Sail City Shade Sails

Maintenance Manual

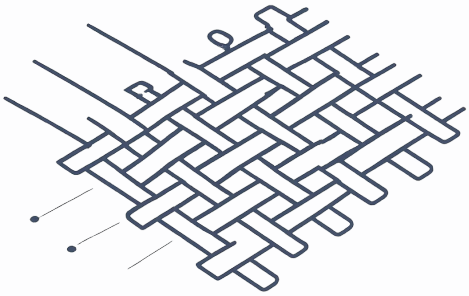
Z16 & Extreme 32 Shade Fabric | Rainbow Shade

Care • Cleaning • Longevity

Your shade sail is a long-term investment in comfort, style and sun protection. This guide helps you understand your fabric and maintain it properly to maximize its lifespan.

SAIL CITY
SHADE SAILS

Your Shade Sail Fabric



Extreme 32 Fabric

Engineered for large spans, high tension and demanding sites — where strength cannot be compromised.

Extreme Strength

Designed for large spans

High UV-R Protection

Up to 95.8%

High Tear Resistance

Resists propagation of damage

Resilient Dimensional Stability

Holds shape under load

Easy Care & Maintenance

Simple routine upkeep

Fine Refined Fibers

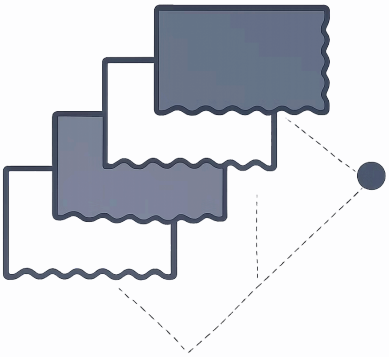
50+ UPF rated

Enduring Durability

Engineered to last

Excellent Cover Factor

Superior shade coverage



Z16 Fabric

The lightweight all-rounder: up to 99% UV-R block, safe filtered light and 24 designer colours.

High UV-R Protection

Up to 99%

24 Designer Colours

Match any exterior

Safe Filtered Light Transmission

Comfortable natural light

Proven Durability & Longevity

Built to last over time

Easy Care & Maintenance

Sugar soap and a soft brush

Lightweight

200 GSM

Excellent Cover Factor

Superior shade coverage

High Tensile Strength

Holds tension well

Why Rainbow Shade Performs

Rainbow Shade Z16 and 32 fabric delivers durability, strength, UV protection and colourfast characteristics through six key pillars:

1. Endurance

Highest quality UV inhibitors create a fortified UV stabilisation system that fights solar degradation

2. Quality

Made from highest quality HDPE materials with rigorous quality inspections

3. Warranty

Z16 comes with a 10 year limited warranty and Extreme 32 comes with a 15 year limited warranty, both covering fabric degradation due to sunlight exposure.

4. Protection

Extreme 32 provides up to 95.8% UVR Block while Z16 delivers up to 99% UVR Block (50+ UPF Rating) for comprehensive sun protection.

5. Colourfast

Highest quality pigment colorants resist deterioration

6. Reputation

Worldwide leading brand available in 60 countries; market leader in Australia

Maintenance Schedule at a Glance

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

Maintenance	Who Does It	When	Why It Matters
Annual Inspection	Shade sail professional	Once a year	Identifies small issues before they become big problems. First inspection may be free — check with your professional.
Re-tension	Shade sail professional	As required	Loose sails are prone to damage. Without optimum tension, damage can occur to fabric and support structure.
Re-stitching	Shade sail professional	As required	Stitching breaks down over time due to sun exposure.
Cleaning	You or commercial cleaner	Every 6–12 months	Removes environmental residues, increases fabric life, reduces staining and mould growth.

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

How to Clean Your Shade Sail

Standard Cleaning Method

Use **sugar soap** and a **soft bristle brush** for routine care:

1. **Mix**

   Mix sugar soap with water to the concentration shown in the dilution guide

2. **Scrub**

   Work the soap into the fabric with the soft brush

3. **Dwell**

   Leave it on the fabric for **15–20 minutes**

4. **Rinse**

   Rinse the sail thoroughly

For Stubborn Grime

Use **Wet & Forget** commercial grade cleaner for hard-to-move dirt.

