

# COMMERCIAL WARRANTY

## 7 YEAR WARRANTY

Frankford Umbrellas offers **MARINE GRADE 9 OZ. SOLUTION DYED ACRYLIC FABRIC** from several mills, including Sunbrella, Outdura, and Recasens. All marine grade acrylic fabrics we use carry a warranty of seven (7) years from the original date of purchase. All upholstery grade fabrics we use carry a warranty of five (5) years from the original date of purchase.

The warranty protects against the loss of characteristics, rot, mildew, and color fastness typical in normal atmospheric conditions. The product must be properly installed and maintained, and under normal use and environment.

This warranty does not cover damage caused by: abuse, negligence, vandalism, burns or fire of any kind, improper cleaning techniques, normal wear, perforations, weather soiling; environmental pollution stains, natural disasters, or acts of nature. Damage caused by the storage method or location used by clients is also not covered. The warranty, if applicable, does not cover labor, frames, systems and installation supplied by the dealer or reseller.

**Replacement fabric canopy is covered for the time remaining in the original warranty and does not activate a new 7 year, or 5 year warranty.**

## 3 YEAR WARRANTY

Frankford Umbrellas warrants the **FRAME STRUCTURE OF THE ECLIPSE, AURORA, NOVA, G-SERIES, GREENWICH, MONTEREY, CATALINA** and **AVALON** for a period of three (3) years from the original date of purchase. This warranty includes manufacturer defects to the notch, runner, center pole and skeleton structure.

**This warranty does not include damages sustained to these umbrellas while in any degree of tilt.**

## 3 YEAR WARRANTY

Frankford Umbrellas warrants all **POWDER COAT FINISHES ON ALUMINUM CENTER POLES IN THE ECLIPSE, AURORA, NOVA, G-SERIES, GREENWICH, MONTEREY** and **CATALINA** for a period of three (3) years from the original date of purchase. This warranty includes chipping, peeling, flaking, bubbling, and fading of the powder coat finishes on the aluminum center poles only.

## 2 YEAR WARRANTY

Frankford Umbrellas warrants the **CRANK AND AUTO TILT MECHANISMS IN THE MONTEREY**, and the **CRANK AND PUSH BUTTON TILT MECHANISMS IN THE CATALINA** for a period of two (2) years from the original date of purchase. This warranty includes manufacturer defects of crank handles, crank axles, auto tilts, push button tilts, and para-cord.

## 1 YEAR WARRANTY

Frankford Umbrellas warrants the **FRAME STRUCTURE OF THE VENETIAN, LAUREL, EMERALD COAST, OAKWOOD BEACH CHAIRS, SHADESTAR BEACH UMBRELLAS, LIFEGUARD UMBRELLAS** and **BEACH CABANA** for a period of one (1) year from the original date of purchase. This warranty includes manufacturer defects to the notch, runner, center pole and skeleton structure.

Frankford Umbrellas warrants all **UMBRELLA BASES** for a period of one (1) year from the original date of purchase.

## WIND DISCLAIMER

Frankford's umbrellas are all thoroughly tested and built to ensure durability and longevity, however we do not recommend the use of any non-permanent umbrella structure in winds that exceed 25 MPH. Umbrellas should ALWAYS be closed and secured when not in use, and taken down when winds reach unsafe conditions.

The **ECLIPSE** cantilever umbrella is engineered to withstand 35 MPH sustained winds. The addition of the included wind stabilizer bars increases this wind stability by 5 MPH.

The **AURORA** cantilever umbrella is engineered to withstand 25 MPH sustained winds. The addition of the included wind stabilizer bars increases this wind stability by 5 MPH.

**DISCLAIMER: The ECLIPSE and AURORA wind ratings are only valid when the canopy is open at a 90° angle.**

The **NOVA** giant center post umbrella is engineered to withstand 50-60 MPH sustained winds.

The **G-SERIES** giant market umbrella is engineered to withstand 25 MPH sustained winds.

**PLEASE NOTE:** Wind ratings do NOT form part of, nor fall under, any Frankford Umbrellas' warranties. Wind ratings are intended as guide to the relative strength of the umbrellas only. Wind can be extremely variable, depending on surroundings, elevation, angle of gusts, etc., and in any high wind, ALL umbrellas should be closed and secured.

## RUST DISCLAIMER

Rust is a natural part of the aging process of all steel or iron based materials and is therefore not considered a defect and is not covered under any Frankford Umbrellas' warranties. Steel bases and mounts are designed to require minimum maintenance, and should be kept clean and well maintained.

## DISCLAIMER

Frankford Umbrellas' warranties **DO NOT COVER** damage to any umbrellas or umbrella bases related to extreme weather, abuse, or misuse; or any damage which occurs as a result of contact with the ground or any other foreign object due to sudden and severe weather events or other extreme acts of nature.

**Frankford Umbrellas' warranties are only applicable to products that are properly secured to Frankford bases or anchoring systems equal to or greater than recommended by Frankford Umbrellas. Failure to properly secure Frankford umbrellas to Frankford bases equal to or greater than recommended will VOID all warranties.**

If warrantable damage occurs, Frankford will refinish, replace or repair any item in this category at its own discretion.

