

VELARIS

OUTDOOR BLIND SYSTEMS

GUIDE 01 · FINAL REVIEW

Care, Maintenance & Troubleshooting Guide

V7.3 / V8

Practical owner and service guidance for routine care, coastal environments, severe-weather preparation, first checks and clear escalation to a local installer or service technician.

FINAL REVIEW STATUS Approved manuscript with the approved premium visual set integrated. No website publication or Technical Centre upload until this assembled guide receives final approval.

OWNER FOCUS Routine care · Coastal maintenance · Severe-weather preparation · Troubleshooting · Service evidence

Contents

Section	Topic
01	How to use this guide
02	Know the main components
03	Routine care schedule
04	Cleaning the fabric
05	Cleaning guides and cassette
06	Coastal and high-salt environments
07	Correct daily operation
08	Before strong wind or severe weather
09	After strong weather
10	Troubleshooting matrix
11	When to stop using the blind
12	Basic user checks
13	Installer / service checks
14	Fabric and component damage
15	How to request technical support
16	Maintenance record
17	One-page owner quick reference

General ownership guidance - not a substitute for project-specific documentation

This guide is intended for owners, facility teams, property managers and the purchaser's chosen local installer or service technician. It explains routine care, safe day-to-day use, common first checks and the information that helps a technician diagnose a problem efficiently.

The supplied product documentation, confirmed project order, installer instructions and any project-specific operating limits take precedence where they differ from this general guide.

Apollo scope Apollo NZ Global is supply-only. Local installation, electrical work, structural adequacy, fastener selection, servicing and destination compliance remain with the purchaser's project team.

The three rules that prevent most avoidable problems

- 01** Keep the guides, screen travel path and lower landing area clear of grit, leaves, insects and objects.
- 02** Do not force a blind that begins to bind, track unevenly, make a new noise or stop unexpectedly.
- 03** Retract before forecast severe wind or airborne-debris risk unless written project-specific operating instructions explicitly state otherwise.

02 · KNOW THE MAIN COMPONENTS

Know what you are looking at before you clean or troubleshoot

A Velaris installation is a coordinated screen system. Exact component form varies by confirmed model and project, but the following terms are used throughout this guide.

Cassette / headbox

Houses the roller, screen and drive components at the top of the opening.

Screen / fabric

The selected mesh, clear PVC or blackout material. Cleaning method should suit the supplied material.

Drive / motor pathway

Manual, motorised or selected hybrid operation depending on the supplied configuration.

Sensors / smart control

Selected systems may include weather sensors or smart-control pathways. Behaviour depends on the supplied setup.

Side guides

Keep the screen edges controlled through the travel path. They must remain clean, straight, plumb and aligned.

Bottom rail

Provides the lower edge of the blind and travels with the screen. It should remain level through normal operation.

Remote / wall control

User controls where supplied. Exact pairing or programming should follow the supplied control procedure.

Fixing structure

The building surface or frame that supports the cassette and guides. Movement or distortion here can affect blind operation.



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01 COMPONENT ANATOMY

Know your Velaris system

A COMPLETE SYSTEM. BUILT FOR A BETTER OUTDOORS.

Each component of your Velaris outdoor blind system works together to deliver exceptional performance, durability and style. Familiarise yourself with the key parts below.



1 Cassette / Headbox

Houses the roller, motor/drive and fabric. A sleek, weather-resistant design that protects key components.



2 Side Guide

Keeps the fabric aligned and secure, reducing wind movement and light gaps.



3 Screen / Fabric

Available in mesh, clear PVC or blackout options. Provides shade, privacy and protection from wind, sun and insects while maintaining your view (where applicable).



4 Bottom Rail

Weighted rail for stability and smooth operation. Seals the bottom of the blind for a clean finish.



5 Motor / Manual Drive

Choose a quiet, reliable motorised drive (internal) for effortless operation, or a manual spring system (surface mounted) for simple, dependable control.



Motorised (internal)



Manual (surface mounted)

6 Controls

Operate your blind with a stylish wall switch, remote control or smart control (Traya).



Remote control



Wall switch



Smart control (Traya)

7 Sensors (optional)

Wind, rain and sun sensors can automatically adjust your blind for added protection and peace of mind.



Wind, rain and sun sensors (where specified)



CLEAN

LOOKS BETTER FOR LONGER



PROTECT

FROM SUN, WIND AND INSECTS



MAINTAIN

PERFORMANCE AND VALUE



ENJOY

MORE OF OUTDOORS

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BUILT FOR OUTDOOR LIVING, WHEREVER YOU ARE.

