

NOVA **NGU**  
**GIANT** - TELESCOPING MARKET

# **OWNER'S MANUAL**

## **FRANKFORD**

NORTH AMERICAN HEADQUARTERS

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**FRANKFORD**  
*exceptional shade*

*Congratulations on purchasing your NOVA Giant Telescoping Umbrella. The NOVA is manufactured using the highest standard materials and fabrics on the market, and is perfectly designed to give you many years of enjoyment. The following information is to inform you how to operate your NOVA Giant Telescoping Umbrella to ensure trouble free use and ease of operation. Please follow these instructions as they are designed to assist operation and prolong the life of your umbrella.*



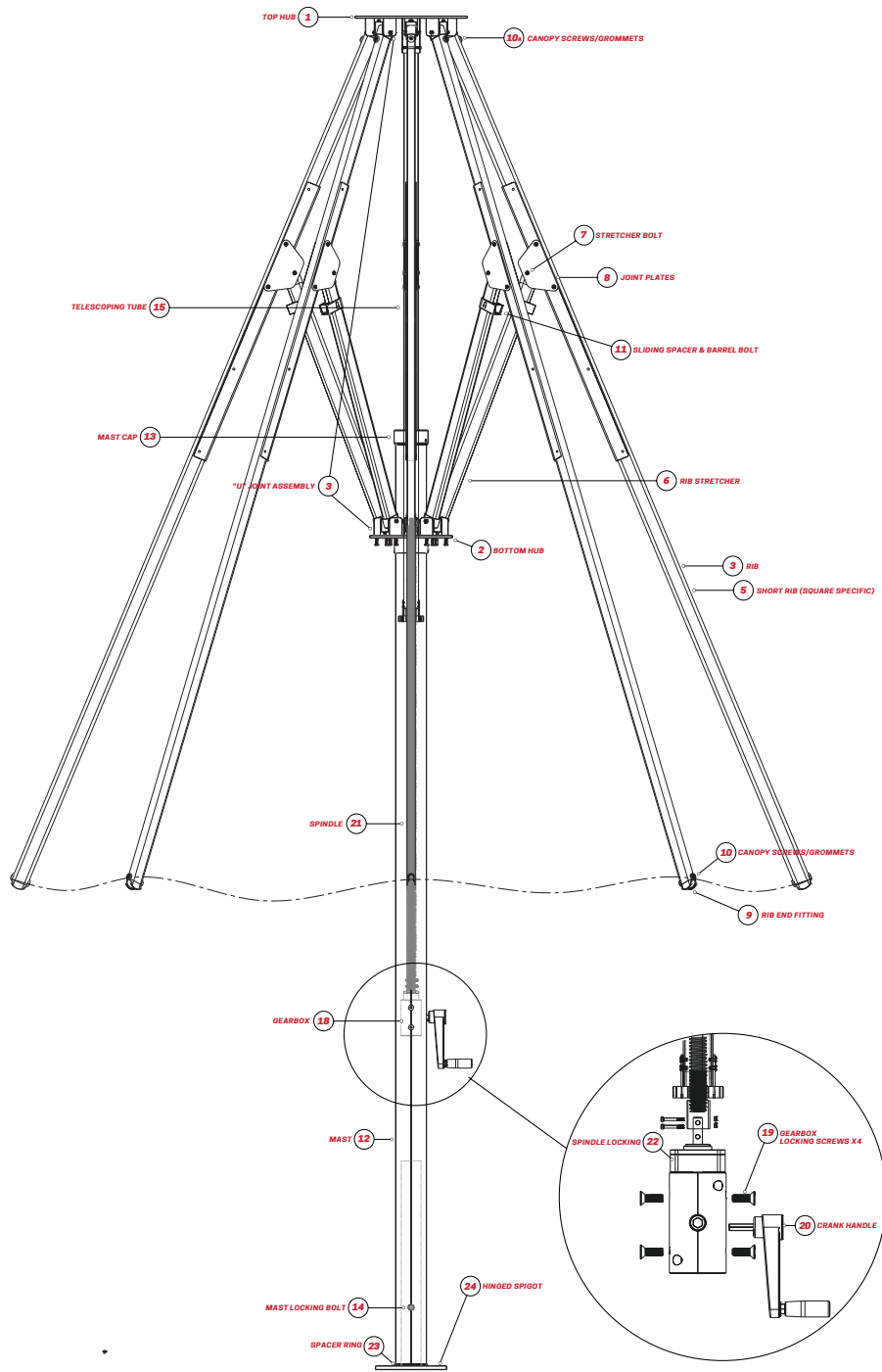
## **GENERAL INFORMATION**

Your NOVA Giant Telescoping Umbrella is principally intended for use in low to moderate wind conditions and will provide you with many hours of protection from sun and light rain. You will get maximum benefit from your umbrella when you use it in accordance with our instructions and in the weather condition for which it was designed.

