

# INSTALLATION MANUAL

## Shade sail

**EN**

Version: 1.0  
Date: 10-04-2026

# Inhoudsopgave

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**THIS INSTALLATION MANUAL MUST BE KEPT IN A SAFE PLACE FOR FUTURE REFERENCE!**

For the duration and conditions of the warranty, we advise you to contact your supplier. Our General Terms and Conditions of Sale and Delivery are available upon request.

The manufacturer is not liable for damage or injury resulting from failure to carefully follow this installation manual or from failure to observe the usual safety precautions during transport, installation and use of the shade sail.

As we continuously strive for improvement, the product may differ in detail from the description in this manual. The instructions therefore serve as a guideline for the installation of the shade sail. This manual has been compiled with the greatest possible care, but the manufacturer cannot accept responsibility for any errors or their consequences.

All rights reserved. It is not permitted to reproduce (parts of) this manual in any way.

# 1. Inleiding

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*Congratulations on the purchase of your shade sail!*

This manual provides important and essential information about the installation of the shade sail. Read the manual carefully so that you are fully aware of its contents. Follow the instructions in the manual precisely. Always perform the steps in the correct order. This manual should be kept in a safe, dry and shaded place. In case of damage or loss, you can request a new copy from Shadow Comfort or download the manual from the website [www.shadowcomfort.eu](http://www.shadowcomfort.eu).



## 2. Safety

### 2.1 Safety Measures and Warnings



**Important:** Read the safety measures and warnings before installing and using the shade sail. During installation, carefully follow the instructions and guidelines as described in this manual. Never change the order of the steps to be carried out. If anything is unclear regarding the installation, please contact Shadow Comfort. Technical changes reserved, without written notice.

- Comply with applicable standards and legal regulations during installation.
- The shade sail is intended for outdoor spaces and is designed to create shaded areas.
- Inspect the delivery immediately upon receipt. In case of damage or an incomplete delivery, please contact your supplier immediately.
- Materials must be stored in a dry, ventilated space and must not be exposed to direct sunlight.
- Open the packaging carefully and ensure that you do not damage the product.
- To prevent accidents, all packaging materials of your shade sail must be removed and kept out of reach of babies and children.
- To prevent damage to your shade sail, place the parts on a soft, clean and flat surface.
- Use the tools we recommend in this manual.
- Only install the shade sail in good weather conditions and avoid installation in strong wind, rain, hail, etc.
- Always place a ladder on a firm and stable surface.
- Mount the shade sail on a flat, stable structure (such as a pergola), post or a wall. Ensure that the surface is clean and dry.
- Always wear the appropriate protective clothing, such as safety gloves, safety shoes with anti-slip, safety glasses, a dust mask and hearing protection when carrying out the work.
- Adding or removing parts, or modifying or processing materials other than in the prescribed manner, may adversely affect the safety of the shade sail and is therefore strongly discouraged!
- Ensure that all fastening materials are properly tightened and check this regularly.
- The type of fastening material depends on the material of your structure, post or wall (such as wood, steel or stone).
- Beware of cutting hazard: the metal parts may have sharp edges.
- Ensure that the sail is securely fastened to prevent dangerous situations, such as coming loose in strong winds. Regularly check the attachment points, turnbuckles and the condition of the sail to ensure safety.
- Dispose of the product in accordance with local laws and regulations.
- Shadow Comfort accepts no liability for damage or injury caused by not (strictly) complying with the safety regulations and instructions in this manual, or by negligence during installation, use and maintenance of the product and its accessories. Shadow Comfort is not responsible for any form of damage.



### **WARNING – CHILD SAFETY**

Children can injure themselves through improper use of shade sails and attachments. Therefore always take the following into account:

#### **Safety tips!**

- Do not allow children to climb or hang on the sail or attachment points.
- Regularly check that the fastening materials are securely tightened.
- Keep children away during tensioning or releasing the sail.

# 3. Parts Overview / Delivery Inspection

## 3.1 Delivery Inspection



**NOTE!**

Check the delivery immediately upon receipt. In case of damage or an incomplete delivery, please contact your supplier right away.

Open the packaging carefully and make sure not to damage the product. To prevent damage to the shade sail, place all parts on a soft, clean, and flat surface.

**NOTE!**

Before starting the installation, it is important to determine the correct position of the shade sail. Consider the direction of the sun, the desired shaded area, and ensure there is sufficient free space around the sail.

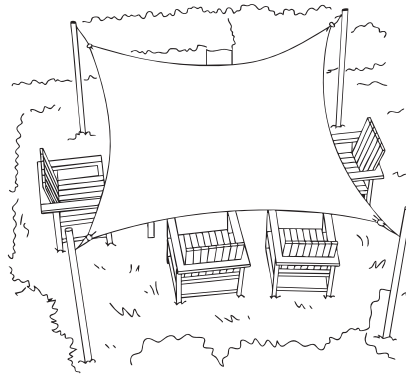
**Tip!** For optimal shade, position the shade sail on the west side of your house or garden.