BUILT FOR A BRIGHTER TOMORROW

Component anatomy - owner/service reference

03 · ROUTINE CARE SCHEDULE

Use exposure and usage - not the calendar alone - to set the care rhythm

A sheltered residential blind used occasionally will not accumulate contamination at the same rate as a hospitality blind near salt spray, dust, vegetation or heavy daily traffic. The schedule below is a practical framework rather than a fixed warranty interval.

When	Owner / operator check	Escalate if...
Before routine use	Travel path clear; no objects below; no visible fabric or guide damage.	A guide is bent, fabric edge is damaged, cassette appears out of level, or operation has changed.
Regular cleaning	Remove loose debris; gently clean guides and suitable fabric surfaces.	Contamination cannot be removed safely or the screen does not travel smoothly afterward.
Coastal / salty exposure	Fresh-water rinse more frequently; inspect finished and moving components.	Corrosion, staining, swelling, seized movement or damaged coating is visible.
After strong weather	Inspect cassette, guides, screen edge, bottom rail, fixings and controls before normal use.	Impact, distortion, torn fabric, unusual noise, binding or control damage is found.
Periodic installer/service review	Alignment, guide spacing, fixing condition, control function and screen tracking.	Repeated faults, visible structural movement or component wear is present.

Do not over-service Do not apply lubricants, sprays, solvents or adjustment procedures simply because they are common on another blind system. Use only methods compatible with the supplied Velaris components and current project documentation.

04 · CLEANING THE FABRIC

Clean gently and match the method to the supplied material

The safest maintenance approach is to remove loose contamination early and avoid aggressive chemicals or abrasive tools. Exact cleaning requirements may vary by the supplied mesh, clear PVC or blackout material.

General cleaning method

- 01** Fully inspect the screen before cleaning. Do not continue normal operation if the material is torn, detached from the guide edge or visibly damaged.
- 02** Remove loose dust, grit, insects and leaf matter with a soft brush or other non-abrasive method.
- 03** Use clean water and, only where compatible with the supplied fabric documentation, a mild pH-neutral cleaning solution.
- 04** Use a soft cloth, sponge or soft-bristled brush. Avoid sharp scrapers, abrasive pads and solvent cleaners.
- 05** Rinse away cleaner and contamination. Do not direct aggressive high-pressure spray into screen edges, cassette openings, motors or controls.
- 06** Where practical, allow the cleaned material to dry before prolonged retraction, particularly clear PVC or surfaces prone to marking.

Material notes

Mesh

Prioritise removal of salt, dust and organic material without damaging the weave or guided edge. Mesh provides weather reduction, not waterproof enclosure.

Clear PVC

Use a soft, non-abrasive method and products confirmed compatible with clear vinyl/PVC. Avoid scratching and harsh chemicals.

Blockout

Clean according to the supplied fabric finish. Avoid soaking electrical or cassette components while cleaning the screen surface.

Unknown fabric

Stop and confirm the supplied material before using a chemical cleaner or treatment.

The travel path should be clean, straight and free of anything that can catch the screen

Most owner maintenance around the hardware is about cleanliness and visual inspection. Do not dismantle the cassette or alter guide geometry as part of routine cleaning.

Guide-channel cleaning

- Remove leaves, grit, insects, webbing and other debris before operating the blind.
- Use a soft brush, clean cloth or low-impact vacuum method where appropriate.
- Fresh-water rinse may be useful in salty environments, provided electrical/control components are kept protected as required.
- Check that drainage paths around the installation remain clear where relevant to the building detail.
- Do not pack tools into the guide, scrape the internal surfaces or apply unapproved grease/oil that may collect grit.

Cassette exterior

- Wipe external finished surfaces with clean water and a non-abrasive cloth.
- Inspect end caps, visible fasteners, joins and the screen exit area for damage or contamination.
- Do not open the cassette unless the task is part of an approved service procedure and is being completed by a competent technician.

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02

CLEANING THE GUIDE CHANNEL

Keep guides clear for smooth operation

SMOOTH
OPERATION
STARTS WITH
CLEAN GUIDES

CARE
TODAY
FOR A
SMOOTHER
TOMORROW

1



Remove loose debris

Clear leaves, insects and dirt.

2



Brush gently

Use a soft brush.

3



Rinse with fresh water

Use low pressure, clean water.

4



Check drainage

Ensure water can exit at the base.

5



Do not use

High-pressure water, abrasive tools or harsh solvents.