- Do not leave umbrella open when unattended, particularly in windy conditions.
- Your NOVA umbrella should be closed and securely strapped in strong winds and adverse weather conditions.
- Always secure your umbrella to a Frankford base for the recommended application.
- Please avoid any modifications to your umbrella, except those made by an authorized Frankford customer service agent. Unauthorized modifications will void the warranty.
- Make sure your NOVA umbrella is dry and clean prior to storing away for extended periods of time to prevent mold from developing.
- Be careful when closing to ensure the canopy does not get caught or “pinched” by the umbrella arms. This is particularly important before storing the umbrella away for extended periods of time or if the umbrella is to be laid horizontally for storage. Damage to the fabric caused by “pinching” is not covered by the warranty. Follow all manufacturer’s assembly instructions.
- Inspect the installation fitting/base on a regular basis and tighten as necessary.

## **SIMPLE MAINTENANCE PROCEDURES**

- In coastal or metropolitan environments, frequent washing of the complete unit is beneficial.
- Fold the acrylic canvas as mentioned in “Closing The NOVA” (Page 24). This will prolong the new look of the canvas and prevent marking caused by “pinching” in the alloy frame.
- All parts are virtually maintenance free (e.g. aluminum, stainless steel, etc.) However, it is recommended that if the umbrella is not to be used for an extended period of time (winter months), to place the umbrella in storage. You may even remove the spigot when the umbrella is not in use, as it can be a tripping hazard.
- The acrylic canvas may be cleaned or mold removed by using a mild mixture of an approved mold remover and warm soapy water with a soft bristle brush. Test first on the securing strap to ensure no damage will be caused to the umbrella canopy fabric.
- **DO NOT USE BLEACH BASED DETERGENTS TO CLEAN THE UMBRELLA CANOPY.**
- The included protective cover should be used when the umbrella will not be operated for an extended period of time.



### NOVA PARTS KEY

- 1 TOP HUB
- 2 BOTTOM HUB
- 3 "U" JOINT ASSEMBLY
- 4 RIB
- 5 SHORT RIB (SQUARE SPECIFIC)
- 6 STRETCHER
- 7 STRETCHER BOLTS
- 8 JOINT PLATES
- 9 RIB END FITTING
- 10 CANOPY GROMMET/SCREWS
- 11 SLIDING SPACER & BARREL BOLT
- 12 MAST
- 13 MAST CAP
- 14 MAST LOCKING BOLT
- 15 TELESCOPING TUBE
- 16 CRANK HANDLE
- 17 MAST
- 18 GEAR BOX
- 19 GERBOX LOCKING SCREWS x4
- 20 CRANK HANDLE
- 21 SPINDLE
- 22 SPINDLE LOCKING
- 23 SIGOT SPACER
- 24 HINGED SPIGOT



## **WIND** RATING

Frankford Umbrellas have been tested successfully in extreme weather and winds, however, we strongly recommend closing your umbrella when not in use, or when sustained winds exceed 25 MPH.

### **NOVA GIANT TELESCOPING**

Engineered to withstand 50 MPH sustained winds.

Wind ratings do NOT form part of, nor fall under, any Frankford Umbrellas' warranties. Wind ratings are intended as a guide to the relative strength of the umbrellas only and tested at their optimal positions. Umbrellas with any degree of tilt added should not follow the above wind ratings. Wind can be extremely variable, depending on the surroundings, elevation, angle of gusts, etc. In any high wind or sudden extreme weather conditions, ALL umbrellas should be closed and secured immediately.

Frankford can recommend specific bases and anchoring systems for specific umbrella types. However, these are only recommended weights, as different environments may require different base options. Please contact us for assistance in choosing the proper umbrella base or anchoring system.

In the event Frankford shade products are left open and/or unattended in harsh weather conditions, our customer service department is here to help you and promptly assist with parts for repairs. Our shade products offer modular, self-repairable components which allow customers to service the umbrellas to keep them in perfect working condition.



## FABRIC CARE

Recacril® Marine Grade Acrylic Fabric Infinity Process is a highly technological finish, providing Recacril with long lasting protection against mold and mildew, excellent water and oil repellency and protection from both sun and water. However, the accumulation of dust, pollution particles, foreign organic materials, and general dirt can damage this protection, shortening the life of the RECACRIL, so they should be removed. The most effective method for maintaining Recacril® is to clean the canvas once a month with water using a low-pressure hose. It is very important that after cleaning with water, the canvas be allowed to completely dry before rolling or storing your umbrella. If for any reason you have to roll and/or store a wet umbrella, it must be unrolled and opened as soon as possible to let it dry. In times of continuous rain, it is advisable to keep the umbrella rolled and stored.

If periodic washing with water is done, in most environments, you should only need to do a more thorough cleaning every 2-3 years.



