Custom Shade Sails

PRODUCT GUIDE

NZ Custom Shade

Webbing Edge Custom Shade Sails

Shade sails are an affordable and enduring solution for protecting your outdoor spaces from the sun's harmful UV rays. We specialise in premium, custom shade sails, proudly made in New Zealand and built to thrive in our unique climate, our sails feature webbing-style edges for enhanced durability and a product that will truly stand the test of time.

KEY BENEFITS:

- Blocks up to 95% of harmful UV rays
- Long-lasting, durable protection
- Superior fit and functionality
- Accommodates unique spaces
- Withstands unique climates
- Enhances outdoor living
- Excellent durability and quality
- Webbing-edge for extra strength

Why Choose a Custom Shade Sail

Investing in a custom-fit shade sail is a worthwhile upgrade over a standard, off-the-shelf product because it offers superior performance, durability, and aesthetics. While a pre-made sail is a budget-friendly option, a custom one is built to last longer and perfectly suit the unique requirements of your space.

SUPERIOR FIT AND FUNCTIONALITY

- **Accommodates unique spaces:** A custom shade sail is designed to fit your specific area perfectly, whether it is an odd-shaped patio, an awkward garden nook, or a non-standard-sized deck. Off-the-shelf sails come in generic shapes and sizes, which can leave gaps in coverage and require you to adapt your space to the sail.
- **Maximizes shade and coverage:** By measuring your area precisely, a custom sail can be crafted to provide optimal shade throughout the day. It is designed to work with the sun's angles, ensuring you don't end up with uncovered patches.
- **Prevents water pooling:** A custom shade sail can be manufactured and installed with a specific slope to promote effective water runoff. This prevents water pooling, which can damage the fabric and cause the sail to sag.

ENHANCED DURABILITY AND QUALITY

- **Withstands harsh weather:** Our custom sails are made with premium-grade, commercial-quality fabrics built to withstand tough weather conditions like strong winds and intense UV exposure. In contrast, off-the-shelf sails often use thinner, cheaper materials that deteriorate more quickly.
- **Backed by better warranties:** At NZ Custom Shade we back our shade sails with 5-year product warranties. This gives you peace of mind that your investment is protected.

WEBBING EDGE

- Webbing-edge shade sails are highly advantageous due to their superior strength and ability to maintain tension. The continuous webbing distributes force evenly across the sail, preventing sagging and giving it a much tighter, more professional look. This design also significantly increases the durability and lifespan of the sail by reducing stress points, making it a more robust and longer-lasting option.

GREATER AESTHETIC APPEAL AND DESIGN FREEDOM

- **Personalized design:** Customization allows you to choose from a wide range of colors, fabrics, and shapes to match your home's architecture and personal style. This creates a cohesive and integrated look that enhances your property's overall aesthetic.

Customising your Shade Sail

Creating the perfect outdoor space starts with choosing a shade sail that fits your lifestyle, your home, and your style. Our custom 3 and 4 point shade sails give you total control to tailor every detail to your needs—from fabric color and shape to size and installation. Here's how to make the right choices for your space:

1 START WITH YOUR SPACE

- Deck, patio, courtyard, or poolside? Think about the area you want to cover.
- Consider the direction of the sun, wind exposure, and how you'll use the space.
- Decide on the best configuration for your area—we offer sails with **3 or 4 fixing point options**.

2 FIXING POINTS

- Shade sails require sturdy and secure fixing points. These can be Stainless steel fixing posts, solid timber posts or beams, masonry / concrete or fixing into the timber frame of a house or building.
- The fixing points must be strong enough to handle both the initial tension and the additional loads from wind.
- If you are uncertain about the structural suitability of your chosen fixing points, consult a qualified builder or engineer.

3 INSTALL HARDWARE

- **Before measuring your shade sail we strongly recommend installing all the fixing points.** make sure all posts, eye bolts, and wall plates are securely in place.

4 MEASURING THE SAIL

- Once all posts, eye bolts, and wall plates are securely in place you are ready to measure.
- **Draw a diagram:** Create a simple sketch of your shade sail area, viewed from above. Label each attachment point with a letter, like A, B, C, and D.
- When ordering we will require measurements for the perimeter and diagonal length of the sail.

5 FABRIC COLOUR

- Our premium, commercial-grade Extrablock 330 sail fabric is available in 21 colours with a 10-year UV warranty

Choosing the Right Location

Choosing the right location for a shade sail depends on your primary goals:

sun protection, indoor cooling, or enhancing an outdoor living area. Considering the orientation of your home, local weather, and physical installation requirements is crucial for maximizing its benefits.

FOR MAXIMUM SHADE AND COOLING

- **North-facing decks and patios:** This is the ideal spot for a shade sail for most of the day. A north-facing sail will provide consistent shade throughout the day and reduce heat in adjacent rooms.
- **West-facing areas:** An sail here is most effective for blocking intense afternoon and evening sun, making it perfect for late-day use and protecting your indoor space from evening glare and heat.
- **East-facing areas:** This placement provides shade during the morning, which is beneficial for breakfast on the deck or keeping morning sun out of bedrooms.

