

## Wear , Tear and Usage

The screen house is used outdoors and thus will be subject to standard wear and tear caused by the weather and other external influences. This section lists some, but not all of the standard wear and tear you may get with your screen house.

- **Fading** : With all polyester materials used outdoors some fading or colour changing will occur. This will change depending upon how often you use it, how long it is up when you use it, what the weather is like when you use it and other external influences such as shade etc. This fading only affects the look of the material and does not affect the performance of the screen house. It is a natural process and cannot be avoided. Fading can be improved by using a proofing spray as listed in the maintenance section below.
- **Colour changing** : Similar to fading, all polyester materials used outdoors may be affected by colour changing. This is down to the amount of sun they receive whilst out, the atmospheric conditions at the time and other external factors. Colour changing is only cosmetic and does not affect the performance of your screen house.
- **U.V. Degradation** : Over time all polyester materials will break down and become brittle. This is down to the effect the sun has on the material. Your screen house is protected against this with its advanced U.V. coating, but this protection does break down over time. The time it takes will completely depend upon the weather conditions when used, such as the sun's heat, cloud cover, shade and others. This is a natural process that cannot be stopped, but you can protect against it by regular cleaning and re-proofing (listed in the care and cleaning instructions).
- **Condensation** : Condensation is a natural process where moisture from the ground is drawn up and collects on the roof or sides of your screen house. Whilst this is kept to a very minimum thanks to the mesh side on your screen house, you may still get some on roof during certain conditions. This will be made worse if you use the optional side walls and keep these side walls closed as they prevent air flow and can increase condensation.
- **Waterproofing** : Whilst the roof on this screen house is waterproof the screen house itself is not water tight. The sides on the screen house are not waterproof, even when using the optional side walls the screen house is not water tight. In the event of rain, some water may well get into the screen house. Over time the waterproof coating of the material can deteriorate. This can be repaired by the use of a re-proofing spray as listed in the maintenance section of the instructions.
- **Weathering** : The waterproof nature of the screen house roof may be affected by a process called weathering. Weathering is a process where the screen house may seem to leak when first used in the rain. When you sew a seam into any material you make a hole in the material and then put a thread of cotton through this hole. Obviously this hole will leak water initially. The weathering process is around the cotton thread. When the cotton thread gets wet it expands and fills the hole made when the material was sewn together. When the cotton thread then dries it shrinks back, but never to the same size it was initially. This process happens a few times and eventually the thread stops expanding and shrinking, but will have sealed the hole up. This whole process is called weathering and is the final process that makes your screen house roof waterproof.

# Storage , Care and Cleaning

Details on how to look after your product.

## Storage

To help keep your product looking newer for longer and prolong the life and use of the product, we recommend that the product is covered when not in use. The screen house should never be put away wet. If it is put away wet, then it should be taken out and dried before being stored away after use. Failure to do so can cause mould growth and potential damage to your screen house.

If the product is not going to be used for an extended period (such as a winter period) we recommend that it is carefully folded away and stored in a clean, dry and free from damp location.

## Care and Cleaning Instructions

Never use and harsh or abrasive cleaners or brushes when cleaning this product as the frame and fabric may be damaged when doing so. Never fold and put the product away when wet as this can trap water in the product, which can lead to mould and mildew build up.

**IMPORTANT:** If you have used any type of cleaner other than warm soapy water you may have damaged the U.V. coating, so we recommend reproofing the screen house as if the coating has been damaged it would lead to premature aging of the product. We recommend you use a dedicated re-proofing spray.

- **Fabric :** We recommend using a dedicated awning or tent cleaner for the fabric, if one is not available simply warm soapy water. After it has been cleaned, rinse with clean water to make sure there's no soap or cleaner left inside the fabric. Once rinsed allow the product to dry naturally before folding away and storing.
- **Frame :** First allow any dirt to dry and brush with a soft brush to remove loose dirt. Once this is done wipe the frame down with warm soapy water and a soft cloth. Once cleaned allow to dry naturally before storing away.
- **Bolts :** There are small bolts on the screen house frame mechanism. These may become loose after multiple uses, so just check that these are not loose, but never overtighten them as this could lead to damage and may invalidate your warranty.