## CASUAL CARE & CLEANING

- Brush off dust and dirt with a soft brush. NEVER brush with stiff brushes since this can damage the fabric finish.
- Spray the umbrella with clean water. If a hose is used, avoid high pressure.
- Prepare a solution of solvent-free soap in warm water (no more than 100°F) and apply it to the fabric and stitching.
- Scrub with a soft brush, allowing the solution to penetrate the fabric.
- Rinse with water to remove all traces of soap.
- Let air dry and do not close the umbrella until the canvas is completely dry.

## INTENSIVE CARE & CLEANING

Recacril® is highly resistant to the growth of fungus, mold, and mildew. However, these can grow on embedded dirt. To clean these stains, follow these more intensive cleaning procedures.

- Brush off dust and dirt with a soft brush. NEVER brush with stiff brushes as this can damage the fabric finish.
- Prepare a solution with 10% household bleach, 20% solvent-free neutral detergent (Free & Clear detergents) and 70% water.
- Apply the solution to the fabric, allowing to remain between 15 and 20 minutes maximum.
- Rinse with clean water several times. Any bleach residues remaining on the canvas, combined with the sun, could damage the fabric and stitching.
- Let air dry and do not close the umbrella until the canvas is completely dry.
- Repeat the process if necessary.

## GUIDELINES TO CONSIDER WHEN INSTALLING

Your NOVA Giant Center Post Umbrella is delivered fully assembled. There are three different ways to install your NOVA Giant Center Post Umbrella:

Prior to installing your installation mounts please read the important information below.

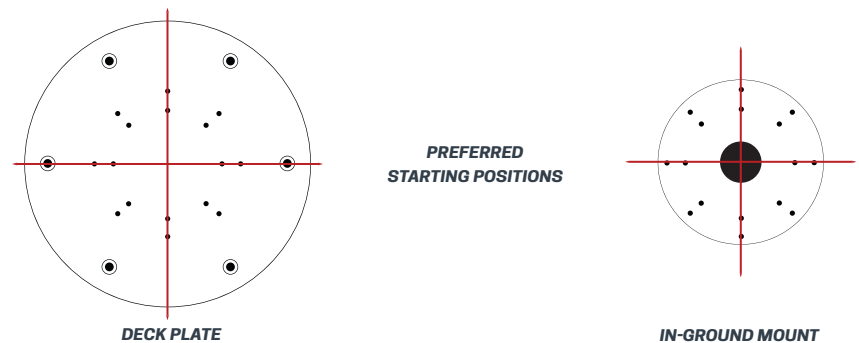
Make sure you have sufficient space when installing your NOVA Giant Center Post Umbrella. 18' of space is needed to slide the NOVA onto the hinged spigot. After you slide your NOVA onto the spigot, it is advised two or more persons tilt the NOVA to its upright position.

## INSTALLATION PROCEDURE

### CORRECT ALIGNMENT

There is a locking pin hole at the base of the mast that runs through the spigot. This is to ensure the NOVA mast does not lift off the spigot. There are 16 x threaded holes in the center area of the 16" diameter base plate and on the top of the in-ground fitting sleeve plate and these are called the threaded spigot holes. The umbrella spigot will be attached to the base fitting using the supplied stainless steel spigot bolts. Before installing your base plate or in-ground fitting sleeve, draw an imaginary straight line through two sets of threaded spigot holes. This will be the direction of one of the flat sides of your umbrella. Use these imaginary lines to square off your base fitting installation. This is of particular relevance when installing square shape umbrellas and not so important with an octagonal umbrella.

Once you have erected the umbrella if you find it is still not completely squared off to your area, you can always turn the umbrella 90-degrees on the spigot and re-drill a new spigot hole through the steel spigot inside the umbrella (a good quality drill bit and high-powered drill will be required).



There are four different ways to install your NOVA Cantilever Umbrella. Select the installation method from the following pages for the relevant instructions.

## IN-GROUND MOUNT INSTALLATION

Your NOVA umbrella comes with a hinged spigot. Once you have installed the spigot according to the instructions below, slide the umbrella on to the top of the spigot and raise the umbrella. This is recommended as a 2-3 person operation.

The In-Ground Mount is a galvanized steel fitting that must be concreted into position. Because terrain differs from thick dirt to fine soil, a different sized hole must be prepared and a different volume of concrete is used. As a guide, a 19" x 19" x 27" deep hole is a minimum requirement for heavy dirt terrain. A post hole borer can be used to deepen the center of the footing. When pouring the concrete, it is advisable to drop a few lengths of reinforcing steel bar into the hole to prevent the concrete from cracking. Remember that the depth of the hole is more important than the width and it is much easier to make the hole oversized than to try to re-stabilize the In-Ground fitting should it shift over time. If applicable, patio tiles or pavers have to be removed to facilitate this In-Ground mount and then cut to suit when replaced. If installing through a thin layer of concrete or asphalt, a core drill should be used to drill a 6" diameter hole in the concrete/asphalt. The remainder of the hole below can then be dug out by hand or post hole digger.