**CLEAN GUIDES =
SMOOTH OPERATION**

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CLEAN



PROTECT



MAINTAIN



ENJOY

BUILT
FOR A
BRIGHTER
TOMORROW

Cleaning the guide channel - owner-safe maintenance

06 · COASTAL & HIGH-SALT ENVIRONMENTS

Salt changes the maintenance plan

Coastal installations, island sites and exposed marine environments can accumulate salt more quickly on finishes, guides, fasteners and moving interfaces. Waiting for visible heavy salt deposits is a poor maintenance strategy.

Recommended coastal approach

- Use fresh-water rinsing more frequently than at sheltered inland sites.
- Remove salt from exposed cassette, guide and bottom-rail surfaces before deposits become heavy.
- Keep the guide path free of salt crystals mixed with grit or dust.
- Inspect coating condition, visible fasteners and moving interfaces for staining, damage or unusual resistance.
- Review the blind after major salt-spray events, storms or long periods of non-use.
- Escalate visible corrosion, coating failure, binding or seized movement rather than forcing operation.

Important Coastal care frequency depends on actual exposure. A site directly exposed to sea spray may require much more frequent rinsing than a site several kilometres inland.

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03

COASTAL MAINTENANCE

Extra care for coastal and high-salt environments



Rinse regularly

Fresh water rinse every 2–4 weeks (or more often if exposed) to remove salt, sand and airborne residues.



Remove salt deposits

Salt can accumulate on fabric, guides and fixings. Rinse with fresh water and wipe gently if needed.



Inspect hardware

Regularly check fixings, fasteners and brackets for signs of salt corrosion, wear or looseness.



Keep moving parts clear

Remove grit and sand from guides, rails and moving parts to ensure smooth operation.



Increase maintenance frequency

After heavy sea spray, storms or severe weather, rinse and inspect sooner to keep your blind in peak condition.



FRESH WATER PRESERVES APPEARANCE AND PERFORMANCE.

Regular rinsing helps prevent salt build-up, corrosion and premature wear, keeping your Velaris blind looking great and operating smoothly for longer.

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PEOPLE | HOMES | OUTDOORS

A BRIGHTER WAY TO LIVE OUTDOORS.

Coastal maintenance - fresh-water care and inspection

07 · CORRECT DAILY OPERATION

The blind should travel cleanly without being forced

A change in sound, tracking or resistance is information. Treat it as a reason to stop and inspect rather than something to overcome with repeated button presses or manual force.

Before operating

- Confirm people, furniture, doors, planters, toys and other objects are clear of the travel path.
- Check that the lower landing area is clear.
- Look for loose fabric, a damaged edge, guide contamination or obvious impact damage.
- On large or exposed blinds, consider current wind conditions before lowering or operating the screen.

During operation

- Watch the first part of travel if the blind has not been used recently or has been exposed to strong weather.
- If one side lags, the bottom rail tilts, the screen pulls or a new noise appears, stop the movement.
- Do not repeatedly reverse and re-run a binding blind without identifying the cause.
- Do not manually pull on motorised fabric or the bottom rail unless the supplied procedure specifically allows it.

04

CORRECT VS INCORRECT DAILY OPERATION

Protect your Velaris blind and avoid damage

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**Clear travel path**

Keep the area below the blind clear of people, furniture and objects.

**Do not operate against obstacles**

Do not lower the blind onto furniture, plants or any objects.

**Smooth operation**

Allow the blind to run fully up or down without resistance.

**Do not force the blind**

If the blind stops, binds or is misaligned, stop and investigate. Do not force it.

**IF IN DOUBT, STOP AND SEEK PROFESSIONAL ADVICE**

Contact your authorised Velaris installer.

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CLEAN | PROTECT | MAINTAIN | ENJOY

OUTDOOR LIVING REIMAGINED

Correct vs incorrect daily operation

08 · BEFORE STRONG WIND OR SEVERE WEATHER

Prepare before conditions deteriorate

Velaris Outdoor Blind Systems is a guided screen system. It is not a structural wall, storm shutter or guaranteed watertight enclosure. Project-specific written operating guidance should always control where it sets a different requirement.

Pre-weather checklist

- 01** Retract the blind before forecast high winds or airborne-debris risk unless written project-specific instructions explicitly state otherwise.
- 02** Clear loose furniture, umbrellas, decorations and other objects that could strike the blind or guides.
- 03** Confirm the screen has fully retracted and is not left partially deployed in unstable conditions.
- 04** Keep access to controls clear. Do not attempt electrical adjustments during deteriorating weather.
- 05** For hospitality, schools or managed facilities, ensure staff know who is responsible for pre-weather shutdown.
- 06** After the weather event, inspect the system before returning it to normal service.



