

Care & Maintenance Manual

Care & Maintenance

00 ABOUT THIS MANUAL

Your canopy, on record.

This manual covers the care, cleaning and inspection of your Entrada canopy. Keep it with the building's handover documents and complete the project details below at handover.

Project details

Project	
Site address	
Building owner	
Builder or contractor	
Installer	
Canopy system	
Finish and colour	
Gutter and downpipe	
Site exposure	
Entrada order reference	
Installation date	

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01 INTRODUCTION

Low maintenance, not no maintenance.

Your Entrada canopy is a pre-finished aluminium system, structurally calculated and built to last. A simple, regular maintenance routine keeps it looking right, keeps water draining and keeps the warranty valid.

A canopy sits in a harder spot than most of the building. Its top surface collects leaves, dirt and salt, and its underside is sheltered from rain, so it never gets washed naturally. Its gutter and its junction with the wall both need to stay clear and sealed to keep water away from the entrance.

This manual sets out what the building owner needs to do, how often, and what to avoid. The requirements apply whatever finish the canopy has.

Owner responsibilities

- Clean and inspect the canopy at the frequency set out in section 03.
- Keep the gutter, outlets and downpipe clear.
- Do not load, modify or attach anything to the canopy.
- Report damage or defects to Entrada or the installer promptly.
- Record all maintenance in the log in section 11.

Before you start

All cleaning and inspection should be done from the ground or from a free-standing platform. Never stand on the canopy or lean a ladder against it. On commercial sites, use a contractor competent in working at height.

02 YOUR CANOPY AT A GLANCE

What to look after.

Each part of the canopy needs slightly different care. Use this table as your checklist at every scheduled visit.

Component	What to check	Action
Top surface	Leaves, dirt, salt build-up, moss, ponding water	Wash and clear
Soffit (underside)	Dust, cobwebs, salt deposits, insect nests. Not rain-washed.	Wash and rinse
Gutter and outlets	Leaves, debris, standing water, overflow staining	Clear and flush
Downpipe (if fitted)	Blockage, loose clips, discharge point clear	Clear, check
Wall junction	Flashing secure, sealant intact and not cracked	Inspect
Brackets and fixings	Loose, missing or corroded fixings, movement	Inspect

The three-step check

Inspect. Look for damage, scratches, loose fixings and failed sealant.

Clean. Wash the top surface and soffit.

Clear. Clear the gutter, outlets and downpipe so water drains freely.

03 MAINTENANCE SCHEDULE

How often.

How often your canopy needs cleaning depends on where it is. Clean more often if dirt, salt or leaves build up between visits.

Site environment	Clean and inspect at least
Standard residential and commercial	Every 6 months
Industrial or high-pollution areas	Every 3 months
Geothermal areas	Every 3 months
Coastal: within 1 km of the sea, or in a sea spray zone (Exposure Zone D, NZS 3604). In Australia, the equivalent coastal corrosivity zone under AS 4312.	Every 3 months

Also inspect after

- Storms, high winds or heavy rain.
- An earthquake.
- Autumn leaf fall, or if trees overhang the canopy.
- Building, painting or concrete work near the entrance.
- Any impact, for example from a vehicle, trailer or ladder.

04 PROTECTING THE FINISH

Protect the finish.

Most damage to a powder-coated or anodised canopy happens during and after construction, from contact with other materials.

Keep the canopy clear of the following at all times. If contact happens, remove the contaminant straight away and wash the area as set out in section 05.

- Wet cement, mortar or plaster, paint splashes, chemicals, solvents, stains and fertilisers.
- Copper, brass, lead, mild steel, CCA-treated timber, and water that has run off any of these.
- Cement or concrete less than one month old, and water that has run off it.
- Bird droppings, tree sap and wet leaf litter left sitting on the top surface.
- Pool or garden chemicals and cleaning products used near the entrance.
- Abrasion from ladders, scaffolding, tools or debris dragged across the surface.

During construction

If the canopy is installed before the building is finished, the builder should protect it from overspray, plaster, mortar and concrete run-off, and wash it down at handover.

05 CLEANING YOUR CANOPY

Cleaning.

Clean the whole canopy, including the top surface and soffit. The soffit is not washed by rain, so it needs the most attention.

Equipment

Mild household detergent (dishwashing liquid works well), warm fresh water, a soft-bristled brush or microfibre cloth on an extension pole, and a garden hose.