- **IMPORTANT:** After the umbrella is on the spigot and upright, do not forget to install the closing screw on the spigot. This will keep the umbrella upright. Place the retaining bolt through the mast of the NOVA and through the spigot. This is the final step in assuring your umbrella is in place.

Now that your In-Ground mount is installed and you're ready to attach your NOVA spigot. You will need to remove the four "grub-screws" that are installed in the four spigot-bolt holes in the in-ground mount. Screw in all four spigot bolts loosely by hand. Once all four spigot bolts are in then you can use the supplied Allen key to tighten up the bolts. Now you can slide the NOVA on the spigot. It will take two people to complete this. You are now ready to open and enjoy your NOVA Giant Telescoping Umbrella.

### HARDWARE INCLUDED WITH UMBRELLA

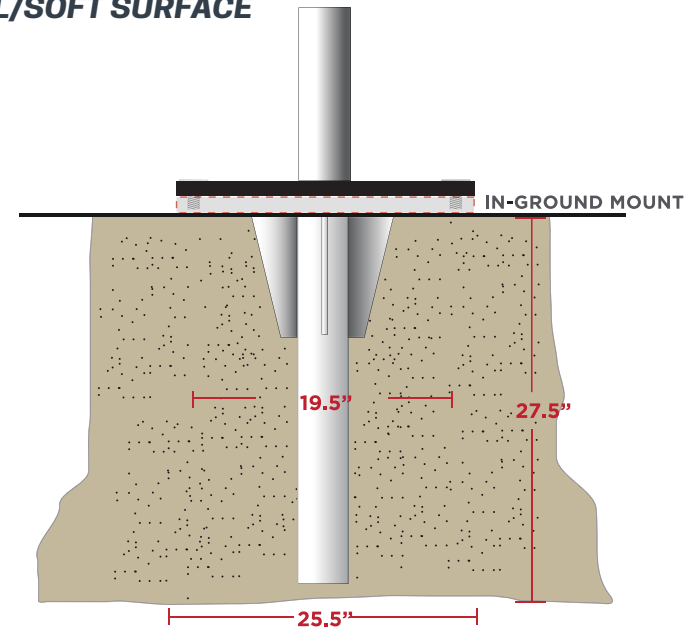
Galvanized Steel Spigot (29)

Spigot Mounting Hardware: 4x 1/2" (1.38mm) Stainless Steel Countersunk Bolts

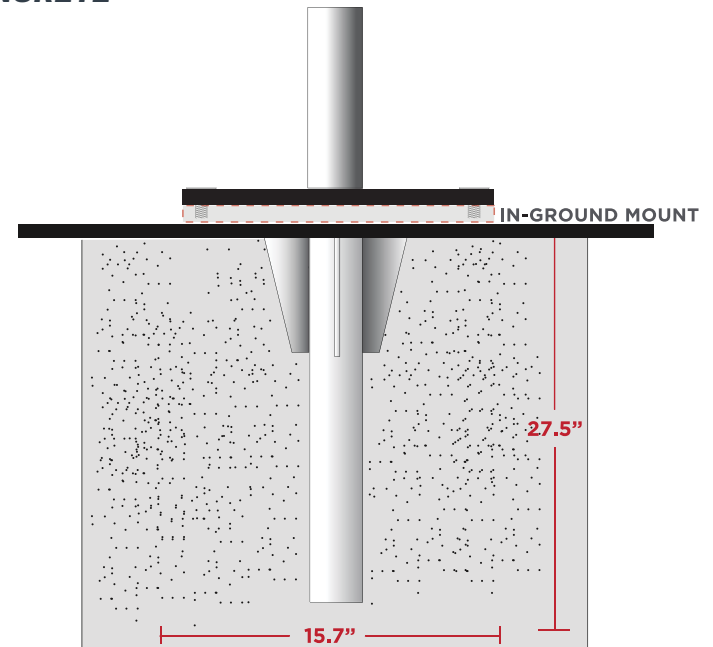
1x 5/16" (8mm) Allen Wrench

### INSTALLATION HARDWARE NOT INCLUDED.

## SOIL/SOFT SURFACE



## CONCRETE



## WOOD DECK INSTALLATION

Your NOVA umbrella comes with a hinged spigot. Once you have installed the spigot according to the instructions below, slide the umbrella on to the top of the spigot and raise the umbrella. This is recommended as a 2-3 person operation.

### TOOLS NEEDED INSTALLATION HARDWARE NOT INCLUDED.

- Deck Plate and deck bolts (purchased by you or supplied by your hired professional contractor)
- A decently amp rated corded or cordless power drill.
- A scrap piece of wood (to make a reinforcing brace/blocking) and suitable hardware to secure the blocking to the deck joists.
- **IMPORTANT:** Your umbrella must be bolted down into a reinforced brace/blocking that is fixed under the deck planks to the deck joist. The umbrella must not only be fixed to the deck planking as this will likely result in the deck planks "pulling up" and the umbrella falling over in high winds.