Determine the attachment points. A shade sail can be installed in various locations, such as on a wall, directly on your house, on a post, fence, or balcony. Once you have selected the appropriate location, you can proceed with installing the shade sail. The installation method may vary depending on the chosen location.

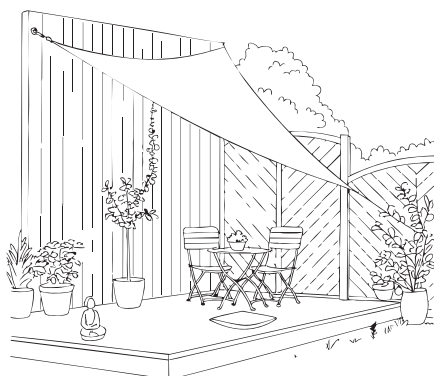
This installation manual explains step by step how to properly install a shade sail in each situation.



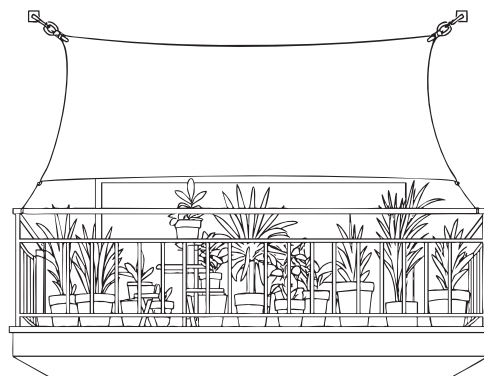
**Bevestiging gevel /  
direct aan huis**



**Bevestiging palen**



**Bevestiging schutting**



**Bevestiging balkon**



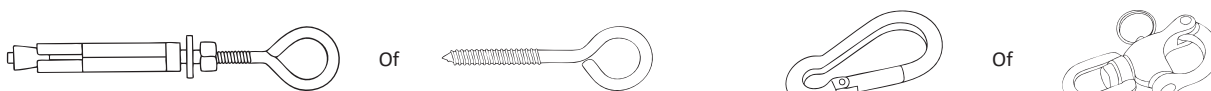
Always ensure that the selected attachment points are strong and stable enough to support the weight and tension of the shade sail. This ensures the sail remains properly tensioned and safe to use.

## 3.2 Required fastening materials per situation

### Attachment to a wall / directly to the house

#### NOTE!

The required quantities of fastening materials may vary depending on the number of selected attachment points and the specific situation.

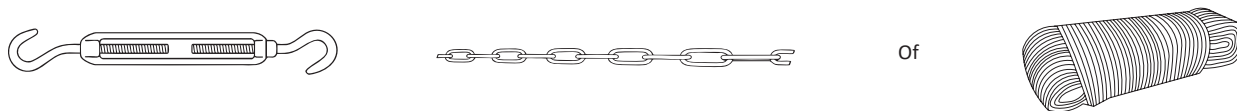


#### 1 Stainless steel anchor bolt with sleeve, screw eye, or plate with (swivel) eye

Use an anchor bolt with sleeve for installation in hard materials such as concrete or solid brick. Use a screw eye for mounting in wood or wooden structures, such as a roof edge or beam.

#### 2 Stainless steel carabiner or snap hook

For easy attachment and removal of the shade sail. A snap hook is especially convenient if you plan to install and remove the sail more frequently.



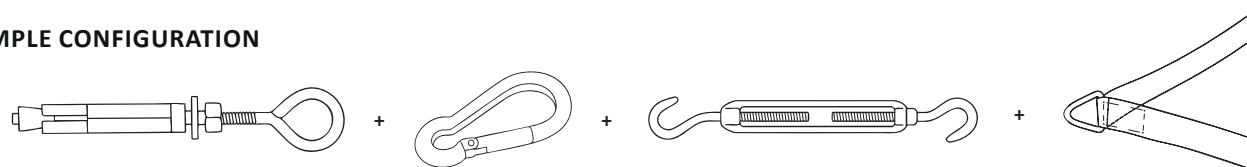
#### 3 Stainless steel turnbuckle

Used to tension the shade sail, ensuring it remains taut and does not sag.

#### 4 Stainless steel chain or weather resistant rope (optional)

A stainless steel chain allows you to bridge larger distances and provides a strong, secure installation. Weather resistant rope is flexible, easy to cut to size, and ideal for shorter distances or temporary setups.

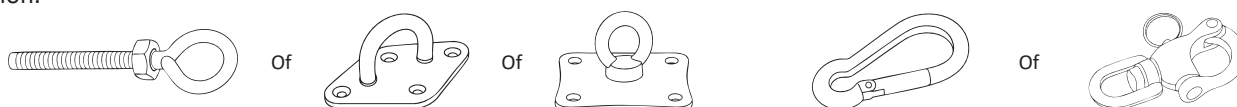
#### EXAMPLE CONFIGURATION



### Attachment to wooden or concrete posts

#### NOTE!

The required quantities of fastening materials may vary depending on the number of selected attachment points and the specific situation.

