

PRODUCT QUALITY CONTROL

Ventura FAA – PRODUCT REWORK

It has come to our attention that a bolt that secures the Ventura Folding Arm sections together may break under load. If this were to occur there is a risk that an awning arm may become detached from the awning.



The model that is affected is the Ventura Awning built between the dates 1 April 2014 – 20 January 2015. Awnings dispatched after this date are not affected.

Over the next week the Hunter Douglas Customer Service Team will contact you in relation to this matter.

Should you wish to conduct the rework, then the Customer service team will provide you with information that will:

- a) Enable you to make appointments with the relevant consumer. We will provide a list of sales order numbers relating to Awnings affected and strongly recommend that you make contact with these consumers as soon as possible.
- b) Provide you with the necessary instructions required to replace the suspect bolt.
- c) Explain the credit claim process for reimbursement of the call out fee.

Should you wish for Hunter Douglas to conduct the rework, then our Customer Service team will request the necessary consumer details that will allow them to coordinate the rework on affected awnings.

Due to these arms being under tension we recommend that the awning NOT be used until a technician has carried out the required rectification work.

We apologise for any inconvenience caused by this issue but trust the early notification of product faults are considered in the best interests of all involved.

If you have any questions at all please contact your Customer Service Team.