Once you have decided on the location of the NOVA/Deck Plate, use the four outer holes in the deck plate as a template to start drilling each of the holes in the deck. Make sure each of the four holes go through decking and miss the joists. Using the four holes drilled in the deck as a guide, you now need to install a reinforcing brace/blocking hard up under the decking for the deck plate bolts to be fixed into. It is recommended that two wood brace/blocking be secured between the deck joists or bearers that form the structural frame of the deck. Ideally the brace/blocking should be two short lengths of 4"x4" wood posts side by side, or alternatively two pieces of 2"x8" wood joists joined together for the umbrella deck plate to bolt through. The brace/blocking must then be securely fixed to the deck frame/joists using suitable hardware. These may be large galvanized nails, coach screws or builders brackets etc. If the installation is in a sea spray zone or coastal environment, then stainless steel hardware is recommended.

You can now use the four holes already drilled in your decking and drill them all the way through the newly installed brace/blocking under the decking. Put the deck plate in place and install purchased through the plate, decking and blocking. Use a washer and nut on the underside of the bolt under the deck and torque down tight. After the deck plate has been securely fixed to the deck.

You should now remove the four "grub bolts" that are installed in the four spigot-bolt holes. (*The purpose of these grub bolts is to keep dirt out of the threaded holes when not in use*). Attach the spigot to the deck plate using the supplied hardware and tighten down with the supplied Allen key. Slide your NOVA umbrella onto the spigot, walk the umbrella upright and lock the spigot down to the mounting plate. Now you can carefully open your umbrella for the first time.

### HARDWARE INCLUDED WITH UMBRELLA

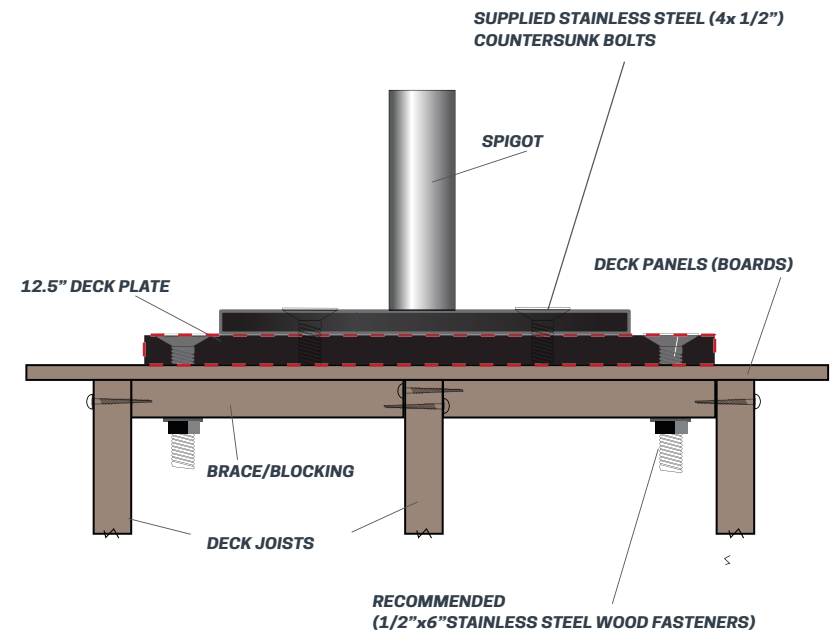
Galvanized Steel Spigot (29)

Spigot Mounting Hardware: 4x 1/2" (1.38mm) Stainless Steel Countersunk Bolts

1x 5/16" (8mm) Allen Wrench

### INSTALLATION HARDWARE NOT INCLUDED.

## WOOD DECK



## CONCRETE/SURFACE INSTALLATION

Your NOVA umbrella comes with a hinged spigot. Once you have installed the spigot according to the instructions below, slide the umbrella on to the top of the spigot and raise the umbrella. This is recommended as a 2-3 person operation.

### TOOLS NEEDED INSTALLATION HARDWARE NOT INCLUDED.

- Concrete screw or DYNA bolt concrete anchors (1/2" x 4" Minimum Recommended)  
**NOTE:** Countersunk is not necessary if unable to source.
- A hammer drill with masonry bits.
- A socket set
- A trusted level.

Once you have decided on the location of the NOVA/Deck Plate then use the four outer holes in the deck plate as a template to start drilling each of the holes in to the concrete. Drill each of the four holes using a hammer drill, down to about .5" deeper than the concrete bolt being used. This allows space for the bolt if dust falls to the bottom of the hole. Drill the holes at the correct diameter for the bolts provided. Use a level to ensure the base plate is level once all four holes have been drilled. If the deck plate is not level, use galvanized or stainless steel washers to level the deck plate on the concrete. Torque down the four bolts through the base plate with washers (if needed) until they are fully wound in and are tightly holding the deck plate.

