remove any dust build up.

Cleaning Recommendations

Custom Made Curtains and Roman Blinds: CurtainStudio recommends that all custom-made curtains be professionally cleaned by specialist curtain cleaning companies.

Readymade Curtains and Roman Blinds: Only selected products are machine washable. Should you choose to wash them please note:

- the curtains may shrink up to 3%.
- all curtain hooks should be removed before washing.

Roller Blinds

Care Guide

Operating Roller Blinds

- When opening and closing the blind, please keep the chain/cord control away from the fabric. This is done by operating the chain mechanism at right angles (perpendicular) to the blind.
Note: chains pulled across the roller fabric will cause fraying. This type of damage is not covered under warranty.
- Never put any unnecessary pressure on the chain, wand or cord.
- When opening a window behind a blind, always raise the blind first – do not push your hands through or past the blind as it is likely to damage the blind.
- Keep windows closed on windy days as this can damage the blind and fabric.

Safety

- Keep chains and cords out of reach of children.
- CurtainStudio recommends a safety device as a tensioner or cleat.

Light Gaps

- All Roller Blinds allow light to pass around the sides of the blind, even when blackout fabric is use.

Regular Care & Cleaning

- Remove surface dust by carefully vacuuming the blind with a low suction and appropriate attachment.
- Clean spills or dirty finger prints using a damp clean white cloth. Do not immerse any part of the roller blind in water. Do not roll the blind up if it is wet, leave it to dry.
- Never use abrasive substance or solvents/industrial based cleaners.
- Never use chemical cleaners.





Venetian Blinds

Care Guide

Operating Aluminium Venetian Blinds

- Open the slats by twisting the wand.
- To lift or lower the blind; with slats fully open pull lifting cord until blind is at desired height.
- Keep windows closed in windy conditions as this can damage the blind.

Operating Fauxwood PVC, Wooden & Bamboo Venetian Blinds

- Open the slats by pulling on one of the tilt cords.
- To lift or lower the Venetian Blind – first open the slats to fully open position, then pull the lifting cord until blind is at desired height.
- For particularly large blinds support the bottom rail when lifting.
- Due to the heavy weight of Wooden and Fauxwood PVC Blinds, CurtainStudio recommend the blinds be left in the lowered position the majority of the time. Open and close the slats for light and privacy.
- Don't put hands through venetian slats to open a window.
- Keep windows closed in windy conditions as this can damage the blind.

Regular Care & Cleaning

- Gently brush off dust at regular intervals using a soft white cloth, feather duster or a vacuum cleaner with brush attachment on low suction.
- To dust; tilt the slats up and then down (but not entirely closed) to reach the top and bottom surfaces.
- Do not use any solvents or abrasive substances.



Vertical Blinds

Care Guide

Operating Vertical Blinds

- When opening and closing the blind, please keep the chain/cord control away from the fabric. This is done by operating the chain mechanism at right angles (perpendicular) to the blind.
Note: chains pulled across the vertical fabric will cause fraying. This type of damage is not covered under warranty.
- Never put any unnecessary pressure on the chain, wand or cord.
- When opening a window behind a blind, always raise the blind first – do not push your hands through or past the blind as it is likely to damage the blind.
- Keep windows or doors closed in windy conditions as this can damage the blind.

Safety

- Keep chains and cords out of reach of children.
- CurtainStudio recommends a safety device as a tensioner or cleat.

Light Gaps

- All Vertical Blinds allow light to pass around the sides of the blind, even when blackout fabric is use.

Regular Care & Cleaning

- Remove surface dust, by carefully vacuuming the blind with a low suction and appropriate attachment.
- Clean spills or dirty finger prints using a damp clean white cloth. Do not immerse any part of the vertical blind in water.
- Never use abrasive substance or solvents/industrial based cleaners.
- Never use chemical cleaners.

Fabric

Characteristics

Natural Fibre Fabrics – Linen & Cotton

Natural fibre fabrics will change dimension and sometimes colour as the relative humidity levels in the atmosphere adjust. These particular fabrics also have what the industry refers to as “slubs” which can be seen as thicker, raised threads on the fabric surface. This is an inherent characteristic of this style of fabric and is not a manufacturing fault/defect.

Fading & Colour Change

Fabrics used to manufacture curtains and roman blinds, like all other dyed textiles, will slowly lose colour over time when exposed to direct sunlight. Please note we will not accept claims for faded leading edges of Curtains or Roman Blinds that have been exposed to direct sunlight. Please refer to Curtains & Roman Blinds care guide for further instructions on fabric care. Colour change can also occur as a result of ozone, emissions from heating fuels and air conditioners, pesticides, cleaning agents. These are not considered to be manufacturing faults/defects.

Colour Variation

It is normal in batch dyed products to have slight variations between both individual batches and store samples. The variation should not exceed 10%. Colour appearance can vary depending on the type of lighting conditions in which a sample is viewed and where the fabric is fitted. Viewing of the sample in your home under both day and night lighting conditions is recommended.





Roller Blind

Characteristics

Fabric 'V'ing

Roller Blinds may exhibit a 'V' shape due to their design, as they are supported only at the ends, meaning the centre of the blind can deflect downwards under the weight of the blind. This can cause a wrinkle in the fabric that resembles a 'V'. While this wrinkle does not affect the functionality of the blind, its appearance can become more noticeable under artificial light and from certain viewing angles.

Cupping

Minor cupping of the fabric edges can happen with any blind size. This cupping does not affect the blind's functionality. Although the cupping effect might lessen over time, this is not certain, particularly in environments with constant changes in humidity.

Tracking

A common problem with Roller Blinds is that they can start tracking to one side and might contact the side of the blind and componentry, with the blind fabric being damaged and the threads causing a problem in the mechanism. The reason can be that the material has stretched or has moved on the blind tube. This is not considered to be a manufacturing fault/defect.

What to do Should a Problem Arise

In the first instance, please contact the retailer from which you purchased your window furnishings. You will need your proof of purchase from the retailer to assist you with your warranty claim or claim under the CGA.

Your claim will be assessed in a timely manner by your local CurtainStudio representative. Some claims may require a CurtainStudio representative to visit and view the window furnishing in person.

CurtainStudio will only be liable for the direct costs incurred by CurtainStudio in repairing or replacing affected products under the warranty. CurtainStudio is not liable for any incidental or consequential costs or expenses arising as a result of the repair or replacement of the products under this warranty, such as re-painting, removal of fixtures or furniture or accommodation costs.

For more information visit www.curtainstudio.co.nz/studio

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