FOR ENERGY EFFICIENCY

- **Over large windows and sliding doors:** Strategically placing an shade sail over windows that get a lot of direct sun, especially on north- or west-facing walls, can significantly lower indoor temperatures. This reduces your reliance on air conditioning and can help protect interior furnishings from UV fading.

FOR LIFESTYLE AND FUNCTION

- **Over decks and patios:** This is the most common use, extending your living space for dining, entertaining, or relaxing while staying out of the elements.
- **Above outdoor kitchens or BBQ areas:** A custom shade sail can protect your grilling station from sun and light rain, making outdoor cooking more comfortable and convenient.

Planning for your Shade Sail

Before placing an order for your custom shade sail it is important to plan and your space carefully to ensure a good fit and easy installation. If you are unsure we recommend employing a local builder / handyman to assist.

Before you can measure for your shade sail we strongly recommend installing all the fixing points. Make sure all posts, eye bolts, and wall plates are securely in place so you can accurately measure the correct size for your custom shade sail. we offer sails with 3 or 4 fixing point options.

CHOOSE YOUR LOCATION

- **Mounting location:** Shade sails require sturdy and secure fixing points. These can be Stainless steel fixing posts, solid timber posts or beams, masonry / concrete or fixing into the timber frame of a house or building. The fixing points must be strong enough to handle both the initial tension and the additional loads from wind. If you are uncertain about the structural suitability of your chosen fixing points, consult a qualified builder or engineer.
- **Clearance:** Ensure there is enough unobstructed space for installation. Check for any vents, exterior lights, downpipes, or other architectural features that could be in the way.
- **Wind exposure:** Because shade sails are a permanent fixture, it's important to consider wind exposure when planning your installation. The right configuration, planning and materials will ensure your shade sail is built to withstand challenging conditions. **Please contact us if there is anything you are unsure of.**
- **Sun path:** Track the sun's path over your space at different times of the day and year. This will help determine the optimal placement and size of your sail to provide shade precisely where and when you need it.

PITCH AND RAIN

- **Plan the position:** Map out the exact location for each fixing point. The best installations use varying heights to increase visual appeal and improve water runoff. Failure to maintain this pitch can lead to water pooling, which can permanently stretch or damage the fabric.

ALLOW FOR TENSIONING

- Leave a gap of at least 300mm between each corner that has turnbuckles on them. Both 3 point and 4 point sails have two turnbuckles on them. The other two points have a single D shackle - allow 50mm for this.

Fixing Points

STEEL POSTS

- **Steel posts:** Steel posts are an ideal choice for shade sail fixing points due to their structural integrity and high resistance to corrosion. They provide a strong, stable foundation for the high tension of a shade sail.

- **To install a steel post:** a concrete footing is essential to ensure it is secure. The required depth for the concrete footing varies based on the size of the shade sail and the ground conditions. A common rule of thumb is to embed the post to at least one-third of its total length in concrete. Generally, the depth can range from 0.8 to 1.5 metres, with deeper footings required for larger sails or softer ground. ***(For more information on installing poles refer to page 9)***

- **Fixing to the top of a steel post:** use a stainless steel eye bolt. Begin by drilling a hole in the steel post, then pass the threaded portion of the eye bolt through the hole. On the other side, secure it tightly with a nylock nut and washer. The nylock nut is recommended as it has an integrated nylon ring that prevents it from loosening under the tension and vibrations of the sail.

  NZ Custom Shade can supply - Square, hollow 4m long 100mm x 100mm galvanised steel post with end cap. Please look under accessories in our online store to purchase.

BUILDINGS & TIMBER

- **Timber building or beam:** Timber structures and beams make excellent anchor points for shade sails. When attaching a shade sail to the exterior of your home or building, it is crucial to connect the hardware to structurally sound components such as rafters, beams, or solid masonry. This ensures the shade sail is securely fixed and can withstand the significant tension placed on it. This method also provides the benefit of shading your home from UV rays, which can help with temperature regulation.

- **Attaching to a roof:** For securing shade sail brackets to a roof, it is recommended to use stainless steel roof iron brackets. These are specifically designed for this purpose and are attached along a screw or nail line on the roof.
  To ensure a strong and weather-tight connection, use 14 gauge batten screws that are 75mm long. These screws should be used with rubber washers both on the head of the screw and between the bracket and the roofing iron. For added protection against moisture, a sealant can also be applied between the bracket and the roofing iron.

- **Masonry / Concrete:** To securely attach a shade sail to a masonry or concrete wall, a threaded rod is an excellent solution. The process involves drilling a hole into the concrete and then fixing a stainless steel M12 threaded rod into it using a specialised adhesive, such as a chemical or epoxy-based glue. Once the adhesive has cured, a stainless steel eye nut is screwed onto the exposed end of the threaded rod. The eye nut provides a secure and strong point to connect your shade sail, distributing the significant tension across the solid masonry.

Guide for Poles & Footing

Please note, this is an indicative guide for standard shade sails and is not certified by a structural engineer. All sizes are based on firm ground conditions and med/high wind zone areas. Sites and situations vary therefore these sizes will not apply to every situation. Please use with care.