You can now use the four holes already drilled in your decking and drill them all the way through the newly installed brace/blocking under the decking. Put the deck plate in place and install purchased through the plate, decking and blocking. Use a washer and nut on the underside of the bolt under the deck and torque down tight. After the deck plate has been securely fixed to the deck.

You should now remove the four "grub bolts" that are installed in the four spigot-bolt holes. (*The purpose of these grub bolts is to keep dirt out of the threaded holes when not in use*). Attach the spigot to the deck plate using the supplied hardware and tighten down with the supplied Allen key. Slide your NOVA umbrella onto the spigot, walk the umbrella upright and lock the spigot down to the mounting plate. Now you can carefully open your umbrella for the first time.

### HARDWARE INCLUDED WITH UMBRELLA

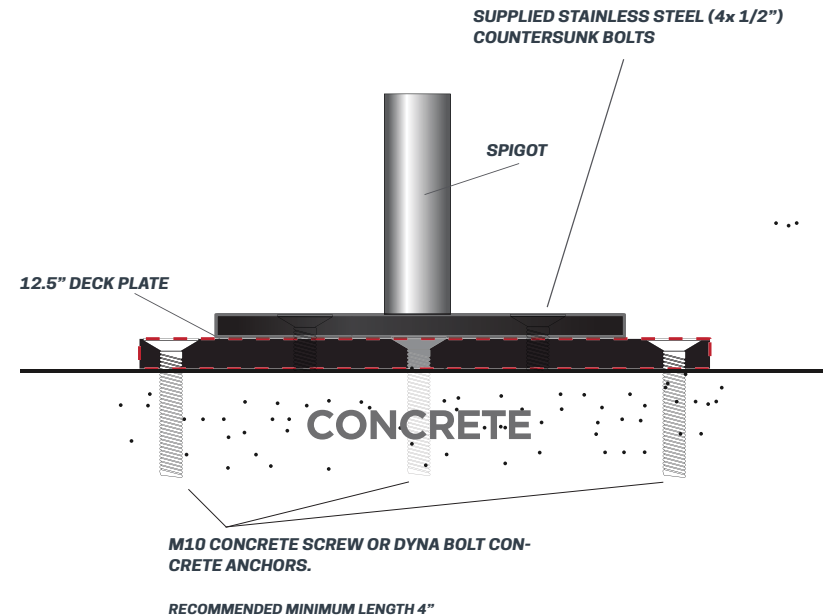
Galvanized Steel Spigot (29)

Spigot Mounting Hardware: 4x 1/2" (1.38mm) Stainless Steel Countersunk Bolts

1x 5/16" (8mm) Allen Wrench

### INSTALLATION HARDWARE NOT INCLUDED.

## CONCRETE SLAB/PAVERS/SURFACE

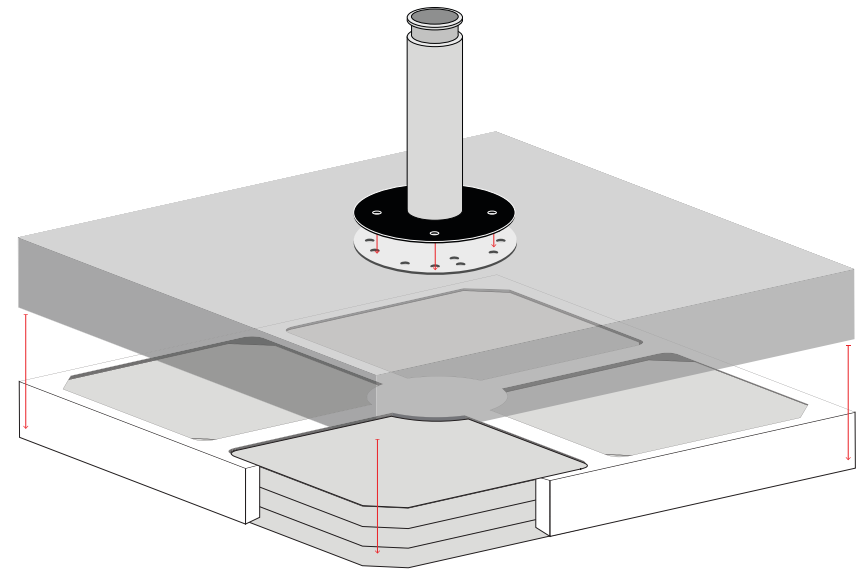
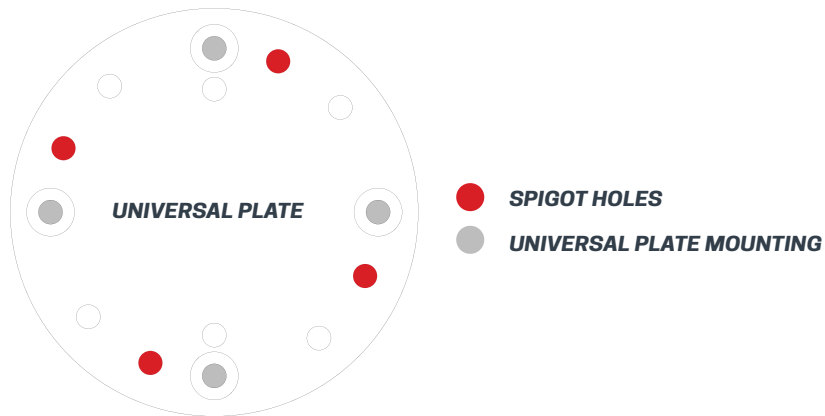