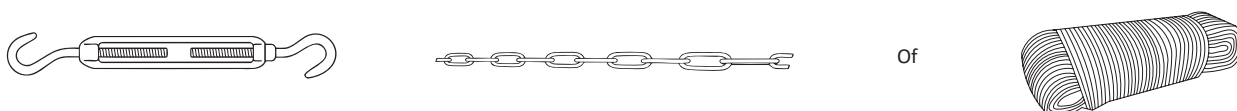


#### 1 Stainless steel eye bolt or plate with (swivel) eye

Use an eye bolt for wooden posts, including natural posts such as robinia. For smooth posts or a cleaner finish, choose a plate with eye. For larger shade sails, a plate with swivel eye provides additional flexibility and strength.

#### 2 Stainless steel carabiner or snap hook

For easy attachment and removal of the shade sail. A snap hook is especially convenient if you plan to install and remove the sail more frequently.



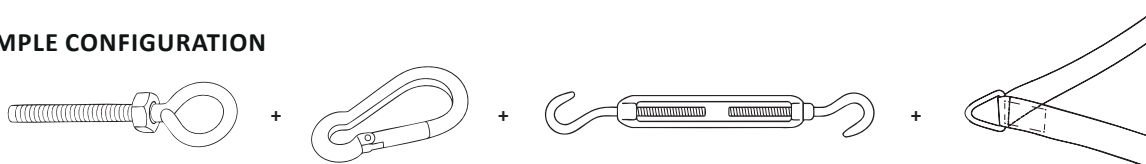
#### 3 Stainless steel turnbuckle

Used to tension the shade sail, ensuring it remains taut and does not sag.

#### 4 Stainless steel chain or weather resistant rope (optional)

A stainless steel chain allows you to bridge larger distances and provides a strong, secure installation. Weather resistant rope is flexible, easy to cut to size, and ideal for shorter distances or temporary setups.

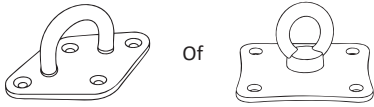
#### EXAMPLE CONFIGURATION



## Attachment to a fence

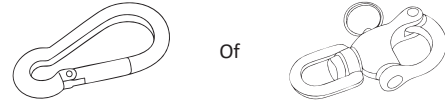
### NOTE!

The required quantities of fastening materials may vary depending on the number of selected attachment points and the specific situation.



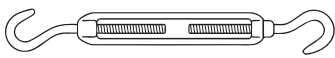
### 1 Stainless steel plate with eye or swivel eye

For smooth posts or a clean finish, choose a plate with eye. For larger shade sails, a plate with swivel eye provides additional flexibility and strength.



### 2 Stainless steel carabiner or snap hook

For easy attachment and removal of the shade sail. A snap hook is especially convenient if you plan to install and remove the sail more frequently.



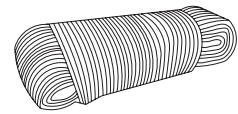
### 3 Stainless steel turnbuckle

Used to tension the shade sail, ensuring it remains taut and does not sag.

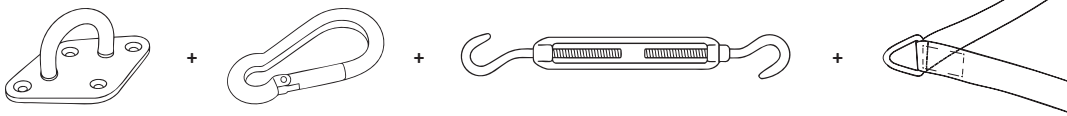


### 4 Stainless steel chain or weather resistant rope (optional)

A stainless steel chain allows you to bridge larger distances and provides a strong, secure installation. Weather resistant rope is flexible, easy to cut to size, and ideal for shorter distances or temporary setups.



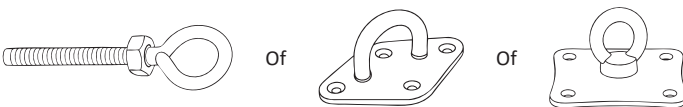
## EXAMPLE CONFIGURATION



## Attachment to a balcony

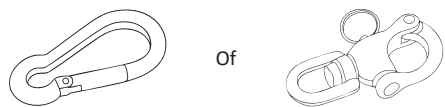
### NOTE!

The required quantities of fastening materials may vary depending on the number of selected attachment points and the specific situation.



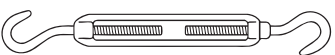
### 1 Stainless steel eye bolt or plate with (swivel) eye

Use a plate with eye to securely attach the shade sail to the wall. For added flexibility or when the sail is installed at a slight angle, choose a swivel eye. This allows for more movement and ensures even tension.