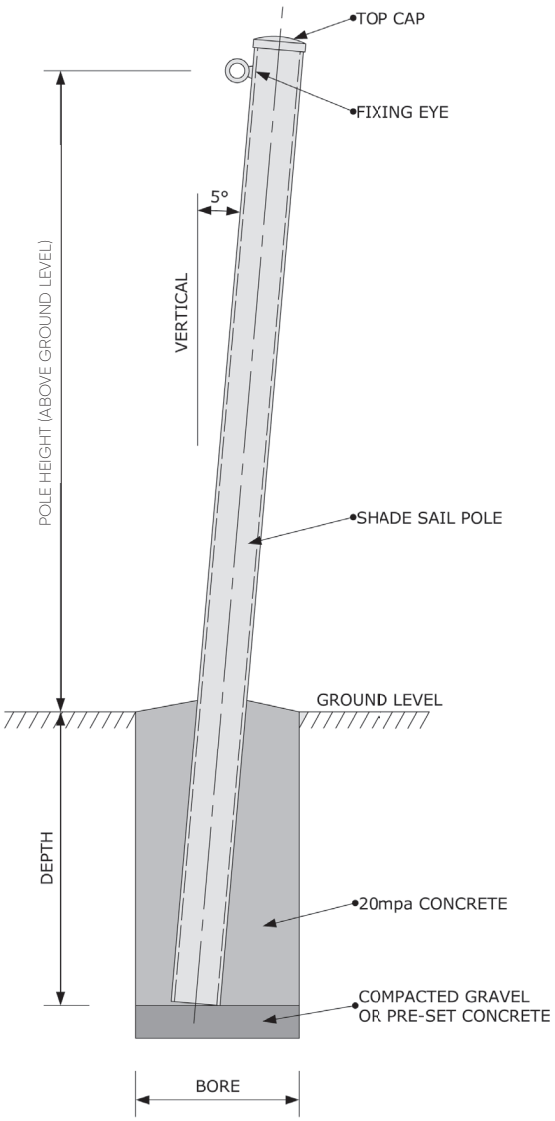
Shade Sail Size	Pole Height	Round Timber	Square Section Steel	Round Section Steel	Footing Depth	Footing Bore Diameter
4m x 4m						
	2.5m	175 SED	75 x 75 x 3	89.0 x 3.2	1.0m	300mm
	3m	200 SED	75 x 75 x 3	102.1 x 3.2	1.0m	300mm
	3.5m	200 SED	100 x 100 x 3	114.3 x 3.6	1.1m	300mm
	4m	225 SED	100 x 100 x 3	114.4 x 3.6	1.2m	300mm
	4.5m	255SED	100 x 100 x 6	114.3 x 4.5	1.3m	300mm
	5m	255 SED	125 x 125 x 5	139 x 4.5	1.4m	300mm
5m x 5m						
	2.5m	200 SED	75 x 75 x 4	102.0 x 3.2	1.2m	350mm
	3m	200 SED	100 x 100 x 4	114.3 x 3.6	1.2m	350mm
	3.5m	225 SED	100 x 100 x 4	114.3 x 3.6	1.2m	350mm
	4m	225 SED	100 x 100 x 4	114.3 x 4.5	1.3m	350mm
	4.5m	225 SED	100 x 100 x 5	139.7 x 4.5	1.3m	350mm
	5m	250 SED	125 x 125 x 4	139.7 x 4.5	1.4m	350mm
6m x 6m						
	2.5m	200 SED	100 x 100 x 4	114.3 x 3.6	1.2m	400mm
	3m	225 SED	100 x 100 x 5	114.3 x 4.5	1.2m	400mm
	3.5m	225 SED	100 x 100 x 5	139.7 x 4.5	1.3m	400mm
	4m	250 SED	125 x 125 x 4	139.7 x 4.5	1.3m	400mm
	4.5m	250 SED	125 x 125 x 5	165.1 x 5	1.4m	400mm
	5m	250 SED	125 x 125 x 5	165.1 x 5	1.5m	400mm
7m x 7m						
	2.5m	225 SED	100 x 100 x 5	114.3 x 4.5	1.3m	450mm
	3m	225 SED	100 x 100 x 5	139.7 x 4.5	1.4m	450mm
	3.5m	250 SED	125 x 125 x 5	139.7 x 4.5	1.4m	450mm
	4m	250 SED	125 x 125 x 5	139.7 x 4.5	1.5m	450mm
	4.5m	250 SED	125 x 125 x 5	165.1 x 5	1.6m	450mm
	5m	275 SED	125 x 125 x 5	165.1 x 5	1.7m	450mm
8m x 8m						
	2.5m	225 SED	125 x 125 x 5	139.7 x 4.5	1.4m	450mm
	3m	250 SED	125 x 125 x 5	139.7 x 4.5	1.5m	450mm
	3.5m	250 SED	150 x 150 x 5	165.1 x 5	1.6m	450mm
	4m	275 SED	150 x 150 x 5	165.1 x 5	1.6m	450mm
	4.5m	275 SED	150 x 150 x 5	165.1 x 5	1.7m	450mm
	5m	300 SED	200 x 200 x 5	219.1 x 6	1.8m	450mm

Installing Shade Sail Poles

We recommend that shade sail poles are installed with a 5° lean away from the centre of the sail (direction of pull). This must be taken into account when positioning the poles. If using steel poles it is advisable to have a galvanised coating to prevent rust. If using timber poles it is advisable to use treated timber. Poles can be painted to match your shade sail or surrounding environment.