## CARE AND MAINTENANCE

### FABRIC CARE

RECacril Marine Grade Acrylic Fabric Infinity Process is a highly technological finish, providing RECacril with a long lasting protection against mold and mildew, excellent water and oil repellency and protection from both sun and water. However, the accumulation of dust, pollution particles, foreign organic materials and general dirt can damage this protection, shortening the life of the RECacril, so they should be removed. The most effective method for maintaining RECacril is to clean the canvas once a month with water using a low pressure hose. It is very important that after cleaning with water, the canvas be allowed to completely dry before rolling or storing your umbrella. If for any reason you have to roll and/or store a wet umbrella, it must be unrolled and opened as soon as possible to let it dry. In times of continuous rain it is advisable to keep the umbrella rolled and stored.

**If periodic washing with water is done, in most environments, you should only need to do a more thorough cleaning every 2-3 years.**

### VINYL MATERIAL CARE

The most effective method for maintaining Frankford's heavy gauge vinyl is to clean the vinyl once a month with water using a low pressure hose to prevent the accumulation of dust, pollution particles, foreign organic materials and general dirt stains. For more embedded stains, brush the loose dirt away with a soft brush, rinse the vinyl material with a low pressure hose and use a vinyl cleaner, sponge and lukewarm water to scrub away stubborn stains.

Do not use dish detergent. This will dry out the vinyl and expedite the aging process of the vinyl material.

### UMBRELLA BASE CARE

Do not let dirt build up on the bases. Cleaning with mild soap and water, and seasonal touch-up of any scratches, chips or occasional rust seepage from crevices or hidden, unfinished surfaces inherent in some designs is all that is required. Never leave bases standing in water. To keep your bases looking their best, you may wish to store them when not in use for an extended period of time.

**DISCLAIMER:** Finishes will vary slightly depending on the final process and raw materials on which it is applied.

### INTENSIVE CARE & CLEANING

**RECacril® is highly resistant to the growth of fungus, mold, and mildew, however these can grow on embedded dirt. To clean these stains, follow these more intensive cleaning procedures.**

- Brush off dust and dirt with a soft brush. NEVER brush with stiff brushes since this can damage the fabric finish.
- Spray the umbrella with clean water. If a hose is used, avoid high pressure.
- Prepare a solution of solvent-free soap in warm water (no more than 100°F) and apply it to the fabric and stitching.
- Scrub with a soft brush, allowing the solution to penetrate the fabric.
- Rinse with water to remove all traces of soap.
- Let air dry and do not close the umbrella until the canvas is completely dry.

### CASUAL CARE & CLEANING

- Brush off dust and dirt with a soft brush. NEVER brush with stiff brushes since this can damage the fabric finish.
- Spray the umbrella with clean water. If a hose is used, avoid high pressure.
- Prepare a solution of solvent-free soap in warm water (no more than 100°F) and apply it to the fabric and stitching.
- Scrub with a soft brush, allowing the solution to penetrate the fabric.
- Rinse with water to remove all traces of soap.
- Let air dry and do not close the umbrella until the canvas is completely dry.

# SHIPPING AND RETURNS

## **VISIBLE DAMAGE**

It is the Dealer's/Customer's responsibility to check the merchandise and file a claim with the carrier if the shipment was made using the dealer's carrier account. Request a claim form from the delivering carrier and file your claim immediately. If the shipment was made using Frankford's carrier and account, it is the Dealer's/Customer's responsibility to check the merchandise and notify Frankford Umbrellas within 24 hours of delivery, so that a claim can be filed. In either situation, make a notation on the Bill of Lading as to the nature and extent of the damage, take photos and obtain a signature from the carriers' agent.

**Failure to provide this information may result in the carrier refusing to honor the claim and Frankford will not, under this circumstance, be liable for damage sustained in transit.**

## **GROUND & FREIGHT DELIVERY**

Frankford Umbrellas would like ensure the highest level of service. All of our products are made to order and shipped directly from us to you. Because of this, shipping times often vary depending on what product is ordered, what fabric is used (Grades A or A+, B,C,D,E,F) and the time of year the order is placed.

All small package and small quantity orders will be shipped using parcel companies (USPS, UPS, FedEx or other) unless otherwise specified. Some of our larger items and larger quantity shipments must be shipped with an LTL trucking company. Additional charges may be incurred for the following services: Lift Gate Service, Residential Delivery, Call before Delivery, Express Delivery, Weekend/Holiday Delivery, Guaranteed Delivery, Redelivery, or change of address.

Frankford Umbrellas will not be responsible for any express shipping costs or order cancellations unless we have guaranteed a specific delivery date in writing. No verbal guarantees will be made or honored at any time.

Orders may be delayed if certain information is omitted from the order form. This information includes, but is not limited to: billing address, shipping address, customer name, contact name, contact phone number, shipping instructions, item number, quantity, brief item description, or shipping method. Frankford Umbrellas will not be responsible for any charges incurred for lack of information provided. To obtain a shipping quote, or for shipping inquiries, please email a Frankford Umbrellas customer service representative.

**FREIGHT QUOTES ARE ONLY VALID FOR 14 DAYS.**