



**shadow**spec

umbrellas with distinction

Preventative Maintenance Guide  
**Shadowspec Outdoor Umbrellas**



# Preventative Maintenance Guide

## Shadowspec Umbrellas

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### Introduction

Welcome to Shadowspec's Preventative Maintenance Guide

Your umbrella(s) have been designed and engineered to last when well cared for, with correct operation, regular cleaning and consistent preventative maintenance. This document is not all-inclusive but rather designed to act as a guide for you to ensure you get the best from your umbrella(s), over a long period of time.

This guide encourages the mindset of careful operation, genuine care, and routine maintenance with the aim of getting you the best return-on-investment in your quality shade solution, over a long period of time.

## Correct Operation Guide

### 1. Installing Your Umbrella

- At all times, your umbrella(s) should only be installed according to the guidelines in our installation and instruction manuals supplied with your umbrella(s), or in the guide videos on our YouTube Channel:  
<https://www.youtube.com/channel/UCIDEGkWibEyymbmo8B3bURA/videos>
- At all times, each fixing bolt/nut/washer should be placed correctly and tightened to ensure the overall strength of the umbrella. This will help avoid excess movement and weaknesses in the structure that can be caused by loose fixings.

### 2. Opening Your Umbrella

- You must always ensure your umbrella(s) are open to the point where the canopies are taut and straight, or the sliding cart or handle has reached the stopper guide on the mast track (whichever occurs first).
- If the umbrella(s) are not opened fully, there is a greater risk of wind damage, as a large part of the strength of the umbrella(s) in windy conditions comes from the tautness of the canopy. Our Warranty does not cover wind damage.

### 3. Closing Your Umbrella

- When closing your umbrella(s), they must always be collapsed against the mast. No part of the canopy should be jammed inside any of the struts or hinder the struts from closing.
- When locking your umbrella(s) closed or open using a locking knob, it is important not to over-tighten the knob, which can result in substantial wear on both the mast and locking knob and eventually require unwarranted replacement.

## 4. The Wind & Your Umbrella

- Our umbrellas have been tested in winds above 25mph and have proved themselves to be capable in multiple real-world testing situations, withstanding any winds that you or your visitors, guests, or clients will be comfortable relaxing outdoors in. Our flagship cantilever umbrellas (SU6 SU7 Serenity™ Unity™) have been designed to be the fastest umbrella in the world to open or close. Because of this, we recommend that to get the best use from your umbrella(s), you open them during weather conditions where people will be relaxing outdoors and if bad weather is incoming or forecasted, close the umbrella(s). For more information about your umbrella(s) and wind, please read our blog here: <https://blog.shadowspec.com/what-is-a-wind-rating-and-why-should-you-care>
- When closed, for best performance in wind, we recommend covering each umbrella with a Shadowspec protection cover. If weather warnings or extreme weather is forecast, it may be wise to remove the umbrella(s) from their spigots/mounting plates and store them during the weather event.
- Shadowspec does not provide a warranty for wind damage, as they are designed and able to handle any wind in circumstances they are designed for (providing shade for humans to enjoy outdoor spaces) and to be closed when not in use.

## Routine & Preventative Maintenance Checks

To get the best from your umbrella(s), have them looking great over a longer period and have them operating correctly, easily and without fault, we recommend the following basic checks to be completed on a regular rotation. We recommend daily checks as you use them and schedule a 6-monthly check up. (Daylight savings is a perfect time!)

### What to check:

#### 1. Fixings

##### **Are all the bolts, nuts, washers secure, in place and tight?**

If any are loose, tighten them. If any are missing, contact our support team to order replacements as soon as possible to prevent inadvertent damage to the umbrella(s). You can do so by emailing [customercare@shadowspec.com](mailto:customercare@shadowspec.com) or by phoning us [www.shadowspec.com/contact](http://www.shadowspec.com/contact)

#### 2. Canopy

Check and ensure all canopy corners are securely mounted in their pockets.