### 2 Stainless steel carabiner or snap hook

For easy attachment and removal of the shade sail. A snap hook is especially convenient if you plan to install and remove the sail more frequently.



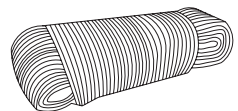
### 3 Stainless steel turnbuckle

Used to tension the shade sail, ensuring it remains taut and does not sag.

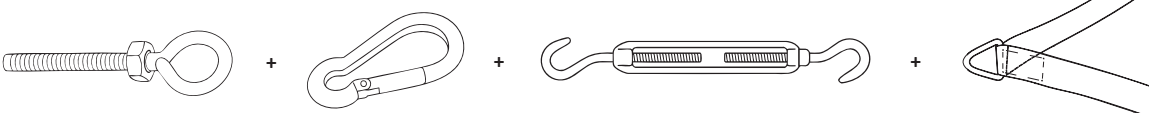


### 4 Stainless steel chain or weather resistant rope (optional)

Use a stainless steel chain to securely attach the sail to a balcony railing or to bridge a larger distance. Weather resistant rope is flexible, easy to cut to size, and suitable for shorter distances or temporary setups.



## EXAMPLE CONFIGURATION



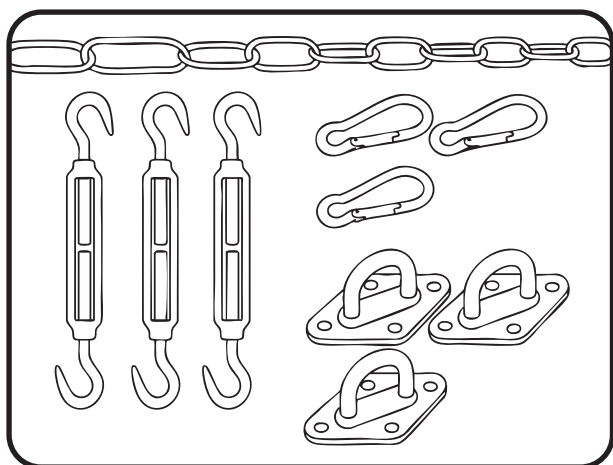
### 3.2 Shadow Comfort pre assembled fastening sets

To make installation easier, we offer pre assembled fastening sets. This means you do not have to source all components separately. Each set includes the essential parts, allowing you to choose which components to use depending on your situation. There are two categories: a set with turnbuckles and a set with a pulley system.

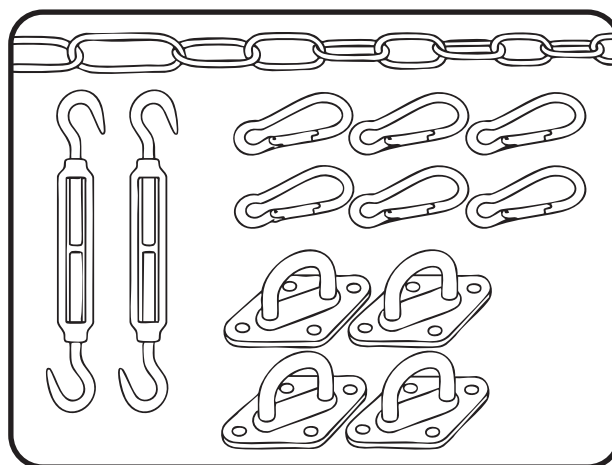
#### Stainless steel fastening set triangle and square

The contents of each set are matched to the shape of the shade sail. Separate sets are available for triangular and square shade sails. A distinction is also made based on size:

- **M8** Suitable for shade sails  $\leq 4$  m
- **M10** Suitable for shade sails  $\geq 4$  m



Triangle



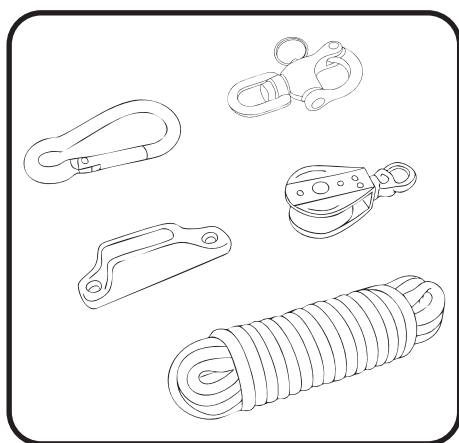
Square

#### Fastening set triangle and square with pulley system

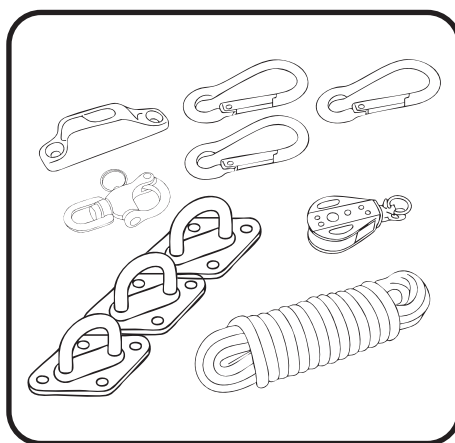
If you want to tension and release the shade sail more easily, choose a pulley system. This system allows you to operate the sail with minimal effort and improves both ease of use and lifespan. We offer several configurations:

