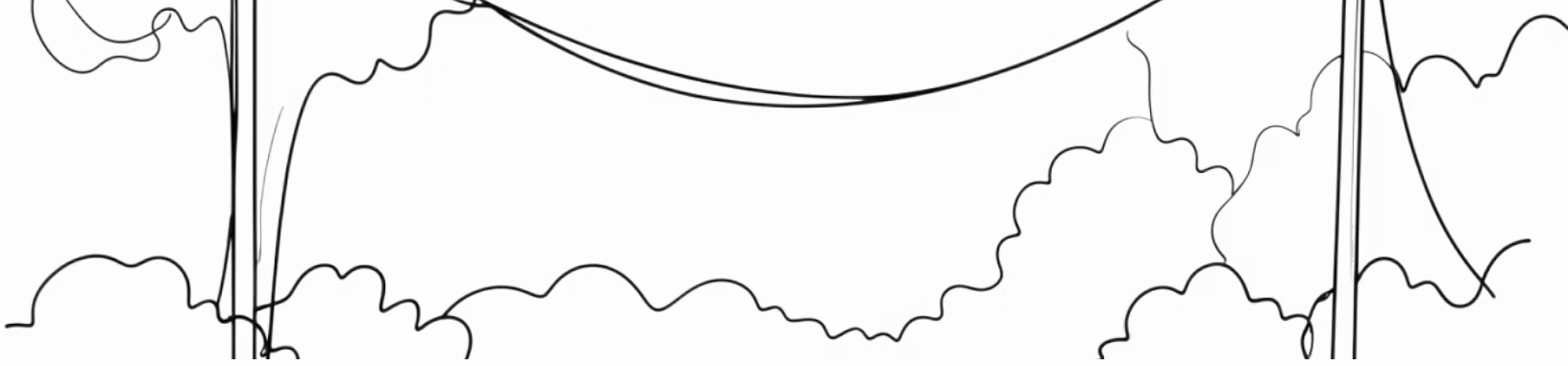




Sail City — Care and Maintenance Guide

Polyfab Shade Fabric



ABOUT YOUR FABRIC

Polyfab Shade Fabric

Polyfab shade fabric is made for outdoor use to provide sun and weather protection. To ensure its longevity, please follow these care and maintenance guidelines.

Cleaning

Use a mild dishwashing liquid, a soft brush, and a low-pressure hose to clean your shade cloth. Do not use high-pressure water, as this can damage the fabric.

IMPORTANT

Chemicals

Avoid all chemicals, especially those containing bleach, sulphur, or halogens like chlorine or bromine, as they can damage the UV stabilizers and void your warranty. This includes many pesticides, metal compounds, and salts.

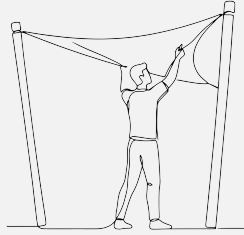
OTHER SUBSTANCES

Keep Away From Pollutants

Keep the shade cloth away from gasoline, oils, environmental pollutants and other similar substances.



Exposure to fuels, oils, or environmental contaminants can cause irreversible damage to the fabric and may void your warranty.



Installation and Tension

Shade sail/s and structure must be installed with firm tension to prevent flapping in the wind. Loose fabric can lead to premature strength loss.

Install Firmly

Ensure firm tension from the moment of installation to prevent movement in wind.

Check Periodically

Re-tension the sail/s or shade structure regularly to keep it firm.

After Extreme Weather

Always inspect and re-tension following storms or severe weather events.

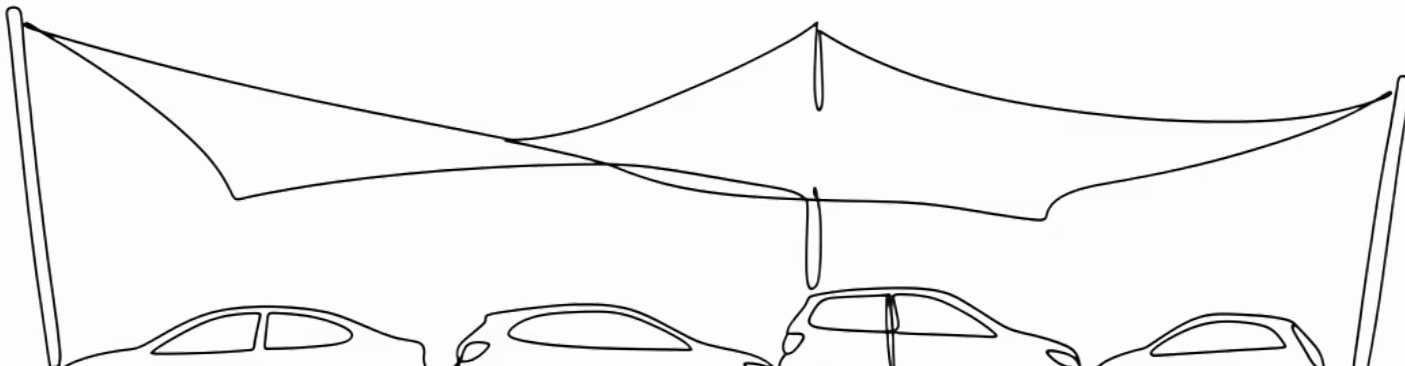


STORAGE

Storing Your Shade Sail

If you take your shade sail/s or shade structure down for the winter, allow it to dry completely to prevent the build-up of mould and mildew before storing it in a protective bag to keep it safe from pests like rats and mice.