Dilution & Product Guide

Always use a soft brush or sponge to prevent fabric damage. Choose your product based on dirt level:

Level of Dirt	Concentration	Product
Minor	15%	Liquid Sugar Soap
Medium	30%	Liquid Sugar Soap
Major	25%	Wet & Forget

Liquid Sugar Soap

⚠️ ⏱️ **Dwell time:** Whichever product you use, work it in, leave for 15–20 minutes, then rinse thoroughly.

Brush & Hose Rules

Soft Bristles Only

The brush must have **soft bristles** and must not damage the weave of the shade fabric

High Pressure? Use an Attachment

If using a **high pressure hose**, a **rotating brush head attachment** must be fitted

Never Direct-Spray

Never spray the fabric directly with a high pressure hose — this can permanently damage it

For Stubborn Grime

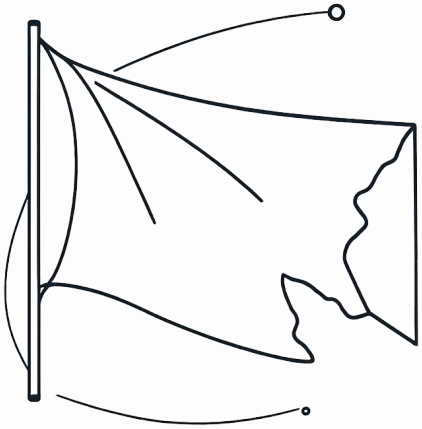
Use **Wet & Forget** commercial grade cleaner for hard-to-move dirt.

⚠ ⚠️ **Still not clean?** If the recommended cleaning methods don't work, have the shade sail taken down and cleaned by a professional shade sail cleaning service.

What Never to Do

These practices will damage the fabric and may void your warranty:

- → ❌ **Bleach** or mould removal products
- → ❌ **Acid washing**
- → ❌ Direct spraying with a **high pressure hose**
- → ❌ **Stiff or abrasive brushes**
- → ❌ Scrubbing hard enough to distort the weave
- → ❌ Leaving a loose sail untensioned
- → ❌ Improvising other cleaning processes



The use of any processes other than those recommended in this manual may void the warranty and greatly reduce the lifespan of your shade fabric.

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.

Fabric Warranty Coverage

The **Z16** and **Extreme 32** Shade Fabric warranty covers customers where the fabric has degraded due to exposure to sunlight.

Z16

10 Year Limited Warranty

Extreme 32

15 Year Limited Warranty

Documents to Keep

- ✔ Annual Inspection forms
- ✔ Re-tension forms
- ✔ Re-stitching records

Your Service Record

Print this section and track each service as it happens:

Service	Date	Carried Out By	Form Kept?
Annual Inspection			
Re-tension			
Re-stitching			
Cleaning			
Cleaning			

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

Quick Reference: Do's & Don'ts

✓ DO

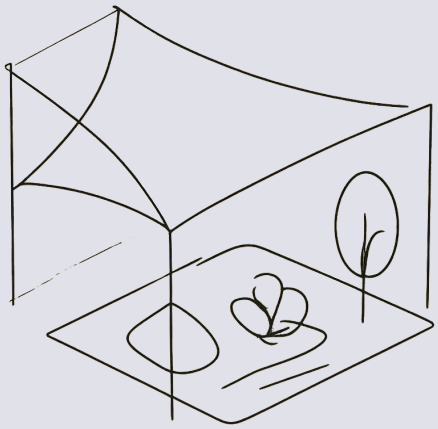
- 🧹 Clean every 6–12 months
- 🪥 Use soft bristle brush or sponge
- 🧴 Use sugar soap at 15–30%
- 💧 Use Wet & Forget at 25% for major grime
- ⏱️ Leave product 15–20 min, then rinse
- 📋 Book an annual professional inspection
- 🔧 Re-tension as soon as a sail goes loose
- 📁 Keep your inspection and re-tension forms

✗ DON'T

- 🚫 No bleach
- 🚫 No mould removal products
- 🚫 No acid washing
- 🚫 No direct high pressure spray
- 🚫 No stiff or abrasive brushes
- ⚠️ Don't scrub hard enough to distort the weave
- ⚠️ Don't leave a loose sail untensioned
- ⚠️ Don't improvise other cleaning processes

Shade That Lasts

> Clean it gently, tension it properly, inspect it yearly — and your shade sail will keep working for many seasons to come.



Sail City Shade Sails — Your investment in comfort, style and sun protection.