- **Single pulley (SCBK01)** Basic pulley system, suitable for various sail shapes (for one attachment point)
- **Triangle pulley (SCDK316K)** Specifically designed for triangular shade sails (three attachment points)
- **Square pulley (SCK316K)** Specifically designed for square shade sails (four attachment points)

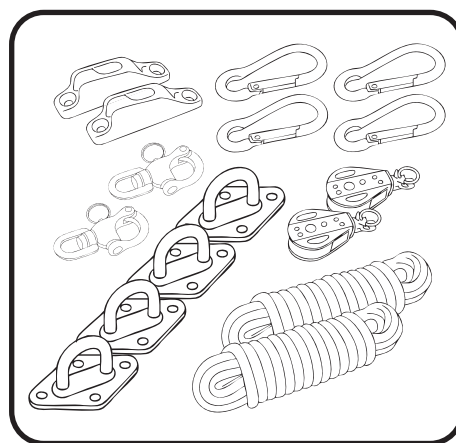
With a high quality pulley system, you can keep your shade sail properly tensioned and safe to use throughout the entire season with minimal effort.



Single



Triangle



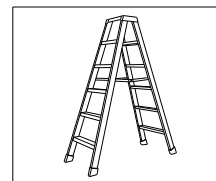
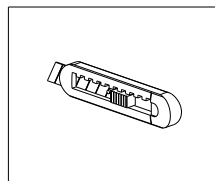
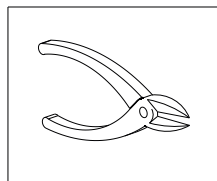
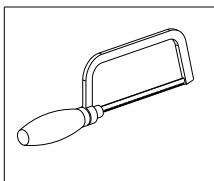
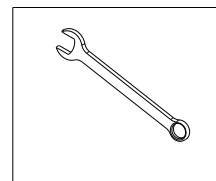
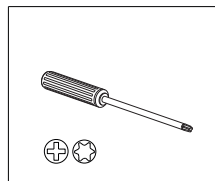
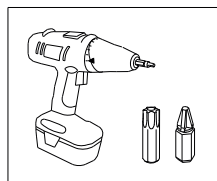
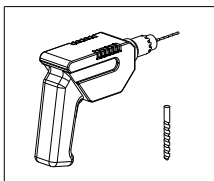
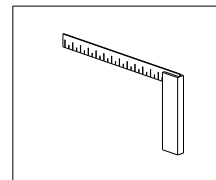
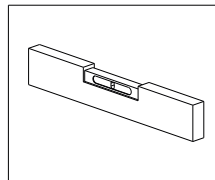
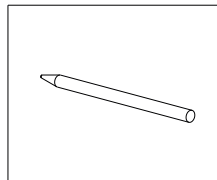
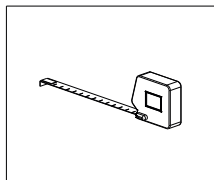
Square

# 4. Installation preparations

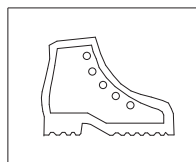
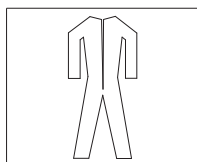
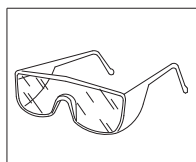
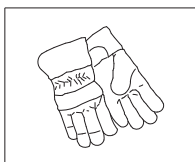
## 4.1 Installation conditions

- Determine the position of the shade sail based on the direction of the sun at different times of the day and optimal protection against wind and rain.
- Ensure there is sufficient space for the full extension of the sail.
- Take into account the height of doors such as French or patio doors.
- Never install the shade sail above a barbecue or other heat sources.
- Always wear appropriate personal protective equipment such as safety gloves, safety shoes with anti slip soles, safety glasses, a dust mask, and hearing protection.
- Ensure that the structure such as a pergola, post, or wall is strong enough to support the shade sail. Solid concrete or masonry walls, as well as wooden and concrete posts, are suitable attachment points.
- Install the shade sail on a flat and stable structure.
- Ensure the installation surface is clean and dry.
- The installation area must be ready for use and free from obstacles such as planters, so the installation can be carried out without obstruction.
- Only install the shade sail in suitable weather conditions. Avoid installation during strong wind, rain, hail, or similar conditions.
- The warranty is void if the shade sail is not installed according to the instructions in this manual.