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05

PRE-STORM CHECKLIST

Before strong wind or severe weather

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Retract the blind

Fully retract all blinds before high winds or severe weather.



Clear the area

Remove outdoor furniture and loose items such as cushions, planters, decor and anything that could become a projectile.



Secure controls

Isolate or secure wall switches and remote controls where required to prevent unintended operation.



Check surroundings

Remove branches or objects that could impact the blind.



Stay informed

Monitor local weather warnings and follow advice from authorities.



VELARIS IS NOT A STORM SHUTTER

It is a guided outdoor blind system, not a structural wall. Always retract before severe weather.

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More of Outdoors.

Pre-storm checklist - retract before severe weather

09 · AFTER STRONG WEATHER

Inspect first. Operate second.

Strong wind, debris, hail, impact or unusual water movement around the opening can affect the blind, building substrate or controls even when damage is not immediately obvious.

Visual inspection sequence

- 01** Look along the cassette and confirm it appears level and undistorted.
- 02** Inspect both side guides for impact, bowing, loosening, gaps or movement at the fixing structure.
- 03** Inspect the screen edges and visible fabric for tears, pulled seams, creases or signs that the guided edge has left its normal path.
- 04** Check the bottom rail for dents, twist, impact or uneven position.
- 05** Check visible controls, sensors and cabling for damage or water exposure.
- 06** Remove loose debris from the guide and lower travel path.
- 07** If no damage is visible, test with short controlled movement before completing a full cycle.
- 08** Stop immediately if tracking, noise, resistance or movement differs from normal.

06

POST-WEATHER INSPECTION

Check before reusing your blind

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**BUILT FOR OUTDOOR LIVING,
WHEREVER YOU ARE.****Inspect guides**

Check for debris, distortion or damage. Ensure guides are clear and operate freely.

**Check cassette security and level**

Ensure the cassette remains secure and level with no loose fixings.

**Inspect fabric edges**

Look for fraying, tears or fabric coming out of the guides.

**Check bottom rail**

Ensure it is straight and intact, with no visible damage.

**Test operation**

Run the blind slowly and observe smooth operation without unusual noises.

**Do not use if damaged**

If any component is damaged, do not use the blind. Contact your installer for assessment and repairs.

**IF IN DOUBT, STOP AND SEEK PROFESSIONAL ADVICE.**

Using a damaged blind can lead to further damage or personal injury.

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BRIGHTER TOMORROWS

Post-weather inspection - check before normal use

10 · TROUBLESHOOTING MATRIX

Start with the safest first check and stop before a minor issue becomes damage

This matrix is intended to help owners identify what can be checked safely without dismantling the product. It is not a repair manual.

Symptom	Safe first checks	Escalate / stop when...
Blind will not move	Confirm power/isolator status where applicable; check remote battery; confirm no obstruction; allow any obvious overload protection to clear only as instructed.	Repeated non-response, electrical smell/heat, visible wiring damage, motor noise without normal travel.
Stops partway	Check for objects, guide debris, fabric bunching or a tilted bottom rail.	The blind repeatedly stops at the same point or requires force.
Screen tracks unevenly	Stop. Check guide cleanliness, obvious guide movement and whether the bottom rail is level.	One edge is pulling out, guide spacing looks different, or operation worsens.
Fabric edge has left guide	Stop operation and photograph the affected area.	Do not attempt repeated cycling; service is required before normal use.
Bottom rail does not sit level	Check for obstruction, debris and visible guide alignment.	The rail remains tilted or one side stops before the other.
Remote not responding	Check battery, power to the system and whether other controls still operate.	Re-pairing/programming steps are not known or repeated loss of control occurs.
Sensor behaviour unexpected	Confirm the sensor is clean, powered and not obstructed; compare with supplied setup instructions.	The sensor repeatedly triggers incorrectly or does not provide expected protection.
New or excessive noise	Stop and check for debris, rubbing, loose visible components or a damaged guide.	Noise persists after simple cleaning or is accompanied by binding/jerking.
Water around or behind screen	Remember mesh is not waterproof; check surrounding drainage/building interfaces and whether expectations match the selected fabric.	Water entry suggests a building/drainage issue or electrical components have been affected.
Fabric appears loose/creased	Inspect for obstruction, impact, uneven tracking and correct full extension.	Creasing worsens, edge tension changes or the screen no longer tracks cleanly.

