

KE-ZU Care + Maintenance

Thank you for purchasing our products.

By law, we are obliged to provide a 12 months warranty on our products. Our suppliers all offer this or more to us. Some specific projects require more than the standard 12 months warranty. Requests for extended warranties are to be directed to KE-ZU management who will in turn seek to secure confirmation of the extended warranty from the manufacturer. In the unusual event of a claim, we have found our suppliers typically back up their product 100%.

For all GECA certified products, KE-ZU provide a 7 year warranty on their products to be free of manufacturing defects or faults from date of delivery. This warranty excludes damage due to normal wear and tear, abuse or misuse of the product or use for other than it's intended purpose.

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WARRANTY

Tuuci constructs its shade structures with the finest marine-grade materials available. We test our products in extreme weather environments to ensure stability, durability and years of worry-free service. In addition, Tuuci personnel carefully follow specific quality control procedures and inspect each product to ensure freedom from any type of manufacturing defect. Our goal is to produce shade platforms that will exceed your expectations and provide a shade experience like no other in the world. The warranty protection listed below covers manufacturing defects only.

Although all Tuuci marine-grade shade equipment is rigorously tested to withstand incredible forces of nature, Tuuci does not recommend or warranty the deployment or use of any collapsible shade equipment in wind conditions which exceed 25 MPH (45 MPH for the MAX F-1). Tuuci will only warranty products which are properly secured to an adequate base or anchoring system. Furthermore, Tuuci will not cover any damage to a shade or base device which occurs as a result of contact with the ground or any other foreign object including damage which occurs as a result of sudden and severe weather events or other extreme acts of nature. In general, Tuuci recommends that all collapsible shade products be securely closed when not in use.

Tuuci can recommend specific base weight and anchoring systems for specific parasol styles, shapes and sizes, however, Tuuci will only warrant the safe, sensible and reasonable operation of our shade structures within the recommended deployment guidelines. Please contact Tuuci directly if requesting shade devices and anchoring systems which can be warranted in sustained wind conditions which exceed 25 MPH.

The following specific time periods and limitations apply to the product indicated:

15 Year Warranty

OCEAN MASTER™, OCEAN MASTER and PLANTATION MAX™ (Classic, Cantilever and F-1) center mast, cantilever mast, top and bottom hubs and stainless steel hardware only. If warrantable damage occurs to the hubs, center pole or stainless steel hardware, Tuuci will replace or repair any item listed in this category at its discretion. Superficial damage, including any type of scratches or abrasions caused from contact with the moving components of the frame itself or canopy during normal operation are not eligible for warranty coverage unless the damage compromises the structural integrity of the frame.

5 Year Warranty

OCEAN MASTER™, OCEAN MASTER and PLANTATION MAX™ (Classic, Cantilever and F-1), STINGRAY SHADE SCULPTURE, connecting brackets, stainless steel fasteners, optional hardware (pulleys, auto-loc lifts, pistons and crank systems), aluminum canopy ribs, and struts. If warrantable damage occurs to the hubs, center pole or stainless steel hardware, Tuuci will replace or repair any item listed in this category at its discretion. Superficial damage, including any type of scratches or abrasions caused from contact with the moving components of the frame itself or canopy during normal operation are not eligible for warranty coverage unless the damage compromises the structural integrity of the frame.

Tuuci cabana and lounge structures, including the tubing, hub system, and fasteners. If warrantable damage occurs to the hubs, center pole, struts or stainless steel hardware, Tuuci will replace or repair any item listed in this category at its discretion. Please remove fabric canopy tops to any Tuuci cabana or lounge product for winds exceeding 35 MPH, except where product is specifically engineered and warranted for higher wind loads according to Tuuci's engineering and usage guide.

Level "C" fabric (SUNBRELLA® 9.25 oz. and other Tuuci Tuff Skin marine-grade fabric fabric). If any fabric (SUNBRELLA® or other Tuuci Tuff Skin) Level "C" fabric is rendered unserviceable by loss

of color or strength caused by UV degradation, mildew, rot or atmospheric chemicals, Tuuci will replace or repair the fabric at its discretion. Labor charges will apply to the cutting and sewing of any fabric replaced under warranty.

3 Year Warranty

BAY MASTER and VINEYARD (Classic, Fiber-Flex, Ultra-Flex and Cantilever umbrellas), BAY MASTER MAX and MISTRAL hardwood umbrellas, including the center pole, side mast, hub system, fasteners and canopy ribs. If warrantable damage occurs to the hubs, center pole, struts or stainless steel hardware, Tuuci will replace or repair any item listed in this category at its own discretion. Superficial damage, including any type of scratches or abrasions caused from contact with the moving components of the frame itself or canopy during normal operation are not eligible for warranty coverage unless the damage compromises the structural integrity of the frame.

Level "A" and "B" fabric (SUNBRELLA® 8 oz. and other Tuuci Tuff Skin furniture-grade fabric fabric). If any fabric (SUNBRELLA® or other Tuuci Tuff Skin) Level "A" or "B" fabric is rendered unserviceable by loss of color or strength caused by UV degradation, mildew, rot or atmospheric chemicals, Tuuci will replace or repair the fabric at its discretion. Labor charges will apply to the cutting and sewing of any fabric replaced under warranty.