## NGU-550

Your NOVA umbrella comes with a hinged spigot. Once you have installed the spigot according to the instructions below, slide the umbrella on to the top of the spigot and raise the umbrella. This is recommended as a 2-3 person operation.

- **NOTE:** Your NGU-550 is shipped fully weighted at 550 lbs. It is best to determine the position of the base initially before installing your NOVA umbrella.

Once you have decided on the location of the NOVA umbrella, make sure you have an area of at least 48"-50" in diameter for the base to rest, then place NGU-550 into position. You will need to locate the bolt pattern that matches the spigot on the already mounted universal plate. The bolt pattern for the spigot will be directly adjacent to already secured holes. (This pattern can be identified on the below drawing)



Your NGU-550 Comes already filled and assembled. You must remove the spigot from the NOVA mast and bolt to the universal plate using the supplied hardware. From here, you are ready to mount and enjoy your NOVA Giant Telescoping Umbrella.

### HARDWARE INCLUDED WITH UMBRELLA

Galvanized Steel Spigot (29)

Spigot Mounting Hardware: 4x 1/2" (1.38mm) Stainless Steel Countersunk Bolts

1x 5/16" (8mm) Allen Wrench

## OPENING THE NOVA UMBRELLA

### FIRST TIME OPENING

Ensure all packaging and wrapping material has been removed. There may be some wrapping material on the canopy arms underneath the fabric canopy. Partially open the umbrella and get in underneath the fabric canopy to remove all of this wrapping before fully opening the umbrella. The umbrella arms are fitted with **PLASTIC SPACERS (FIGURE A)** (see pgs. 27-28 for part Identification).

The sliding spacers help to keep the arms spread apart when the umbrella is closed, making it easier to open next time it is used. When the umbrella is packaged for shipping the spacers are not engaged. Before using the umbrella for the first time, you must engage the spacers by sliding them into position up the umbrella arms. Slide the spacers up using a long rod, broomstick handle or similar. Click/push them into position once they have reached the hole location on the arm.



- Remove the strap from the canopy. (Figure B)
- Insert the winder handle into the winder hole on the mast and rotate in a clockwise direction.
- Before cranking your umbrella open, gently spread the canopy arms open with your hand.
- Continue winding until the canopy is fully open. Do not over wind.

**NOTE:** The Winder Handle will become a little harder to wind as the umbrellas nears fully open. This is normal particularly when the acrylic fabric is new.

- The Winder Handle may be removed if desired as a safety and security feature.



## CLOSING THE NOVA UMBRELLA

- Insert the winder handle and rotate in a counter-clockwise direction.
- Before the ribs fully close against the mast, pull the canopy out from within the arms to safeguard any “pinching” of the fabric within the umbrella frame. This is easily done by pulling the fabric to the outside of the frame using your hand to pull the excess in each of the 8 sections of frame. Then fold it left over right, and so forth.
- Put the canopy strap securely around both the mast and canopy frame.
- If you have purchased the protective cover, hold the opening of the bag away from you and walk towards the umbrella. Let it “fall” slowly over the top hub and zipper the cover. (Figure A).



**NOTE:** Please be careful and make sure that the canopy fabric is not pinched by the zipper of the cover bar. (Figure B).

**TIP:** This is an additional precaution if you have purchased the protective cover.



## WARRANTY **RESIDENTIAL**

### **10YR WARRANTY**

Frankford offers 9 oz. marine grade solution dyed acrylic fabric from several mills, including Sunbrella®, Outdura, and Recasens®. All marine grade acrylic fabrics we use carry a warranty of 10 years from the original date of purchase. All upholstery grade fabrics we use carry a warranty of 5 years from the original date of purchase.

The warranty protects against the loss of characteristics, rot, mildew, and colorfastness typical in normal atmospheric conditions. The product must be properly installed, maintained, and under normal use and environment.

This warranty does not cover damage caused by contact with foreign objects, abuse, negligence, vandalism, burns of any kind, improper cleaning techniques, normal wear, perforations, weather soiling, environmental pollution stains, natural disasters, or acts of nature. Damage caused by the storage method or location used by clients is not covered.