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07**TROUBLESHOOTING
DECISION TREE**

Find the likely cause and next step

CLEAN
PROTECT
MAINTAIN
ENJOY**What's the issue?****WHEN IN DOUBT, STOP USING THE BLIND
AND CONTACT YOUR INSTALLER.**— APOLLO NZ GLOBAL —
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Troubleshooting decision tree - owner-safe first checks and escalation

11 · WHEN TO STOP USING THE BLIND

Some symptoms are service issues, not owner-adjustment issues

Stop normal operation and arrange local installer/service review when any of the following is present.

- Bent, bowed or visibly loose side guide.
- Cassette appears twisted, out of level or has moved at the fixing points.
- Screen edge is torn, detached or repeatedly leaving the guide.
- Bottom rail is bent, twisted or repeatedly striking one side.
- Motor repeatedly stalls, stops, overheats or operates with unusual noise.
- Visible electrical damage, water damage to controls, burning smell or damaged cabling.
- Significant impact from debris, vehicle, furniture or another object.
- Fixings or supporting structure appear loose or damaged.
- Operation has changed suddenly and the cause is not obvious after a basic visual check.

Do not force it Repeated operation of a misaligned or damaged blind can turn a serviceable issue into fabric, guide or drive damage.

12 · BASIC USER CHECKS

Checks an owner can complete without dismantling the system

- 01** Confirm the travel path is clear from cassette to lower landing area.
- 02** Remove loose guide debris using a soft, non-damaging method.
- 03** Check power/isolator state where the blind is motorised and the control arrangement is known.
- 04** Check or replace a remote battery where appropriate.
- 05** Look for visible guide movement, cassette movement, fabric-edge damage or bottom-rail distortion.
- 06** Compare operation with another blind only if the systems are genuinely the same model and configuration.
- 07** Use the supplied control instructions for any reset or pairing process. Do not guess motor-limit programming.
- 08** If the issue returns after a simple clean or control check, document the behaviour and request service.

Do not alter without the correct procedure

- Motor upper/lower limits
- Internal cassette components
- Guide geometry or hidden tension components
- Electrical wiring
- Sensor programming not covered by the supplied setup instructions
- Structural fixings

A service visit should verify geometry before replacing parts

Many tracking complaints are symptoms of alignment, movement or contamination. A competent installer/service technician should review the whole installation rather than treating only the visible symptom.

- 01** Confirm cassette remains level and securely fixed to the intended substrate.
- 02** Check both guides for plumb, straightness, parallelism and consistent spacing at multiple heights.
- 03** Confirm the guides and cassette remain in the same working plane and have not been pulled to suit a bowed surface.
- 04** Inspect the screen edge, guide interfaces and bottom rail for wear or damage.
- 05** Inspect visible fixings and the supporting structure for movement or loosening.
- 06** Check the drive/control system and motor limits using the correct supplied procedure.
- 07** Confirm sensors and smart controls function as intended where supplied.
- 08** Run controlled test cycles and verify normal sound, tracking and bottom-rail seating before handover.

Service record Record what was checked, what was adjusted or replaced, photographs of the completed work and any operating instruction given to the owner.

14 · FABRIC & COMPONENT DAMAGE

Separate cosmetic marks from faults that affect safe operation

Generally cosmetic

Light surface dust, removable salt deposits, minor marks that do not affect screen travel, and normal appearance changes that do not alter operation.

Needs review

Torn fabric, damaged guided edge, persistent creasing from tracking, cracked clear PVC, bent bottom rail, dented cassette affecting travel, or damaged guides.

Urgent stop

Exposed/damaged electrical parts, loose structural fixing, major impact damage, severe cassette/guide distortion or a screen that cannot travel without binding.

Document before touching

Photograph the full blind, the affected component, the opposite side for comparison, controls, model/order reference and the surrounding opening.

What not to do

- Do not patch guided screen edges with tape and continue normal operation.
- Do not bend guides or bottom rails back into shape while installed unless an approved service method specifically permits it.
- Do not substitute motors, controls or fasteners based only on appearance.
- Do not use heat, solvents or aggressive chemicals to remove marks from clear PVC or coated components.

Good evidence shortens the path to the right answer

When requesting technical support, provide enough context to identify the exact installation and reproduce the issue from a distance.

