

care & maintenance

The extreme nature of the outdoors dictates that proper care & maintenance will extend the lifespan of any item

Frames

Constructed from the finest quality aluminum, marine grade stainless steel and durable and sustainable eucalyptus timber. Our frames have been tested in some of the world's most inhospitable environments and have only ever benefited from the appropriate application of caution and common sense in excessive wind conditions.

We advocate the use of our cover bags to prolong the life of the canopy frames and their covering fabrics. We recommend the closure and safe storage of any collapsible and removable components when the parasol is not in use or when winds are expected to exceed 40 km/h (25 mph).

Wooden Components

We only use sustainable eucalyptus timber hand-picked for its strength, weather-resistance, and replenishment efficiency from the world's finest renewable plantations and timber mills. Our wooden components are treated with marine yacht varnish to fortify them for the rigours of outdoor living. We recommend the periodic care of wooden components with a light sanding and reapplication of the varnish coating once a year to maintain the natural beauty of the wood.

Fittings

All fittings, nuts, bolts, pulleys and cleat components are made with high grade stainless steel and weatherproof nylon. Maintaining these fittings and components is imperative to the longevity and the proper operation of the shade system. A simple occasional fresh water rinsing will help keep them working well and looking good.

Bases

It is essential to pick the right base for your parasol, consult the options for each product and talk to our sales team to ensure that the parasol you choose has the appropriate base to keep it anchored properly.

Fabrics

Our canopies and fabric covers are made from the most durable, colorfast, and dirt-repellent fabrics in the world. That said, proper care such as storage when not in use and cleaning from time to time will undoubtedly extend their lifespan.

Warranty

We produce the best quality products possible and are proud to be able to offer the following warranty on Woodline products, valid from the date of purchase:

Umbrella Structure:	24 months / 2 years
Symphony fabric:	60 months / 5 years
Sunbrella fabric:	60 months / 5 years

* The warranty in respect of the Sunbrella fabrics covers the fading of the color as a result of normal weather conditions and does not cover any other defects or damages. The warranty is not applicable to normal wear and tear, damage or loss caused by Acts of God or any other sources beyond Woodline's control, damage or loss caused by another device or product that is connected to the product, damage resulting from accidents, misuse, tampering or failure of the customer to follow the normal operating procedures as outlined in the user manual. The warranty is void if the damages are as a result of abuse, negligence, vandalism, improper installation, accidents, and exposure to abnormal weather conditions, poor transit, major force, failure to maintain or other causes which cannot be defined as a defect by Woodline. The warranty is void if repairs, alterations or modifications are done by a person not authorized by Woodline or if non-standard parts are used without prior written approval by Woodline. Woodline is not responsible for parts or labor coverage for component failure and or other damages resulting from improper usage, installation or failure to clean and/or maintain the Product as set forth by informational material. Woodline is not responsible for the repair or replacement of failed or damaged components resulting from unauthorized modifications to Products or the use of non-standard parts without prior written approval from Woodline. Woodline may provide the Purchaser with spare parts in order to resolve the defect during the warranty period. All warranties issued by Woodline are limited to only the original Purchaser of the Product. The warranty does not transfer with change of ownership.