**DISCLAIMER:** When opening and closing the umbrella, the user must be sure all fabric is pulled away from the ribs to prevent unnecessary rubbing of the fabric against the frame or hardware. This could result in premature wearing or holes in the fabric. Damage of this nature is not covered under warranty.

The warranty, if applicable, does not cover labor, frames, systems, and installation supplied by the dealer or reseller. Replacement fabric canopy is covered for the time remaining in the original warranty and does not activate a new 10-year, or 5-year warranty.

### **5YR WARRANTY**

Frankford warrants the crank mechanisms for a period of 5 years from the original date of purchase. This warranty includes manufacturer defects of crank handles, crank axles and spindle.

Frankford warrants the frame structure for a period of 5 years from the original date of purchase. This warranty includes manufacturer defects to the notch, runner, mast, skeletal structure and telescoping mast. This warranty does not include damages sustained to this due to improper securing of hinged spigot.

### **3YR FINISH WARRANTY**

Frankford warrants all powder coat and anodized finishes for aluminum masts a period of 3 years from the original date of purchase. This warranty includes chipping, peeling, flaking, bubbling, and fading of the powder coat and anodized finishes on the aluminum masts only.

### **1YR WARRANTY**

Frankford warrants all UMBRELLA BASES for a period of one (1) year from the original date of purchase.

**DISCLAIMER:** This warranty covers manufacturing defects only. It does not cover breakage due to contact with foreign objects, chipping of the finishes, crumbling of concrete, or any damage associated with transporting the base.

### **RUST DISCLAIMER**

Rust is a natural part of the aging process for all steel and iron-based materials, therefore it is not considered a defect and is not covered under any Frankford Umbrellas' warranties. Steel bases and mounts are designed to require minimum maintenance and should be kept clean and well maintained.

### **GENERAL DISCLAIMER**

Frankford Umbrellas' warranties do not cover damage to any umbrellas or umbrella bases related to extreme weather, abuse, misuse, or any damage that occurs as a result of contact with the ground or any other foreign object due to sudden and severe weather events or other extreme acts of nature.

Frankford Umbrellas' warranties are only applicable to products that are properly secured to Frankford bases or anchoring systems equal to or greater than recommended by Frankford. Failure to properly secure Frankford umbrellas to Frankford bases equal to or greater than recommended will void all warranties.

If warrantable damage occurs, Frankford will refinish, replace or repair any item in this category at its own discretion.

## WARRANTY **COMMERCIAL**

### **7YR WARRANTY**

Frankford offers 9 oz. marine grade solution dyed acrylic fabric from several mills, including Sunbrella®, Outdura, and Recasens®. All marine grade acrylic fabrics we use carry a warranty of 7 years from the original date of purchase. All upholstery grade fabrics we use carry a warranty of 5 years from the original date of purchase.

The warranty protects against the loss of characteristics, rot, mildew, and colorfastness typical in normal atmospheric conditions. The product must be properly installed, maintained, and under normal use and environment.

This warranty does not cover damage caused by contact with foreign objects, abuse, negligence, vandalism, burns of any kind, improper cleaning techniques, normal wear, perforations, weather soiling, environmental pollution stains, natural disasters, or acts of nature. Damage caused by the storage method or location used by clients is not covered.

**DISCLAIMER:** When opening and closing the umbrella, the user must be sure all fabric is pulled away from the ribs to prevent unnecessary rubbing of the fabric against the frame or hardware. This could result in premature wearing or holes in the fabric. Damage of this nature is not covered under warranty.

The warranty, if applicable, does not cover labor, frames, systems, and installation supplied by the dealer or reseller. Replacement fabric canopy is covered for the time remaining in the original warranty and does not activate a new 7-year, or 5-year warranty.

### **3YR WARRANTY**

Frankford warrants the crank mechanisms for a period of 3 years from the original date of purchase. This warranty includes manufacturer defects of crank handles, crank axles and spindle.

Frankford warrants the frame structure for a period of 3 years from the original date of purchase. This warranty includes manufacturer defects to the notch, runner, mast, skeletal structure and telescoping mast. This warranty does not include damages sustained to this due to improper securing of hinged spigot.

### **3YR FINISH WARRANTY**

Frankford warrants all powder coat and anodized finishes for aluminum masts a period of 3 years from the original date of purchase. This warranty includes chipping, peeling, flaking, bubbling, and fading of the powder coat and anodized finishes on the aluminum masts only.

### **1YR WARRANTY**

Frankford warrants all UMBRELLA BASES for a period of one (1) year from the original date of purchase.

**DISCLAIMER:** This warranty covers manufacturing defects only. It does not cover breakage due to contact with foreign objects, chipping of the finishes, crumbling of concrete, or any damage associated with transporting the base.

### **RUST DISCLAIMER**

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