Minimum support pack

- Project/customer name and installation location.
- Blind model or order/project reference if available.
- Approximate opening width and drop.
- Fit type: reveal/inside or face/outside.
- Fabric type if known: mesh, clear PVC or blackout.
- Operation type: manual, motorised or hybrid; control type where known.
- One full front-elevation photo of the blind and opening.
- Close photos of both side guides, cassette ends, bottom rail and the problem area.
- A short video showing the issue from start to stop, if operation is safe enough to demonstrate.
- Description of when the issue started and whether it followed cleaning, strong weather, impact, power interruption or other work nearby.
- Any previous service or adjustment history.

**Whole blind**

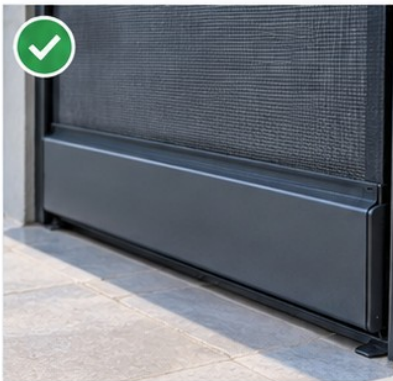
Show the entire blind in context.

**Cassette (close-up)**

A clear photo of the cassette or headbox.

**Side guide (close-up)**

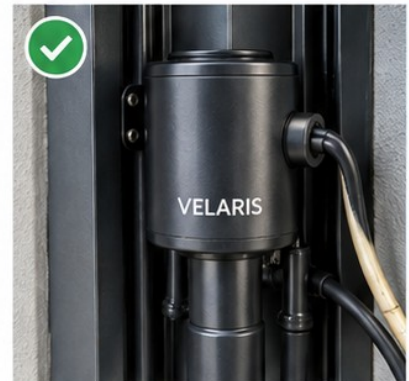
A clear photo of the side guide and fabric edge.

**Bottom rail**

A clear photo of the bottom rail.

**Issue detail**

A close-up of the issue or damage.

**Control/motor**

A clear photo of the control, motor or wiring (if visible).

ALSO PROVIDE:

- ☐  **Model (V7.3 or V8)**
Let us know your Velaris model.
- ☐  **Opening dimensions (approx.)**
Width x drop (if known).
- ☐  **Description of the issue**
A brief description of what's happening.
- ☐  **When the issue started**
E.g. recent, or how long ago.

- ☐  **Photos and/or video**
Attach clear photos or a short video (if available).
- ☐  **Control type (remote, switch, smart)**
Let us know how it's operated.
- ☐  **Installation date (if known)**
Approximate date of installation.
- ☐  **Site exposure (coastal, etc.)**
e.g. coastal, high wind, high sun, sheltered.



THE MORE INFORMATION YOU PROVIDE,
THE FASTER WE CAN HELP.



CLEAN



PROTECT



MAINTAIN



ENJOY

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WHEREVER YOU ARE.

Service photo checklist - capture the evidence needed for support

16 · MAINTENANCE RECORD

Keep a simple history for each blind

A maintenance record is especially useful for hospitality, schools, clubs, managed properties and coastal sites with multiple blinds.

Date	Blind ID	Cleaning / inspection	Issue found	Action / service	Next check

Tip Assign a simple blind ID to each opening - for example T01, T02, T03 - and use the same ID on maintenance photos and service requests.

Six rules for day-to-day ownership

01**KEEP THE TRACKS CLEAN**

Remove grit, leaves and insects before they interfere with the guided edge.

02**KEEP THE TRAVEL PATH CLEAR**

Do not lower the blind onto furniture, planters, doors, toys or other obstacles.

03**NEVER FORCE BINDING**

If the screen pulls, tilts, stops or makes a new noise, stop and inspect.

04**RETRACT FOR SEVERE WEATHER**

Unless written project-specific instructions explicitly state otherwise.

05**RINSE MORE OFTEN NEAR THE COAST**

Fresh water helps prevent heavy salt build-up on exposed components.

06**DOCUMENT CHANGES EARLY**

Photos and a short video are more useful than repeated operation of a fault.

Remember Velaris is a guided outdoor screen system, not a structural wall, storm shutter or guaranteed watertight enclosure.

FINAL REVIEW

Care well. Stop early when operation changes.

Keep the guides and travel path clean, retract before severe weather unless project-specific instructions state otherwise, and document any change in tracking, sound or control behaviour before repeated operation.

Support evidence A full-blind photo, close views of guides/cassette/bottom rail, control type and a short safe-operation video can materially speed up technical support.

PUBLICATION STATUS This assembled guide is a final review copy only. Do not publish to the website or Technical & Specifier Centre until approved.