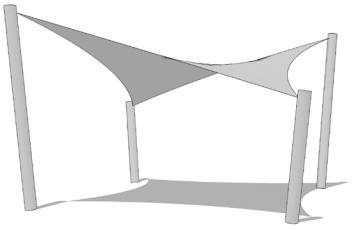
Once you have chosen the correct size poles and measured the position of them, dig holes to the required size. Lay 100mm of medium size gravel at the base of the hole, compact to form a solid pad OR pre-set 100mm of concrete. Poles should be embedded in concrete footings with a minimum of 20Mpa concrete. The concrete must be mixed to the manufactures' instructions or supplied by a certified concrete supplier.

Position each pole at a 5° angle leaning out away from the centre of the shade sail and add concrete, ensure the pole remains in the correct position. The top of the concrete surface should be sloping away from the pole to assist with water drainage. You may require bracing while concrete sets. Poles should be left for at least 72 hours to allow the concrete to set.

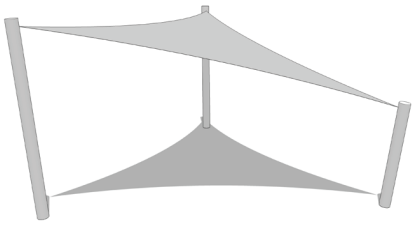


Designs

We recommend that Shade Sails are installed as shown in fig 1 & 2. Shade sails can also attach to a building (or existing structure) and to additional poles, but are not limited to this. They can be attached in many diferent configurations. It is also possible to use a wire cable to extend your Shade Sail corner to a fixing point.



1. Hyperbolic Shape (Hypar) For square and rectangular sails. This helps the shade sail to stay tight and look great!



2. Angled Shape For triangular sails. This helps prevent sagging in the middle of the shade sail.

Hardware & Fittings

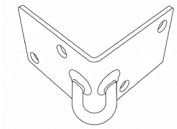
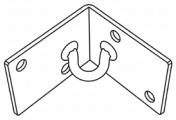
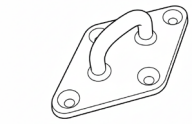
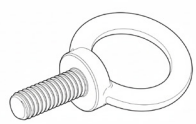
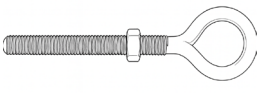
It is important to ensure you use the correct brackets and fixings for your custom shade sail to insure structural integrity and lasting performance.

GETTING THE RIGHT FIXINGS

All our custom shade sails include tensioning turnbuckles and D shackles for attachment to fixing points.

You'll need to choose suitable brackets and fixings based on what your fixing points are attached to. If you're unsure which fittings you require, please email us at **sales@nzcustomshade.co.nz**

These are some of the common brackets and fixings we offer through our online store:

	**EXTERNAL CORNER BRACKET GALVANISED CB-EX100 100mm** Suitable for fixing point on the corner of a building.
	**INTERNAL CORNER BRACKET GALVANISED CB-IN100 100mm** Suitable for attaching to the internal corner of a building or a solid structure.
	**CORRUGATED ROOF BRACKET WITH EYEBOLT S/S 316** Suitable for fixing sail to a corrigated iron roof.
	**SHADE BRACKET DIAMOND PAD 100mm x 62mm** Suitable for larger sails, a diamond-shaped plate is screwed or bolted directly onto a suitable structure, such as a timber post, a concrete wall, or a steel beam.
	**SHADE BRACKET DIAMOND PAD 67mm x 38mm** Suitable for smaller sails, a diamond-shaped plate is screwed or bolted directly onto a suitable structure, such as a timber post, a concrete wall, or a steel beam.
	**STAINLESS STEEL EYE NUT - M10 / M12** A marine-grade stainless steel nut that is typically screwed onto a threaded rod or bolt that is anchored into a solid post, wall, or beam. Available in 2 sizes: M10 for small sails and M12 for large sails.
	**STAINLESS STEEL CAST EYE BOLT HEAD - M10 / M12** A marine-grade stainless steel bolt that is typically anchored into a post or wall, the eye provides a connection point for tensioning hardware like turnbuckles and shackles. Available in 2 sizes: M10 for small sails and M12 for large sails.
	**STAINLESS STEEL CAST EYE BOLT - M12** A stainless steel eye bolt designed for fixing through posts, secured with nuts on both sides. The eye provides a strong connection point for hardware such as turnbuckles and shackles. Available in M12 for sails of any size.

Measuring for Your Shade Sail

Once all relevent posts, eye bolts, and wall plates are securely in place you can accurately measure the correct size for your custom shade sail.

1. MEASURE PERIMETER LENGTHS

Measure the distance between each consecutive attachment point, from the inside of one eye bolt to the inside of the next. Keep the tape taut to prevent sagging. Record these measurements on your diagram using the letters you assign.

For a square or rectangle sail, this would be A–B, B–C, C–D, and D–A.

