

Product FAQ's

DELUXE UMBRELLAS: 4m, 5m & 6m Diameter

Q: What sizes are available?

A: 4meter, 5meter & 6meters . . . this measurement is measured arm end to opposite arm end (Diagonal).
Your umbrella would have 8 arms, 6 more than you do.

Q: Do I have to install my umbrella?

A: It is possible if you have the tools and the ladders required, but the price we give includes supply & installation within the greater Auckland region.

Q: How many colors are there to choose from?

A: With these NZ made Deluxe range of umbrella we make them in whatever color you choose to suit it's surroundings. This includes 10 Canvas colors & 100+ Powder coating colors.

Q: Do they require any maintenance?

A: Whilst it isn't necessary to grease your winch, rollers & wire because they are pre greased, doing so may reduce wear, it's easy, you can pop out the small plastic plug to spray some grease inside... or if you wish not to have to do anything to it we offer a maintenance service on your umbrella.(Winter time specials available)

Q: If something on my umbrella is damaged do I have to throw it away or can it be repaired?

A: Yes, absolutely every part on your umbrella is replaceable or interchangeable.

Q: How long can I expect my umbrella to last?

A: Forever, but if needed your umbrella can be reconditioned for a fraction of the price purchased... some 15+years later... We have never done this before because since we started making them in 1997 we have never taken one down due to damage or age.

Q: What kind of winds can these umbrellas withstand?

A: The engineered ratings are as shown.

6 Meter is 45km winds

5 Meter is 50km winds

4 Meter is 55km winds (some customers leave their 4M umbrellas up all year round however).

Q: Are they water proof or water resistant?

A: They are 100% waterproof . . . you will be perfectly dry in full rain. The fabric used is a marine grade acrylic canvas, this canvas holds a standard 5 years guarantee against defects.

Q: How will my umbrella last against harsh weathering conditions?

A: Rust has never been an issue for the frames of our umbrellas because they are made of "Heavy galvanizing" (This means they tubes are hot dipped galvanized when being formed in the steel factory before any rust can start), they are then zinc coated where needed and powder coated, on top of that all the fittings are stainless steel or galvanized.

Q: Are there any advantages of these umbrellas over the shade sails you make at Proformance Shades?

A: YES, Plenty!

They can be moved with the sun as it moves during the day.

They are completely waterproof.

The life of the umbrellas is over twice the life of a shade sail as they are only used when they are needed.

Canvas gives a much darker shade than our shade sails with their shade cloth.

Umbrellas require fewer poles.

Q: What is the wait time to order one?

A: 1-2 weeks in the wintertime & 1-4 weeks in peak season (If not faster)

Q: What is involved in ordering a Pro Shades Umbrella?

A: In most cases a 40% deposit is required, then we choose the "Frame color" & "Canvas color", after that we will help you onsite find the best location for you to use all the features of your umbrella, at this time we will set the foundation in concrete & a few days later when that is set we come back for our 2nd trip to spend approximately an hour assembling your umbrella.

Q: Do I need a Proformance Shades Umbrella?

A: YES, & with just enough time not to be char grilled by the harsh NZ sun.

4M Tuscan umbrellas

Q: What are they made up of?

A: They have a aluminum frame which is also powder coated in one of the 2 colors available, every other part is stainless steel & the fabric used is 100% waterproof marine grade acrylic canvas.

Q: Are they water proof or water resistant?

A: They are 100% waterproof . . . you will be perfectly dry in full rain. The fabric used is a marine grade acrylic canvas, this canvas holds a standard 5 years guarantee against defects.

Q: How are they mounted?

A: You have 1 of 2 options:

1. Bolt the umbrella pedestal (Supplied) to an existing slab of concrete (15mins to install)
2. Concrete an extended pole (supplied) into a dug out hole approximately 600mm deep by 500x500mm round the top

Q: Do they rotate?

A: Yes these Tuscan umbrellas can rotate 360 degrees, wind up and down & tilt up to 125degrees.

Q: Can I install this my self?

A: Yes, you can... Not many tools are required.

Q: Can I get a cover made up for it when I'm not using it?

A: Yes, if you wish not to use it for an extended waterproof outdoor area in the winter you can lift your umbrella(52KG) off it's foundation or wrap one of our canvas zip up covers.

Q: Should I buy a Tuscan umbrella for my area in need of shade?

A: Absolutely, we don't want you getting burnt or being uncomfortable outside!

SWINGSHADE AWNINGS

Q: Can I set a Swingshade up at my house?

A: Yes, if you have a swing set?!. . . they are unfortunately designed for children's swing sets.

Q: Are they expensive?

A: No when you compare them to a shade sail or umbrella they come in at around 70% the price for the same size shade areas... they last longer than shade sails & do not require any more poles taking space.

Q: What fabric is used?

A: For our Swingshades we use "Shade cloth" which allows some wind to breathe through it, this helps for the life of your Swingshades fabric as it is up all the time. LINK: <http://tiny.cc/azfm6>

Q: What sizes do Swingshades come in?

A: Each Swingshade is purpose built for your swing set... the curves are 5.5m wide & span the length of your swing set.

Q: What would my Swingshade be made of?

A: The frames are made up from galvanized steel tubes, the tube interconnect & are bolted with stainless bolts.

Q: How soon can I have one?

A: Straight away

Q: Will this improve my life?

A: Yes, from the first day you have it.

SHADE SAILS

Q: How many poles can I have?

A: There are no limits to how many sides your shade sail has.

Q: What kind of fabric is used for shade sails?

A: Shade sails can be made of a few different fabrics... usually we use shade cloth, a mesh like fabric that allows some air to pass through and help the sail against high winds. Shade cloth is water resistant but lest water through as a light mist. 10 Year guarantee.

Q: Is there a waterproof option then?

A: PVC is completely waterproof and a very high strength fabric... but a water proof shade sail requires much stronger mounts & a minimum of 15 degrees shade angle to allow water to run off otherwise the mounting points will fall away.

Q: How big can a shade sail be?

A: Once again there are not real limits to your shade size needed, but it's common sense to keep it small or have multiple shade sails overlapping each other if you want to cover a large space, this also prevents the shade sails life from being short.

Q: Can I set up the mounting points my self?

A: Absolutely & it's a great way to save \$.

Q: Can Pro Shades supply poles so that I can install them?

A: Yes, we use galvanized tubes which we have available at very competitive prices for you.