## 4.2 Tool overview and aids

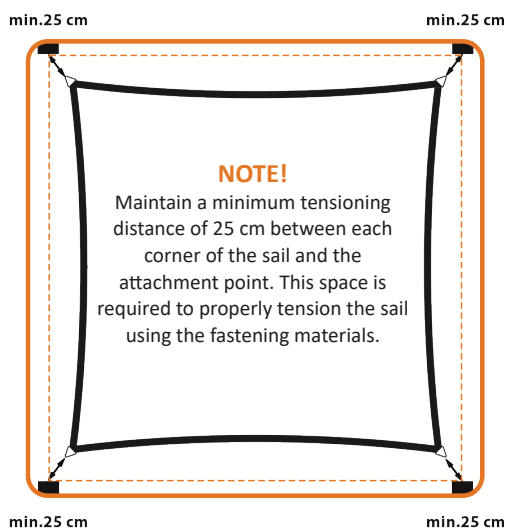
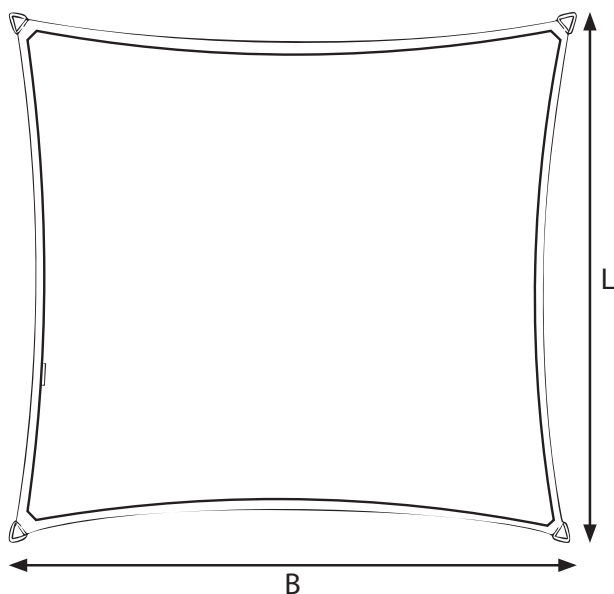


## 4.3 Required personal protective equipment



## 4.4 Positioning and determining dimensions

- Shade sails are available in various sizes. In this manual, a shade sail with dimensions of 400 × 400 cm is used as a reference. Available sizes include: 200, 300, 360, 400, 500 and 600 cm.
- Check the dimensions of the structure such as beams, posts, or walls.
- Check the dimensions of your shade sail if already ordered.



**NOTE!**  
Standard sizes we offer

### Square

- 200x200 cm • 360x360 cm • 500x500 cm
- 300x300 cm • 400x400 cm • 600x600 cm

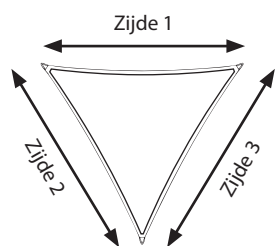
If a different size is required, a custom made shade sail is needed.



**NOTE!**  
If required, use a stainless steel chain or weather resistant rope to bridge the distance. Maintain a **maximum distance of approximately 120 cm** between the attachment point and the shade sail.

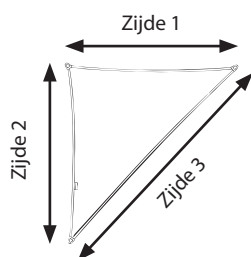
Shade sails have slightly curved sides. This design ensures even and uniform tension when the sail is properly installed.

## Overzicht standaardafmetingen van overige schaduwdoeken



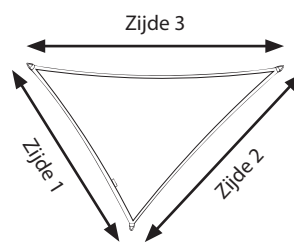
### EQUILATERAL

- 200x200x200 cm
- 300x300x300 cm
- 360x360x360 cm
- 400x400x400 cm
- 500x500x500 cm
- 600x600x600 cm



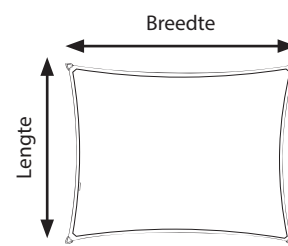
### TRIANGLE 90°

- 300x300x420 cm
- 300x400x500 cm
- 400x400x570 cm
- 400x500x640 cm
- 500x500x710 cm
- 500x600x780 cm



### SCALENE

- 250x300x350 cm
- 300x350x400 cm
- 350x400x450 cm
- 400x450x500 cm
- 400x500x550 cm
- 450x500x550 cm
- 500x550x600 cm