2. MEASURE DIAGONAL LENGTHS

For a sail with four sides, measure and record the diagonal distances between opposite corners. This allows the manufacturer to cross-check your measurements for accuracy.

For a square sail, this would be from A–C and B–D.

3. MEASURE RELATIVE HEIGHTS

If your sail will be installed with a slope (which is recommended for water run-off), you need to measure the vertical height of each attachment point relative to a single horizontal reference point.

1. **Create a horizontal reference line:** Use a laser level or stretch a string line between the posts, ensuring it is perfectly level with a spirit level.
2. **Mark each post:** Make a clear mark on each post or wall bracket where the level line intersects.
3. **Measure up from the mark:** For each attachment point, measure the vertical distance from your level mark up to the center of the eye bolt. Record this measurement on your diagram.

IMPORTANT CONSIDERATIONS

Tensioning allowance: The manufacturer will account for the hardware and tensioning needed to stretch the sail tightly. Do not subtract for turnbuckles or other hardware yourself; simply provide the exact "eye-to-eye" measurements.

Double-check everything: Take each measurement twice to ensure accuracy. Mistakes can lead to a sail that doesn't fit properly.

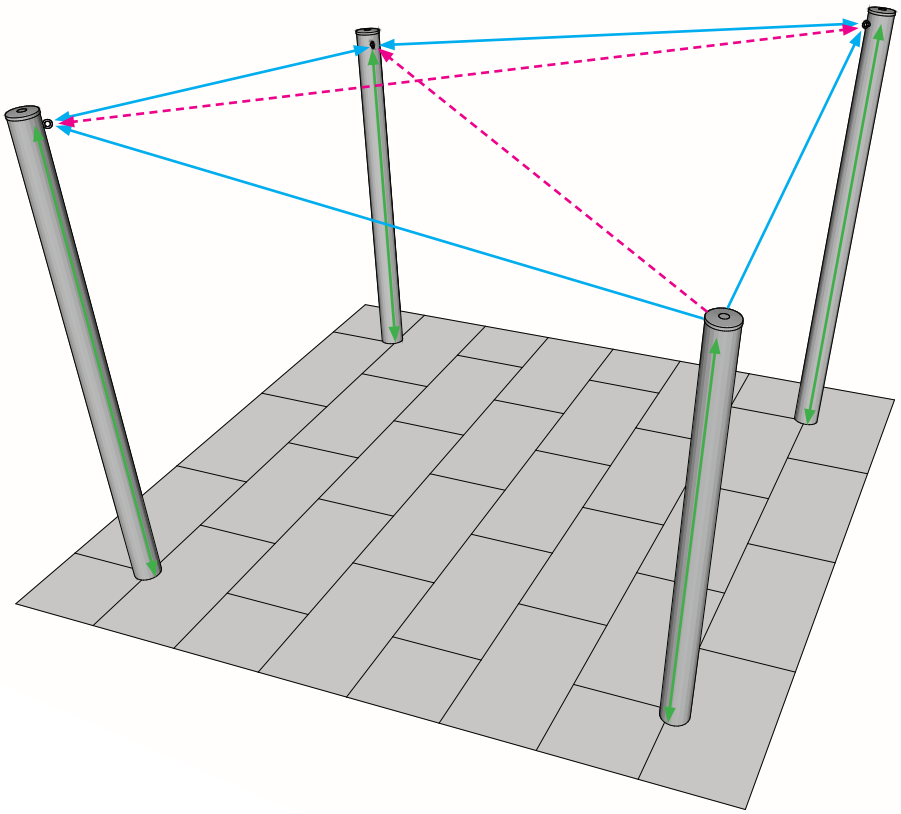
How to Measure

Measuring your shade sail is a critical part of the project. **Always install your poles and accurately locate any other fixing points before measuring up for a custom made shade sail.** Custom made sails are specifically manufactured to fit your site, they can be made to almost any shape or size, so make sure to ensure all your fixing points are established before measuring your shade sail.

Make sure you take accurate measurements and double check them all while on site. You must have all poles installed first. We also recommend all eyebolts and any eye plates are installed too. It is possible to mark where your eye plates will be attached and measure to that mark, but you must be sure the eye plate can fasten at that exact point. This must be noted on your plan.

The example below shows a 4 point shade sail and all the required measurements.

4x perimeter measurements (required)
2x diagonal measurements (required)
4x pole height measurements (required)



All measurements must be taken from the inside of the fixing eyes.
The manufaturer will account for tensioning hardware and the sail stretch.
If you have any questions please contact us at **sales@nzcustomshade.co.nz**

Shade Sail Example

CURVES & ANGLES

This is an example custom shade sail project for a 4 corner sail.

