

Frequently Asked Questions

VEUE AND ZIPSCREEN



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1.1 What systems comprise the Veue Suite?

- Veue - [Straight Drop](#)
- Veue - [Channel Guide](#)
- Veue - [Pivot Arm](#)
- Veue - [Wire Guide](#)

1.2 Are the components common to all 4 systems?

- The box/open brackets, tube and tube hardware are all common throughout the range
- All systems have their own side attachments where applicable
- See matrix in the product specs manual page 1.4

1.3 What size can the Veue systems achieve?

Approximately 4 metres wide or 4 metres drop. Exact details should be obtained from Section 2, System Specifications in the [product specifications manual](#).

1.4 What is the warranty?

5 years

1.5 What colours are available?

See product specifications for each product on the [website](#).

1.6 Are the parts stainless steel and are they suitable for coastal applications?

Not all components are Stainless Steel. However, all components are guaranteed to Rollease Acmeda's '[Coastal Applications Definition](#)'

1.7 Which way do I tension the spring / how many turns per width / drop?

See Part B – Spring Capacity - System Specifications in the product specifications manual for each relevant product.

1.8 As the fabric is not retained in the Channel Guide, will it come out of the side channel?

With strong winds fabric may come out of the side channel, as it is not retained. As it is a shading product, it is important to not leave the blinds down during strong winds.

2.1 What size can Zipscreen achieve?

Approximately 5 metres width with a maximum of 12m². For more detailed information, see Section 2, System Specifications in the product specifications manual.

2.2 Why is this product more expensive than the Veue range?

- Provides the ultimate solution for outdoor applications
 - No fabric blowouts (zip retained inside channel)
 - Perfect looking blind (nice and tight fabric)
- Innovative features such as the Ultra-Lock and the FT Motor. The Ultra-Lock automatically locks and unlocks the blinds and the FT motor has many innovative features such as automatic tensioning of the fabric and impact detection.
- More assembly required, such as the welding of the zipper.
- If price is an issue, please refer to the [Veue Suite Drop Awnings](#), which offer an entry level straight drop roller shade through to our Premium Zipscreen (side fastening solution).

2.3 What are the advantages over competing cheaper systems?

- You can achieve larger screen sizes
- More innovative features for both installers and end users
 - Full range of outdoor shades: Straight Drop, Channel Guide, Pivot Arm, Wire Guide, Zipscreen and extreme versions
 - Common components across the entire suite, including Zipscreen.
 - Motorised options including the FT motor
 - A variety of floor fixings including our patented Ultra Lock
- Easier assembly and installation
- Aesthetically more pleasing.
 - Contemporary square head box
 - No visible welding lines
- Fabric behaves better – no deformities
- We offer the option of [Zipscreen Extreme](#), achieving up to 7 metres width with a maximum of 35m²

2.4 Can the zip be sewn instead of welded on to the fabric?

For optimal performance, the zipper must be welded.

2.5 What wind loading will it withstand?

See Section 2, System Specifications in the [product specifications manual](#)

2.6 Can clear PVC be used instead of fabric as rain protection?

No, clear PVC expands/contracts a lot more than fabric. As it is retained in the side channels, clear PVC is not recommended as shrinking/contracting of the PVC due to weather conditions can cause tightness and may prevent proper operation.

2.7 Why is the fabric rippling down the edges?

There may be any number of reasons, including incorrect fabric size and the welding temperature being too high. For further information, [see installation manual, Section 4, Troubleshooting.](#)

2.8 How much side channel adjustment is there?

Up to 20mm (10mm per side). This is assuming a perfectly level installation. If the side fixing structure is not level some adjustment will be lost.

2.9 What is the warranty?

5 years

2.10 Can Zipscreen be installed near the coast?

Yes, all components are guaranteed to Rollease Acmeda's '[Coastal Applications Definition](#)'

SUPPORT RESOURCES

1. Support Documentation

Please refer to our website at <http://www.rolleaseacmeda.com> Make sure that you are logged-in when following this link.

2. Further Support

If you are an end-user, please contact your installer or dealer.

If you are a dealer or distributor, please contact us for further assistance. Contact information is located at the bottom of our website <http://www.rolleaseacmeda.com>