### 3. Frame

#### **Does the umbrella make squeaking sounds when opening and closing?**

Sounds such as these suggest that the moving parts of your umbrella may be unlubricated.

#### **Does the umbrella make groaning sounds or feel tense when opening and closing?**

This points to potential damage caused by excessive wind or incorrect operation. Alternatively, there may be one or more damaged strut arms that could be hindering the umbrella from operating properly.

If either of these problems occur, we suggest lubricating all moving parts with a silicone spray. Parts to lubricate include but are not limited to the:

- Gas-piston (Gas strut)
- Axle Bolts
- Sliding trolley wheel
- Central hubs
- Strut arm pivot sets
- Internal spigot
- Rotating disk

If the problem persists and there is still tension when opening/closing the umbrella(s), we recommend looking at all struts, main umbrella arms and the gas strut, to see if the parts are straight, even, not bent and are connecting to each other with bolts/nuts passing at 90 degrees through their parallel axis (straight through).

If anything looks out of shape or bent, attempt to tighten any surrounding bolts/fixings to counter this and if this fails, please take detailed pictures of the issue and forward the photos through to our support team ([customercare@shadowspec.com](mailto:customercare@shadowspec.com)). It is important to note that our team will require photos of the affected parts.

## Cleaning Routine

### 1. Frame/General Cleanliness

#### **Is there any build-up of dust, mould, dirt, water residue or other material on any part of the umbrella?**

If so, we recommend cleaning this off as soon as possible, as any build-up can result in a breeding ground for mould – or indeed rust.

While all the umbrella parts are made of non-corrosive, marine-grade materials that resist and are impervious to rust, any residue or build-up on top of the material of an umbrella part can grow mould/rust/residue that while it will not

likely affect the operation/strength/durability of the umbrella(s), it can be unsightly and can damage/mark the canopy or frame permanently and or eventually build up to a point where it hinders the operation of the umbrella(s).

## 2. Canopy Cleanliness

**Is there a build-up of dust/grime/dirt/bird droppings in any way on the canopy?**

If so, we recommend removing it and cleaning it as soon as possible. We recommend removing the canopy and cleaning it at least once every 12 months to remove any unseen build-up.

**Is the canopy damp?**

If so, as soon as possible on the next full sun day, open the umbrella(s) and ensure the canopy is completely dry before closing. While the fabric is mould resistant in its fibres, leaving a damp canopy closed risks mould forming in the water sitting on the canopy. This may cause a need for an unwarranted canopy replacement.

## Cleaning Instructions

### 1. Light Cleaning

- To clean the umbrella(s), water and a scrubbing brush should be enough, followed by full lubrication of the moving parts.
- If more stubborn stains remain, we suggest using a solution of lukewarm water and household detergents.
- Allow the canopy to air dry completely before storing it away

### 2. Stubborn Stains

- For very stubborn stains, it may be necessary to use either a pressure washer or non-abrasive, non-solvent based chemicals. We recommend consulting with your local hardware or canvas store to know which product in your region is suitable and available to you.
- Depending on the type of chemical used there may be a risk of damage to the umbrella(s) finish while removing a stain, so care and discretion is advised. Shadowspec does not take responsibility for any damage caused by this method.

### 3. Lubrication

- At all times when cleaning, following drying of the umbrella(s), we advise full lubrication of the moving parts. Even if no build-up is evident, we recommend

hosing and scrubbing down the umbrella(s) with either pure water or scrubbing using a solution of lukewarm water and household detergent once every 6 months, or at very least once every 12 months.

#### 4. Marine Environments

- In marine environments, we would recommend increasing this frequency to once every 3-6 months for the best extended lifetime

### Spare Parts

If you require replacement parts, please email our customer care team. The email address is [customercare@shadowspec.com](mailto:customercare@shadowspec.com).

In your email, please include:

1. The name of your account with us
2. Photos of the part you require
3. The best address for delivery

Once our team have received this information, they will be in touch within 24 hours or the next business day.