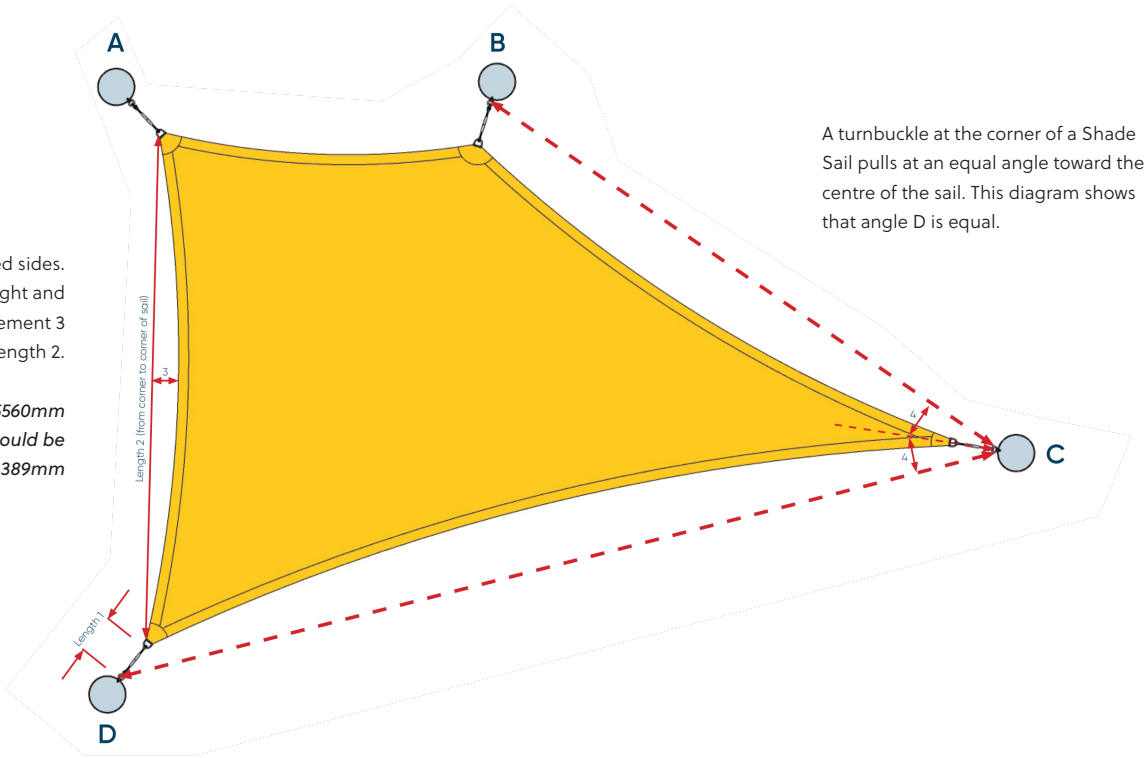
Always label your Shade Sail corners A, B, C etc. in a clockwise direction. This helps to orientate the sail at each point in the design and manufacturing process

Our Shade Sails are custom made so the posts can be placed where they suit best. They do not have to be perfectly square or symmetrical.

There is always some fixing hardware at the corner of a shade sail, it may be a shackle, turnbuckle or short length of chain. Length 1 is usually between 60mm–350mm depending on the type of hardware used.

Shade Sails must have curved sides. This is to keep the sail tight and stable. The dip measurement 3 ranges between 5% – 7% of length 2.

***Example:** If length 2 was 5560mm then the dip of that side would be somewhere between 278 – 389mm*



A turnbuckle at the corner of a Shade Sail pulls at an equal angle toward the centre of the sail. This diagram shows that angle D is equal.

If you have any questions please contact us at **sales@nzcustomshade.co.nz**

Fabric - ExtraBlock

All our custom shade sails are crafted from Extrablock 330, a premium, commercial-grade fabric. This material provides the ultimate in UV protection for you and your family.

ExtraBlock 330

SUPERIOR UV PROTECTION

Extrablock 330 is engineered to provide exceptional protection from the sun's harmful rays. With a UVR Block rating typically between 96-98%, it significantly reduces UV radiation, making it an ideal choice for creating sun-safe outdoor spaces for your family. This high level of protection helps prevent sunburn and skin damage, offering peace of mind.

UNMATCHED DURABILITY

This commercial-grade fabric is built to withstand harsh weather conditions. Its unique 16-gauge knit pattern and heat-set manufacturing process provide excellent dimensional stability, ensuring the sail maintains its shape and tension over time. The material is also highly resistant to mould and mildew and comes with a **10-year UV warranty** against UV degradation.

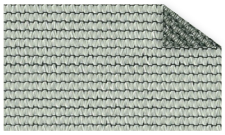
AESTHETIC AND FUNCTIONAL DESIGN

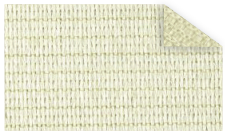
Extrablock 330 is not only strong but also designed with aesthetics in mind. It is a breathable fabric that allows for air circulation, which helps to cool the area underneath the sail. The fabric's balanced strength and controlled elongation in both directions allow for a taut, clean finish, enhancing the overall look of your outdoor space.

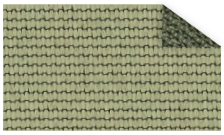
COLOURS

Extrablock 330 fabric is available in an extensive range of up to 21 colours, allowing for a high degree of customisation. This wide palette includes everything from neutral, earthy tones that blend seamlessly with landscapes to vibrant, bold colours that make a statement. The colour options are not only about aesthetics; they also have varying levels of UV protection and shade factor, allowing you to choose the perfect combination of style and sun safety for your specific needs.

