

## **FREQUENTLY ASKED QUESTIONS**

### **Q1: What are the maximum dimensions for Ziptrak<sup>®</sup> blinds?**

**A:** The recommended maximum dimensions for Ziptrak<sup>®</sup> blinds are 6000mm wide by 3500mm high when using Sunscreen Mesh, or 5500mm wide by 3500mm high when using Clear PVC. An experienced installer can decide whether to exceed these measurement considering wind rate, skin material, operators, structure strength and other factors. Smaller Ziptrak<sup>®</sup> blinds may look neater, and will be easier to operate.

### **Q2: Is it possible to install Ziptrak<sup>®</sup> blinds if the opening is more than 6000mm?**

**A:** Yes, but you will need to divide the opening using either a fixed or removable post. The removable post offered by Ziptrak Pty. Ltd., once removed, will not protrude into the opening more than the Ziptrak<sup>®</sup> blinds.

### **Q3: Can Ziptrak<sup>®</sup> blinds be operated using a crank handle?**

**A:** The patented and unique design of the Ziptrak<sup>®</sup> system is intended to be spring-loaded, which makes the operation of them simpler and easier compared to a crank handle. Therefore, we do not recommend to have Ziptrak<sup>®</sup> blinds operated with a crank handle.

### **Q4: Is there a pelmet for Ziptrak<sup>®</sup> blinds?**

**A:** Yes. Ziptrak Pty. Ltd. offers a fully enclosed aluminium pelmet, offering a rust-free solution perfect for outdoor use. This is available in our standard range of colours, or can be powder-coated to any choice of colour. The pelmet will protect the blind material for increased longevity and provides a more subtle installation appearance.

### **Q5: Can I have motorised Ziptrak<sup>®</sup> blinds?**

**A:** Only Ziptrak<sup>®</sup> blinds with Sunscreen Mesh can be motorised, using 240V/AC tubular motor with obstacle detection feature. The SolarSmart™ motor system is also recommended and fully compatible with a Ziptrak<sup>®</sup> blind. Strong wind can hold the skin of a Ziptrak<sup>®</sup> blind preventing it from sliding down the tracks, therefore, we recommend that motorised Ziptrak<sup>®</sup> blinds be supervised by the operator while they are moving.

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### **Q6: Why is it not recommended to motorise Ziptrak<sup>®</sup> blinds with clear or tinted PVC skin?**

**A:** Flexible PVC used as skin for Ziptrak<sup>®</sup> blinds becomes stiff in cold weather, this stiffness will prevent the skin to slide down the Ziptrak<sup>®</sup> tracks as it is maintaining its shape when it was on the top keyway tube. The PVC stiffness is not a problem with a manually operated Ziptrak<sup>®</sup> blinds, but in a motorised Ziptrak<sup>®</sup> blind, the weighted bottom rail cannot always overcome the PVC's stiffness.

### **Q7: What is the recommended thickness of clear and tinted PVC for Ziptrak<sup>®</sup> blinds?**

**A:** We recommend to use 0.75mm thick clear or tinted PVC for Ziptrak<sup>®</sup> blinds. 1mm thick PVC can be used too, however, there is no advantage using 1mm thick PVC in our opinion, and with larger Ziptrak<sup>®</sup> blinds it can even be a disadvantage, because of the 1mm thick PVC is heavier.

### **Q8: How do Ziptrak<sup>®</sup> blinds perform in windy conditions?**

**A:** Please refer to the official Ziptrak<sup>®</sup> Wind Statement, which details how a Ziptrak<sup>®</sup> blind should be operated by the end-user under various weather conditions. Installers of a Ziptrak<sup>®</sup> blind should be aware of the installation recommendations that are dependent on the size of blind and location of installation (exposure to weather).

### **Q9: What is the warranty period of Ziptrak<sup>®</sup> blinds?**

**A:** Ziptrak Pty. Ltd. provides a 24 months warranty on all the components of the Ziptrak<sup>®</sup> system, the warranty is given to fabricators and installers of Ziptrak<sup>®</sup> blinds who purchase the components from Ziptrak Pty. Ltd., or an Authorised Ziptrak<sup>®</sup> components distributor. The warranty will be void if the fabrication and / or installation of Ziptrak<sup>®</sup> blind has not been completed according to our fabrication and installation manuals. The warranty on Ziptrak<sup>®</sup> blinds installation is usually given to the end customer by the retailer / installer who they have purchased the blinds from, they will determine the warranty period and conditions. As the skin installed within a blind is not part of the Ziptrak<sup>®</sup> system, or supplied by Ziptrak Pty. Ltd. the warranty on skins is not provided by Ziptrak Pty. Ltd.