### RECTANGLE

- 200x300 cm
- 200x400 cm
- 300x400 cm
- 300x500 cm
- 350x500 cm
- 400x500 cm



**NOTE!** For waterproof shade sails, maintain a slope of at least 30 percent to allow proper water drainage.

# 5. Installation steps

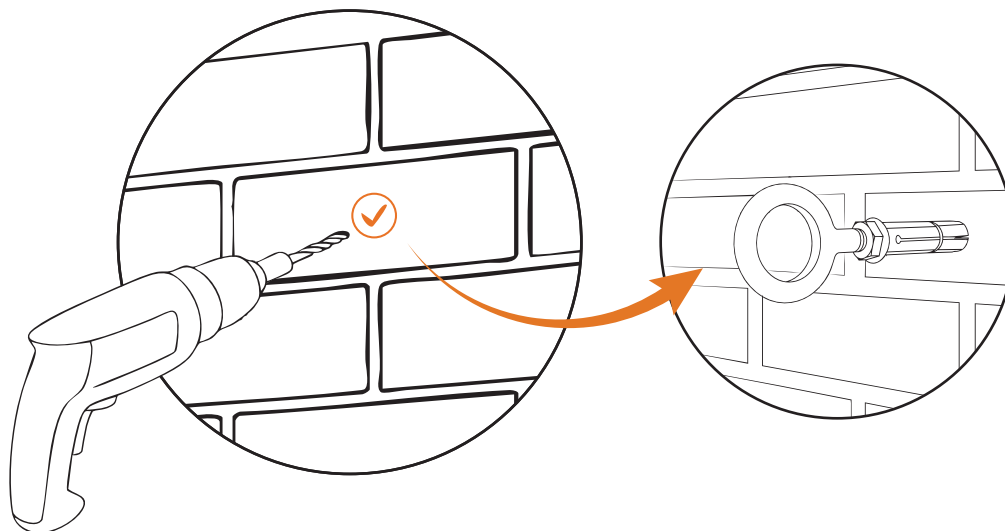
## 5.1 Attachment to a wall / directly to the house

1



**NOTE!**

Always place the anchor bolt in the centre of a brick, never in or too close to the mortar joint. Mortar joints are not strong enough to withstand the tension of the shade sail and may crack or loosen. Ensure there is sufficient material around the drilled hole for a safe and stable attachment.



**Tip!**

Use a masonry drill bit with a depth indicator to avoid drilling too deep or too shallow. This ensures optimal anchoring of the anchor bolt.

2

There are several ways to attach the shade sail to a wall, depending on the distance between the sail and the attachment point:

**Option 1: Short distance, direct attachment (up to approx. 25 cm)**

*Anchor bolt or plate with eye + carabiner and/or turnbuckle + shade sail*



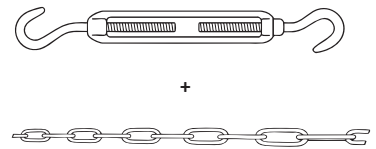
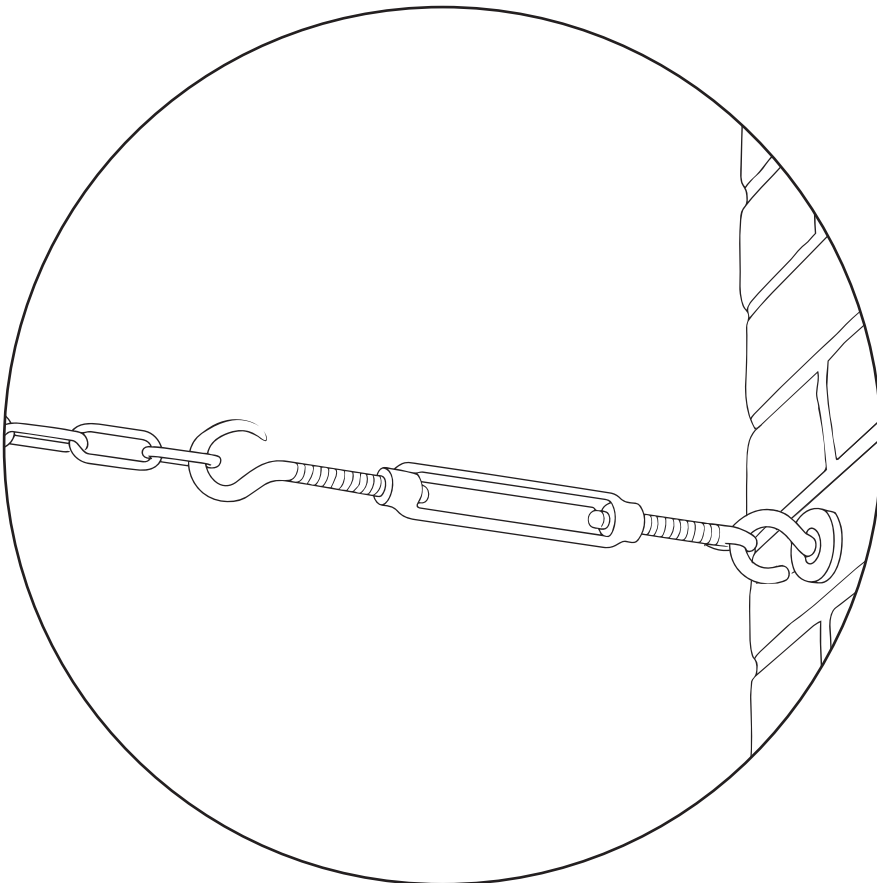
**NOTE!**

A plate with eye can also be used. In this example, a facade with wooden cladding is shown for reference.