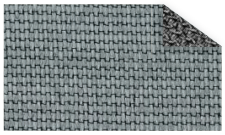
Colour Options

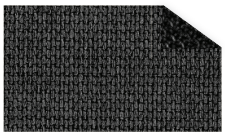

Pearl Onyx SF 86%

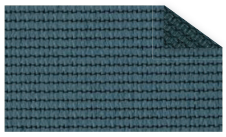

Cream* SF 81%

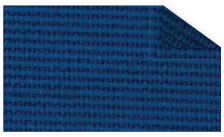

Latte SF 80%


Beige* SF 87%


Silver SF 98%

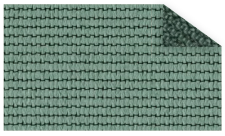

Charcoal SF 92%

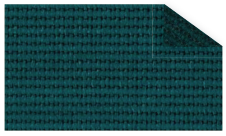

Dove Blue SF 90%


True Blue SF 95%


Navy SF 95%

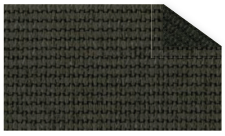

Midnight SF 97%

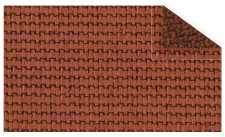

Mint Green SF 93%


Persian Green SF 91%

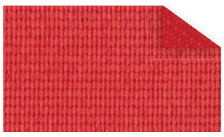

Forest Green SF 93%

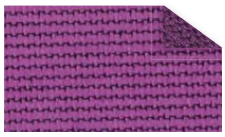

Olive Green SF 96%

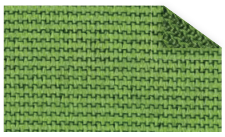

Chocolate SF 93%

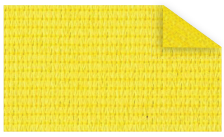

Sunblaze SF 95%


Oxide Red SF 88%


Red* SF 88%


Purple SF 88%


Lime Green SF 86%


Yellow* SF 75%

***Not Fire Retardant**

Warranty	**10 years**
Shade Factor	**75-98%**
UVR Block	**90-98%**
UPF	**21-41**
Roll Width x Length	**3.0m x 32m**
Breaking Force Warp (AS2001.2.3.2-2001 Grab Method)	**979N**
Breaking Force Weft (AS2002.3.1-2001)	**1228N**
Elongation at Break Warp	**67%**
Elongation at Break Weft	**57%**
Bursting Strength (AS2001.2.4-1990)	**3000kPa**
Tear Resistance Warp (AS2001.2.10-1986)	**157N**
Tear Resistance Weft (AS2001.2.10-1986)	**170N**

Email **make@shadesystems.co.nz** to request your free fabric samples today.

100% RECYCLABLE

Care Instructions

REMOVING YOUR SHADE

To remove your shade for storage during the winter months or in advance of bad weather, just reverse the order of the installation. Make sure to fit each corner with a tensioned rope before removing the hardware. This will hold the corner secure and allow you to slowly release and lower the corner.

Once you have the shade sail down, make sure to add a mark to each corner so you can easily layout the sail for reinstallation. (E.g. deck post, north corner.)

Make sure your sail is dry before folding it up, and store in a dry, sheltered place. Remember to grease the hardware again prior to re-installation.

CLEANING

To clean your Shade Sail, you can do this in-situ or remove the shade. If removing the shade, make sure to lay it out flat on a non-abrasive surface and keep all fixing hardware separate.

A water blaster or cold water pressure washer should remove most of the dirt but if it hasn't been cleaned for a while a mild mould remover can be used. Do not use products such as wet and forget solution which contains Benzalkonium Chloride as this does not suit shade sails.

TIGHTENING

Occasionally a Shade Sail may become loose or wrinkly if the sail has loosened off overtime. If you notice this on your sail, you can tension the turnbuckles tighter to pull the sail out tight again. You will need to tighten each turnbuckle on the sail by the same amount.

For any further assistance and support contact us at: **sales@nzcustomshade.co.nz**

Workmanship Warranty

CUSTOM MADE SHADE SAILS

NZ Custom Shade ("The Supplier") warrants the integrity of the workmanship of your shade sail ("the product") and will remedy any defects arising from workmanship or materials used in the manufacture of the product on the basis of the conditions set out in the conditions of warranty below.