Cleaning procedure

- 01 Remove loose deposits with a wet sponge.** Never dry dust, because it will scratch the surface. Remove leaves, moss and any growth from the top surface.
- 02 Wash with mild detergent in warm, fresh water.** Use a soft brush to remove dust, salt and other deposits. Work from the wall outwards on the top surface, then clean the soffit.
- 03 Rinse thoroughly with fresh water.** Remove all detergent from every surface, including the soffit.
- 04 Clear the gutter and outlets.** Flush with a hose and check water runs freely to the downpipe or discharge point (see section 06).

Always

- Use mild soap or detergent and warm water.
- Use a soft-bristled brush or soft cloth.
- Rinse well and dry to avoid streaks.
- Work from the ground or a free-standing platform.

Never

- Use solvent cleaners such as petrol, acetone, thinners or MEK.
- Use abrasive cleaners, scouring pads or steel wool.
- Use bleach, or strongly acidic or alkaline cleaners.
- Use a water blaster or high-pressure cleaner.
- Stand on the canopy or lean a ladder against it.

Stubborn stains

Paint splashes, sealant and other stubborn marks can be removed with methylated spirits, mineral turpentine or white spirits on a soft cloth. Test on a small, hidden area first and rinse well afterwards. If this does not work, contact Entrada for specialist advice.

06 GUTTERS AND DRAINAGE

Keep water moving.

The canopy sheds water to its gutter. A blocked gutter lets water pond and overflow, and stains the finish.

- Clear leaves and debris from the gutter, outlets and downpipe at every scheduled clean.
 - Check drainage after heavy rain, storms and autumn leaf fall.
 - If trees overhang the canopy, check the gutter more often.
 - Check that water discharges where it was installed to, clear of the entrance and away from the building.
 - Remove any moss or growth from the top surface and gutter.
 - Report ponding water or a gutter that will not drain to the installer.
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07 FIXINGS, FLASHINGS AND STRUCTURE

Check what holds it up.

The canopy is structurally calculated for its brackets, fixings and the wall it is fixed to. Give those connections a visual check from the ground at every scheduled clean.

- Look for loose, missing or corroded fixings and brackets.
 - Check the flashing at the wall is secure and the sealant is intact, not cracked or pulling away.
 - Look for sagging, twisting or movement of the canopy or gutter.
 - Look for corrosion where the canopy meets other metals, timber or masonry.
 - Check for water staining on the wall below the canopy. It can indicate a failed seal.
 - Do not drill, cut or modify the canopy or its fixings. This voids the engineering and the warranty.
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08 LOADS AND USE

Designed for its own load only.

The canopy is engineered for its own weight and the design wind loads for the site. It is not designed to carry anything else.

Do not put any of the following on, against or hanging from the canopy unless Entrada has confirmed it in writing:

- People, including for cleaning, maintenance or access to the building.
- Ladders, scaffolding, or rope access and abseil anchors.
- Signage, lighting, hanging baskets, planters, screens or blinds.
- Stored equipment, materials or debris.
- Satellite dishes, aerals, heat pump units or other services.

Snow

In areas that get snow, check with Entrada for the design snow load for your site. Clear snow from the ground with a soft broom on a pole. Never climb onto the canopy to clear it.

09 DAMAGE AND REPAIRS

If something goes wrong.

- 01 Make the area safe straight away.** Keep people clear of the entrance if anything is loose, sagging or at risk of falling.
 - 02 Record the damage.** Take photos and note the date and what happened.
 - 03 Contact Entrada or your installer.** Quote the order reference on page 2. Repairs should be carried out as soon as practicable.
 - 04 Use approved repairs only.** Touch up minor scratches only with a touch-up product matched to your colour. Do not repaint, refinish or replace parts without Entrada's approval.
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After a severe event

After a storm, high winds, earthquake, impact or heavy snow, have the canopy, its brackets and its wall fixings inspected by a competent person before the entrance is used as normal.

10 WARRANTY

Keeping your warranty valid.

Entrada's product and finish warranties depend on the canopy being cared for as set out in this manual.

- Clean and inspect at the frequency for your site in section 03.
 - Keep the maintenance log in section 11 up to date. It is your evidence of maintenance.
 - Do not modify, load or attach anything to the canopy.
 - Report defects promptly, and do not attempt structural repairs yourself.
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Full warranty terms are provided separately. Contact Entrada if you need a copy.

11 MAINTENANCE LOG

Maintenance log.

Record every clean, inspection and repair. Keep this log with the manual.

Date	Work carried out	By	Notes and issues found



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