

# ROLLER BANNER CARE GUIDE

Keep your banner looking sharp and working smoothly

## DO

- Raise and lower slowly, with two hands.
- Keep fingers clear of the base when retracting.
- Wipe with a soft, dry or lightly damp microfibre cloth.
- Store upright, dry, and in the carry bag.
- Use on a flat, stable indoor surface.

## DON'T

- Let the graphic snap back into the base.
- Place near heaters, open windows/vents, or in wind.
- Use solvents, alcohol, bleach, or abrasives to clean.
- Roll up the banner while it's wet.
- Lift or pull the stand by the top rail/graphic.

## SETUP (EVERY TIME)

- Place the base on a level floor; rotate/extend feet if your model has them.
- Assemble the support pole fully (segments locked).
- Hold the base with your foot; lift the top rail with two hands.
- Hook the top rail onto the pole, ensuring it's centred and straight.

## TAKE-DOWN (EVERY TIME)

- Stand behind the unit and remove the pole from the top rail.
- Tilt the banner slightly forward and guide the rail down slowly.
- Keep fingers clear of the base slot; do not let it snap.
- Retract fully, cap/close the top rail (*if applicable*), and bag it.

## CLEANING

**Dust:** Use a dry microfibre cloth.

**Marks:** Wipe gently with a cloth dampened with water + a drop of mild soap; then dry.

**Avoid:** Window cleaner, alcohol, acetone, bleach, harsh pads, and pressure washing.

**Important:** Never roll up the banner while damp—let it air-dry first.

## PLACEMENT & ENVIRONMENT

Indoors only (unless your stand is specifically rated for outdoors).

Keep clear of doors, vents, heaters, and direct sun (reduces curl/fade).

Best in cool, dry conditions; avoid hot car boots and damp storage areas.

## STORAGE & TRANSPORT

- Retract the graphic fully and store upright in the carry bag or carton.
- Don't stack heavy items on the base.
- Lift by the base, not the top rail.
- For shipping, use an outer carton and padding.

## COMMON MISTAKES TO AVOID

- Pulling the banner out of the base by the graphic.
- Forcing a bent or mis-seated pole—re-seat it straight instead.
- Using tape or stickers on the print surface.
- Over-extending a telescopic pole past its mark.

## QUICK FIXES

**Banner leans:** Check feet are extended, base is level, and pole seated fully.

**Graphic looks skewed:** Re-clip the top rail so it's centred on the pole.

**Retracts too fast / slams:** Guide it down with two hands; never release.

**Won't retract smoothly:** Stop; don't force. Check for fabric caught at the slot.

If unsure, contact support.

**Safety:** The mechanism is spring-loaded. Keep hands clear and away from children.