1. This workmanship warranty is effective as per the warranty specified for the particular fabric used in the manufacture of the completed shade product. See separate fabric warranty
2. This warranty is void if the product has been subject to mistreatment, alteration or vandalism, if the product has been used for a purpose other than it has been designed for, or the product has been damaged by extreme weather conditions or an act of God. Any damage caused by improper installation (including, but not limited to poor design, engineering, permitting, support construction, faulty materials, over or under tensioning the shade sail etc) is specifically excluded from any warranty claim.
3. This warranty is void if the product has not been properly cared for or maintained. See care instructions for the specific fabric used in the product.
4. This warranty does not cover colour fading due to exposure to ultra-violet rays, damage to the shade sail due to exposure to chemicals or placement near open flame.
5. Please note that with many shade products, joins or seams are necessary due to available fabric widths. There can also be slight colour variations through the fabric rolls due to the knitting or coating process. Our manufacturers are trained to minimise seams and avoid major colour variations; however some seams and colour variations are inevitable and will be visible. This is quite normal, should be expected and is not covered by this warranty.
6. The warranty excludes alterations or repairs if incorrect measurements were supplied to NZ Custom Shade.
7. We do take extra care to package all shade products, however the warranty does not cover any product damage during transit with a freight company. This is the freight companies responsibility should any damage occur, please check the product upon arrival.
8. Once installed correctly, it is the Customers responsibility to check the tension of the shade sail or organise for it to be checked by a professional. It is normal for a shade sail to require re-tensioning annually. This warranty does not cover any gradual sagging.
9. The Supplier's maximum liability to you under this warranty is limited to an amount not exceeding the invoiced value of the work. Some fabric manufacturers warranties have a following pro rata warranty and that will apply to the workmanship. The Supplier shall not be liable to you for any indirect or consequential loss or damage of any kind out of any warranty claim.
10. If you discover a defect in the shade sail during the warranty period and wish to obtain a replacement or repair, please contact the Installer and provide photographic evidence of the defect within 90 days along with a written description of the claimed defect. NZ Custom Shade Ltd shall determine if the warranty applies, and shall then, at their discretion, either repair or replace the product.

EXTRABLOCK 330 10 YEAR UV WARRANTY

NZ Custom Shade warrants that Extrablock fabrics manufactured from HDPE will not degrade or show serious evidence of material breakdown as a result of exposure to normal Ultra Violet light for a period of 10 years from the date of purchase. NZ Custom Shade will not be held responsible to replace any portion of netting which shows no evidence of snow and ice, material degradation, caused by exposure to normal Ultra Violet light. No warranty applies where the damage is a result of a mechanical abrasion, chemical erosion, damage caused by the erection process, mishandling or excessive loading beyond the tear and tensile strength of the products. The warranty does not extend beyond the resistance to UV degradation.

Exposure of HDPE to certain strong oxidising agents, such as fuming sulphuric acid, concentrated nitric acid, nitration acid, chrom-sulphuric acid, chlorosulfonic products, and where the products are used in areas exposed to chemical contamination, or any of the above, reference should be made to the technical department before erection of the products. NZ Custom Shade accepts no liability to any party or property for any use of any NZ Custom Shade product in a manner for which the product is not intended. Where creosote poles are used as supports, then these poles must be covered or capped to prevent direct contact with the fabric.

NZ Custom Shade Extrablock products may exhibit minimum colour fading after 8 years' exposure to the sun, with the exception of red or yellow coloured products, which may exhibit colour fading after 3 years. NZ Custom Shade does not guarantee colour fastness beyond the levels indicated above. Slight colour variances may occur.

This warranty applies only to the original purchaser of the product and no claims for reimbursement of installation expenses or any consequential claims, indirect or direct, will be entertained. NZ Custom Shade accepts no liabilities for damage or injuries caused through failure of the product, or failure of steel or wooden or any other structures, to any other party or property. The user should inspect the product for mechanical flaws before using or conversion.

Except for the warranties set forth above, NZ Custom Shade Ltd expressly disclaims and excludes all other guarantees, warranties, conditions and representations either express or implied, whether arising under statute, law, commercial usage or otherwise, including implied warranties of merchantability and fitness for a particular purpose. NZ Custom Shade total responsibility shall not exceed the value of NZ Custom Shade goods in question on a pro rata basis as follows:

- After 1 and up to 2 years usage, NZ Custom Shade will contribute 70% of the cost of the replacement fabric only.
- After 2 and up to 3 years usage, NZ Custom Shade will contribute 50% of the cost of the replacement fabric only.
- After 3 and up to 4 years usage, NZ Custom Shade will contribute 40% of the cost of the replacement fabric only.
- After 6 and up to 8 years usage, NZ Custom Shade will contribute 10% of the cost of the replacement fabric only.
- After 8 and up to 10 years usage, NZ Custom Shade will contribute 5% of the cost of the replacement fabric only.
- After 10 years usage, NZ Custom Shade will not contribute any further costs.

Claims for replacement of the product only, will be considered if the following is adhered to by the claimant:

- Documentary proof of purchase date, original purchaser and price, is provided to NZ Custom Shade.
- Samples of the "damaged" product are provided to NZ Custom Shade including the colour coding on the edge of the fabric.
- Access is given to NZ Custom Shade staff to inspect the "damaged" product on site.
- The claimant inspected the product for possible flaws before erection of the product.
- A certificate is provided to NZ Custom Shade by a Registered Professional Structural Engineer, which certifies the accuracy of the design and stability of the supporting structure, over which the shade net has been placed.

This warranty must be read in conjunction with the NZ Custom Shade General Conditions of Sale, listed on the back of all NZ Custom Shade invoices. By accepting NZ Custom Shade quotations and/or placing a contract for goods within NZ Custom Shade it is deemed that the claimant has read and understood clearly NZ Custom Shade Terms and Conditions of Sale/Contract, and that the claimant has agreed to the Terms and Conditions of Sale/Contract.