It is also advised that the shade sail/s or shade structure are taken down and stored appropriately if advised of high winds or severe weather, or in close proximity to construction works.



Quick Reference

Follow this guide to care for your Polyfab shade fabric.



Cleaning

Mild dishwashing liquid, soft brush and low-pressure hose

Frequency: As needed



Chemicals

Avoid chlorine, bromine, sulphur, pesticides, metal compounds and salts

Frequency: Always



Other Substances

Keep away from gasoline, oils and environmental pollutants

Frequency: Always



Tension

Check and re-tension the sail to prevent flapping in the wind

Frequency: Periodically, and after extreme weather



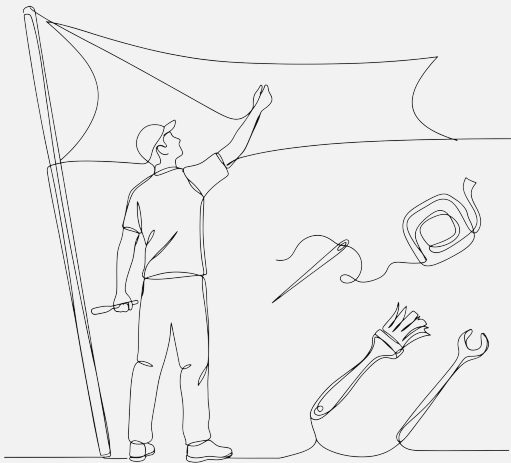
Storage

Dry completely, store in a protective bag free of pests

Frequency: When taken down (winter or severe weather)

Maintenance Schedule at a Glance

Four simple activities keep your shade sail in warranty condition and looking great:



Annual Inspection

Who: Shade sail professional / When: Once a year /
Why: Identifies small issues before they become big problems.

Re-tension

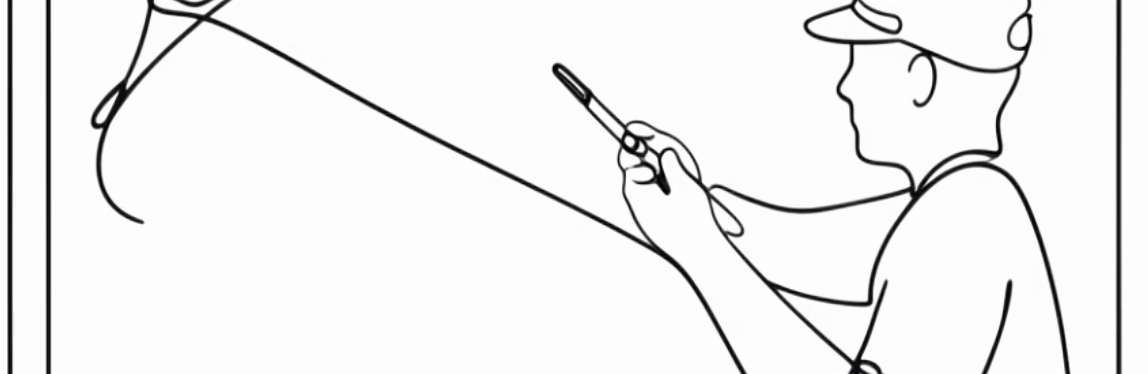
Who: Shade sail professional / When: As required /
Why: Loose sails are prone to damage.

Re-stitching

Who: Shade sail professional / When: As required /
Why: Stitching breaks down over time due to sun exposure.

Cleaning

Who: You or commercial cleaner / When: Every 6–12 months / Why: Removes environmental residues, increases fabric life.



⚠️ 💡 Pro tip: Pair your annual inspection with a cleaning to cover most of the schedule in one visit.

WARRANTY

Maintenance & Warranty Compliance

For your shade sail warranty to remain valid, it is essential that maintenance is carried out in accordance with this manual. Sail City provides a Shade Sail Service Record form, where the installer records evidence of whether the recommended maintenance has been followed at each inspection.

Failure to follow this maintenance schedule could result in the loss of warranty coverage.

Documents to Keep

Annual Inspection Forms

Re-tension Forms

Re-stitching Records

Your Service Record

Sail City provides a form called the Shade Sail Service Record, where your installer records each service performed. Ask your installer for this form and keep it together with this guide.

⚠️ ⚠️ **Important:** Sail City works with installers across North, Central, South, and Cockburn & Beyond zones. At the time of making a warranty claim, keep copies of all service records.