SERVICE GUIDE

REPAIRS & MAINTENANCE GUIDE

A clear route from the first fault report to a safe, documented repair.

SAFETY FIRST

If a cord or chain is loose, accessible to a child, or its safety device is missing or damaged, stop using the fitting. Keep children away and notify the property manager promptly. Do not remove or alter a safety device.

What to do when a blind has a fault

1

MAKE SAFE

Stop operating a jammed or damaged blind. Keep the area clear and do not force the mechanism.

2

CAPTURE THE ISSUE

Note the room and window, product or code if known, what happens during operation, and clear photos.

3

ARRANGE SERVICE

Send the details to the property manager for approval and repair scheduling. Retain the job record.

Common signs and the next safe step

OBSERVATION	FIRST RESPONSE
Will not raise or lower	Check for a visible obstruction. Stop if there is resistance; request service.
Uneven, crooked or noisy	Record a short video or photo. Avoid repeated operation or forcing it straight.
Loose chain, cord or device	Treat as a child-safety priority; keep children away and arrange attention.
Loose bracket or headrail	Do not operate. Photograph the fixing and request an installer assessment.
Marks, mould or torn fabric	Photograph before cleaning. Check the product code and Care & Warranty Guide.

SEND A REPAIR REQUEST WITH

Property address; room/window; product or code; fault description; when noticed; photos/video; any safety concern; access contact; and approval or work order reference.

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Safety source: ACCC Product Safety, Blinds, curtains and window fittings guide (linked).