



SWK TOP

Maintenance and
warranty guide



> RECEIPT OF YOUR FABRIC

- > Your SWK TOP fabric is composed of a micro-perforated SWK6 grid with a waterproof and translucent multi-layer finish applied on both sides.
- > Its innovative finish with high UV resistance provides you with a premium long-lasting protection towards sun and rain.
- > SWK TOP is suitable for pergola, velum and shade sail applications. Please follow our recommendations of use and maintenance for maximum results.

> RECOMMENDATIONS FOR USE

- > SWK TOP 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 will prevent premature deterioration and loss of waterproofness.
- > Remember to occasionally check the quality of your system's rolling and ensure that the fabric rolls correctly. This will limit the appearance of breakages or folds in the fabric. Be aware, however, that these visual defects do not affect the fabric's essential function (rain and solar protection).
- > The waterproof coating of SWK TOP provides perfect protection from rain. Nevertheless, you should avoid rolling the fabric up while it is wet; if you must roll it up due to weather conditions, unroll 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 mold.
- > In windy conditions, SWK TOP is able to withstand significant constraints. Weaknesses can nevertheless appear around the welding seams or the hanging system points. The other components of the system (frame, motors, seals, etc.) will have their own constraints. Ensure that the fabric is not exposed to winds stronger than the categories indicated by your installer.
- > Avoid grilling underneath your fabric as this will lead to layers of oil gradually building up on its surface, making the fabric visibly soiled and potentially mouldy.
- > Finally, note that proper ventilation always helps prevent the formation of mold.



> MAINTENANCE

SWK TOP is exposed all year round to a demanding outdoor environment. Pollution, deposits of vegetal or animal matter (bird), water runoff or the presence of stagnant water on certain parts of the system can generate various deposits of dirt, or even surface mold.

These phenomena in no way affect the performance and waterproofness of SWK TOP, which inherently possesses suitable fungal and bactericidal protection. However, they can affect the overall aesthetic of the canvas.

SWK TOP is a translucent canvas; it lets light through, without being completely transparent. Such translucence can lead above phenomena to be visible through the canvas.

To limit these phenomena, it is essential to maintain your canvas regularly.

1. CLEANING 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.

Frequency of cleaning is function of the environment where you live. In some environments (city, industrial, sea, forest), it might be necessary to clean more frequently (e.g. 4 times a year).

Accidental strong pollution should be cleaned as soon as possible.

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.

2. CLEANING METHOD

- a) Wait for favourable weather conditions (dry and without wind).
 - b) Unroll the fabric.
 - c) Gently brush off the main deposits of dirt.
 - d) Spray on a mild soap* and rub in one direction with a soft sponge. Let the soap sit for 1 minute.
 - e) Rinse off the soap and dirt with clean water and a wet sponge.
 - f) Repeat steps d) and e) in the other direction.
 - g) **VERY IMPORTANT:** rinse the entire fabric thoroughly but without pressure (do not use a power hose).
 - h) Let the fabric dry before winding it up again.
- > If any dirty spots prove particularly difficult to remove, leave the soap longer (up to 10 minutes) on these areas.
- > In all cases, **RINSE** the fabric carefully and thoroughly after cleaning it, and then allow it to dry before winding it up again.
- > **NEVER** use abrasive cleansers, acids or solvents (acetone, toluene, perchloroethylene, etc.) or high-pressure cleansers.

** The soap's pH should be between 7 and 11.*

TexAktiv Clean (pH 11), distributed by Dickson, is a solution designed for all cleaning needs, including the most stubborn spots. Contact your installer for more details.

This category also includes products such as Marseille soap, black soap and dishwashing liquid. These should be diluted in hot water.

DICKSON-CONSTANT shall not be held responsible in the event of persistent dirt or mold from the external environment, as long as the performance and waterproofness of SWK TOP are not called into question. Such cases are not covered by our standard warranty.

STANDARD WARRANTY

Dickson Constant's standard warranty covers SWK TOP fabric for 5 years from the date on which the awning is purchased, subject to the conditions set forth below:

WE GUARANTEE:

- Class 4 breakage resistance (maximum class), in accordance with standard EN 13561;
- Class 3 or 4 colourfastness (protecting against sun, UV rays and inclement weather), measured according to the ISO 105B04 method, in accordance with standard EN 13561;
- Replacement of defective footage to the exclusion of any other reimbursement of fees and any other indemnification.

The warranty covers only fabrics that are kept maintained and used in normal conditions and environments.

All claims must be made within 10 days of the flaw being noticed, and sent to the point of sale at which the product was purchased, by registered mail with proof of receipt accompanied by the purchase receipt.

The fabric will be made available to Dickson Constant experts or its insurance company. Replacement or reimbursement of defective fabric does not extend the period of this warranty.

THE WARRANTY DOES NOT COVER:

- Parts of the finished product other than the fabric sold by Dickson Constant;
- Imperfections such as plugged holes or unframing, if they are within the tolerances indicated in our Technical Sheet;
- Imperfections or loss of performance caused by manufacture or normal wear and tear of the fabric as commonly occur in the profession;
- Effects of the conditions of installation, environment or use not corresponding to the usages of the profession, the recommendations made by Dickson Constant or the list of applications validated by Dickson Constant;
- Repair of damage or flaws in the fabric resulting from accidents, neglect or force majeure not attributable to Dickson Constant.

DETERIORATION IS EXPRESSLY EXCLUDED FROM COVERAGE BY THE WARRANTY WHEN IT IS DUE TO THE FOLLOWING CAUSES:

- Failure to maintain the fabric or use of inappropriate products: highly acidic ($\text{pH} < 7$) or basic ($\text{pH} > 11$) detergents, solvents, power hose, scraper or any other tool that could damage the surface;
- Lightning or extreme weather conditions;
- Atmospheric pollution or plant growth (algae, moss, etc.);
- Soiling by animals;
- Assembly defects, handling errors by the user, projection of various products, hanging of objects on the fabric, objects falling onto the fabric, shocks, road accidents, vandalism, burning by cigarettes, fires, etc.

Exercise of this standard warranty does not preclude exercise of the legal warranty.

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