# Optional Extras - Pro Canopy

How to fit the optional Pro Canopy.

You can purchase a front canopy for your Screen House Pro, which gives you a covered canopy area to the front of the screen house. The canopy goes on the front accessory zip on your Screen House Pro. The Screen House 4 Pro only has one accessory zip, but the Screen House 6 Pro has two (one front, one rear). The front accessory zip is the one that has the printed logo above it.

## Pitching the Pro Canopy

- Take the canopy out of the bag and locate the zip(s) on the canopy. There are two zips on the canopy, one for use with a screen house 4 pro and one for use with a screen house 6 pro. The screen house 4 zip is the longer of the two.
- Using the correct Zip the canopy onto the accessory zip on the screen house pro, starting from the bottom left and moving around to the bottom right.
- Put the included pole together and feed it through the sleeve at the front of the canopy. There is a pin at the bottom of the canvas where the pole is inserted onto. This keeps the pole in place.
- There is also a pegging strap along the bottom of the canopy. This is simply an aid to pegging the canopy. It helps ensure you get the canopy pegged just right, but it is only optional, you do not have to use it, if you do not wish to.
- Once the pole is in place, pull the canopy away from the Screen House until the roof becomes tight and peg the storm straps and the bottom of the pole ends.

## Taking the Pro Canopy down

- First remove all but one of the pegs holding the canopy down, leaving one peg and strap in place to hold the canopy up.
- Then unzip the canopy from the screen house and place the canopy on the floor.
- Remove the final peg from the canopy.
- Remove the pole from one pin on the canopy and remove the pole from the sleeve.
- You are now ready to pack the canopy away.

# Warranty

Details on the warranty that comes with your product.

**Warranty :** 12 Months (1 Year) warranty.

## Warranty Claim

- In the unlikely event of a warranty claim, you must contact your retailer.
- If you have not registered your product, first fill out the registration form overleaf and take this with you when you go to your retailer.
- Take the product to your retailer that you purchased it from along with your proof of purchase and explain the issue with the retailer.
- The retailer will then check the product and get in touch with the wholesaler or manufacturer.
- The retailer will keep you informed of the progress of the claim.
- The wholesaler or manufacturer will not (unless under special circumstances) get in touch with you as all information will be passed back directly to the retailer.

## Warranty Information

- This product comes with a full 12 month manufacturers defect warranty and covers any manufacturers defects for one (1) year from the date of the original purchase. It does not cover any damage occurred though:
  - The product falling, being dropped, scratched or damaged in any way.
  - The product has been technically changed by the owner or another third party
  - Improper use of the product.
  - Normal wear and tear - which includes (but is not limited to): colour fading, wearing, stretching.
  - Weather damage - which includes (but is not limited to) U.V. degradation and colour changing.
- The affected part will be replaced or repaired (manufacturers option) if they are found to be defective within the one (1) year time frame.
- The warranty will be void if the product has been subject to neglect, misuse, improper installation, misapplication, alteration or accident including, but not limited to, improper installation, maintenance or use of unauthorised parts or attachments.
- Damage caused by not following the instruction manual in full will invalidate the warranty, if this results in consequential damages, Quest will not be liable for these damages or any costs incurred due to these damages.
- Quest will not be liable for material damage or personal injury caused by improper use or if the safety instructions are not properly executed in full.
- All claims must be made through the retailer you purchased the product from and not direct with the wholesaler or manufacturer.
- Warranty claims cannot be honoured without an original dated receipt and or proof of purchase.
- By executing repairs the original warranty period of one (1) year will not be extended, nor the right to a complied new warranty. This warranty is only legal on European soil.
- This warranty does not overrule the European directive 2011/83/EU.
- This product may not be amended or changed.