1 Year Warranty

Powder coat finish of aluminum frames and bases including Tuuci's exclusive Aluma-TEAK finish. If any Tuuci applied finish flakes, bubbles, peels, or loses color within one (1) year from the date of purchase, Tuuci will replace or repair any paint finish damage at its own discretion.

The limited warranties outlined above cover only manufacturer defects, not damage caused by the product striking the ground or other object. The redeemable value of all warranties provided herewith shall be prorated over the life of the specific limited warranty itself. In all cases, the warranty claimant shall be responsible for all shipping and/or freight charges incurred by claimant or Tuuci as a result of a warranty claim. Warranty covers only parts and the labor

to manufacture the parts for non-fabric claims. Labor for installation of parts covered under Tuuci Warranty is not included. Fabric warranties shall never include the cost of labor and any associated fabrication costs. All warranty claims must be submitted with an original proof of purchase dated from the dealer of origin, a description of damaged product, including how the damage occurred, along with photos of the damaged product. The foregoing warranties may not be assigned and are available only to the original purchaser of Tuuci products. Tuuci reserves at its sole discretion the right to repair, replace, or redesign any product that is returned as a result of a warranty claim.

CARE + MAINTENANCE

Tuuci frames are constructed from durable, marine-grade, weather resistant materials including: fiberglass, armor-wall aluminum, Dura-TEAK composites, Aluma-TEAK aluminum and sustainable hardwood. All fasteners (nuts, bolts, pulleys, cam cleats, etc.) are marine-grade stainless steel and will withstand the most corrosive environments. Proper care and maintenance is important to extend the serviceable life of all Tuuci products. Fresh water rinses once a week will enhance the life and long lasting beauty of your Tuuci shade equipment. Weekly inspection of your Tuuci product is recommended. Loose screws should be tightened and any broken components replaced immediately to avoid further damage to your product. Tuuci Parts can be purchased at parts@tuuci.com.

Prior to opening, ensure that the shade product is properly secured to an adequate shade anchor, using the locking system intended for the specific product (star knob, hitch pin or cam lock).

When opening a Tuuci parasol, separate each rib 6 inches from the center post, before raising the hub. Do not force hub if it does not rise easily. When closing the parasol, pull the fabric out from between the struts to avoid pinching or damaging the TUFF-SKIN canopy membrane.

Although many Tuuci frames have been tested for structural integrity in winds exceeding 50 MPH, it is always recommended that caution and

common sense be applied in extreme wind and weather conditions. Tuuci recommends that all collapsible shade equipment be closed in wind conditions which exceed 25 MPH. Stability of Tuuci shade products in heavy wind and severe weather conditions is directly related to the size, weight and security of the shade anchor. Please use reasonable and cautious judgment when determining when the parasol should be closed.

Shade Anchors

ALWAYS BE SURE THAT PARASOL CENTER POLE IS FIRMLY ATTACHED TO BASE BEFORE OPENING PARASOL. Clean above ground parasol bases regularly to maintain appearance. To clean, gently wash with soap and water using a non-abrasive cloth or pad. Check three bolts in base plate regularly to ensure that they remain fully tightened. Inspect weekly if parasol bases are moved on a regular basis.

Do not roll Aluma-crete (Aluminum Shell, Concrete Filled) bases on their side as damage to shell or finish can occur. Touch up bases with exterior paint as needed. Touch up can be ordered from the Tuuci parts department (parts@Tuuci.com). Wheeled parasol bases are intended for use on even surfaces. Move bases slowly and with caution on uneven surfaces. Do not use on stairways or over distances which exceed 50 feet, as damage to welded wheel tray may occur.

Tuff-skin Canopies, Curtains and Tensioned Fabric Walls

Tuuci's TUFF-SKIN parasol canopies employ the most durable and state of the art marine fabrics and thread including (but not limited to: Sunbrella Marine and Awning Fabrics, Weathermax, Ferrari Fabrics, Dickson Acrylic Fabrics, Weblon, Regatta, Gortex and other proven high-performance, UV stable materials). Tuuci TUFF-SKINS should be cleaned regularly before dirt is allowed to accumulate and become embedded in the fabric. The fabric canopy can be cleaned without being removed from the frame. Simply brush off any loose dirt or particles; hose down and clean with a mild soap in lukewarm water (no more than 100°F) Rinse thoroughly to remove soap. Allow fabric to air dry. Do not use heavy detergents.

For stubborn stains, clean with a mild soap and

add one cup of bleach to a gallon of water, scrub vigorously with a soft bristle brush, sponge or clean towel. Allow fabric to air dry. This method of cleaning may remove part of the water repellency. If water repellency is a factor, the fabric should receive an application of an air-curing water repellent treatment (such as SM fabric guard).

Sunbrella® may be machine washed but a water repellent treatment must be applied to the fabric after washing to reestablish water repellency. Sunbrella® is made from 100% acrylic fiber and is thermoplastic or heat sensitive. When washing or cleaning, DO NOT SUBJECT TO EXCESSIVE HEAT as the fabric will shrink. DO NOT STEAM PRESS OR DRY IN ELECTRIC OR GAS DRYERS, but allow air to dry. In cases where the parasol is taken down and stored during the winter season, the TUFF-SKIN canopy should be cleaned, allowed to air dry, and stored in a dry, well ventilated area. A Tuuci Protective Cover should be used at all times when umbrella is not in use to ensure the longest serviceable life.