

IMPORTANT MAINTENANCE AND USE INFO ON CITADEL ZIPPER TRACK SHADES
You must sign this to show that you are aware of these guidelines before purchasing a Citadel System. If you are a contractor both you and your end user must sign.

1. I will not roll my Citadel shades down when it is windy. I will lower them in calm conditions. (They can be retracted, however, when it is windy.)
2. I will make sure that the housing box and rails are mounted flush with each other, that the housing box is level and that the side rails are plumb and parallel to each other.
3. I will watch the shades when operating them and stop them if not operating correctly. If it appears to be jammed I will stop operating the shade, reverse the direction, and inspect the track for dirt and debris.
4. If wind stops the shade from going down, I will stop and raise the shade again to re-engage the fabric and lower again, repeating until the shade is lowered.
5. I will not leave the shades down unattended in winds 50 mph or higher.
6. I will keep the tracks clear of debris, and hose the shades and tracks regularly, especially if I have not operated them in a while.
7. I will contact North Solar Screen 866 230 4700 if the shade
 - a. Comes out of the tracks
 - b. The zipper is folding over
 - c. I will do this within a week as the fabric may develop a memory for the wrong position (hour glassing if allowed to hang free, or the zipper staying folded over) and require the purchase of a replacement panel
8. I will lubricate the zippers and PVC inserts inside the rails with a dry silicone spray regularly to ensure smooth operation.
9. I will NOT use oil based lubricants as these will cause dirt to build up and affect the way the zipper operates
10. I understand that motorized shades do not have a manual override, so if there is a power out I will not be able to fully raise the shade. If I fully enclose the structure, I understand I should order one with a crank, or leave one opening uncovered as an emergency egress.
11. I understand that wear to the fabric/seams due to rubbing on any walls, posts, banisters, etc. is not covered by warranty.
12. If these are installed very high or on a second story, I understand that any equipment or labor needed for the initial installation will be needed for the maintenance and cleaning of my shades including annual lubrication of zippers and cleaning of clear vinyl inserts or warranty replacement of motors. North Solar Screen does not cover these costs.
13. I understand that warranty replacement of motors entails opening the housing box, removing the rails, removing the roller, and then replacing the motor and reinstalling everything—a 2 man job. North Solar Screen does not cover these costs.
14. I will only clean my clear vinyl shade using IMAR 313 Clear Vinyl Clean & Protect, or Sumner Labs 210 Plastic Cleaner and Polish. Instructions on website. I will NEVER use Windex, Rain-X, Pledge, Plexus, Simple Green, Orpine, car wax, or any other harsh cleaner.
15. If I ever accidentally scratch the clear vinyl window, I can polish the scratches away using Sumner Labs 210 +Plus Scratch Remover.
16. Polishing Strataglass Clear Vinyl shade windows. We recommend this procedure every 1-2 months, especially when the shades are new. Make sure the shade is clean and dry. Apply a light coat of IMAR 302 Protective Polish on both the inside and outside surfaces with small, light circular motions using a soft cotton cloth or applicator pad. Allow the polish to quickly dry. Lightly buff with a dry soft cotton or micro fiber cloth to a sparkling smooth shine. Over time, with multiple applications, the polish will build up a strong protective barrier. Polishing is the most important maintenance procedure to extend the life of the shade windows and maintain the warranty.
17. I will install my clear vinyl shade when the temperature is over 60 degrees F and never leave the shade rolled down if it is out of its tracks for any reason.

SIGNED _____ Date _____

Print Name _____