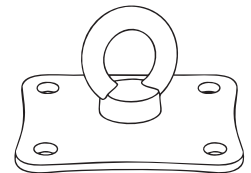
This is the shortest possible attachment method. The turnbuckle can be replaced by a carabiner if an even smaller distance needs to be bridged.

2

**Option 2: Medium to large distance or flexible setup (approx. 25 cm to 120 cm)**  
*Anchor bolt + carabiner or turnbuckle + rope or chain + shade sail*



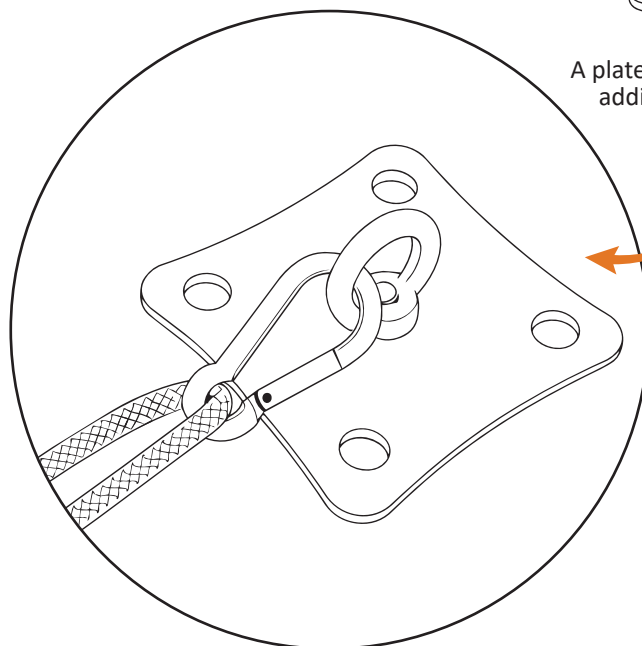
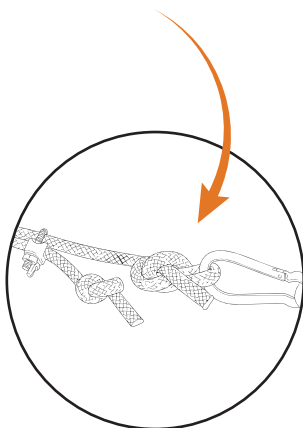
With chain an turnbuckle



A plate with swivel eye provides additional flexibility during strong wind.



With rope and carabiner



## 5.2 Attachment to wooden or concrete posts

1

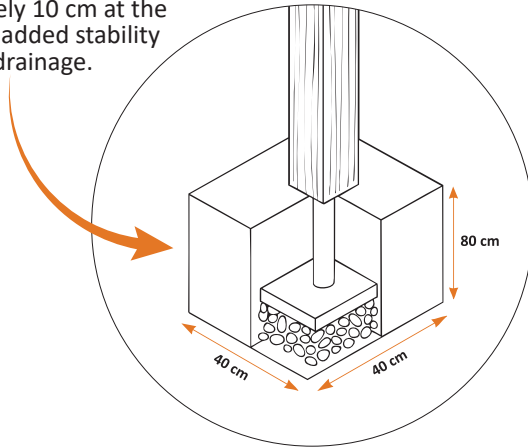


**NOTE!**

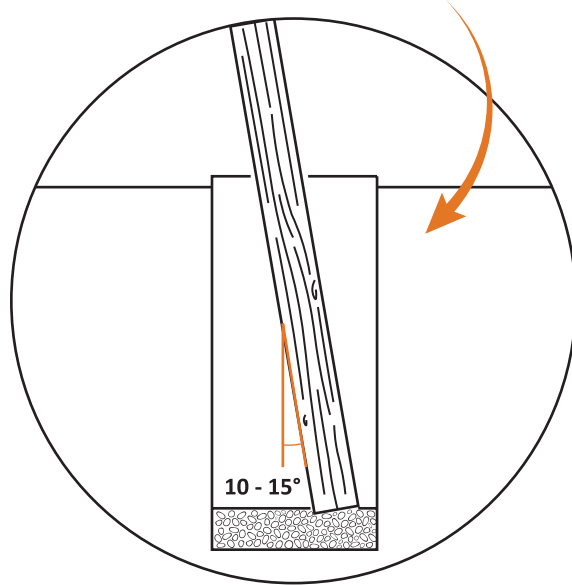
Use sturdy wooden or aluminium posts with a minimum size of 9 × 9 cm and a length of 3 m.

Dig a hole of approximately 40 × 40 cm and 80 cm deep.

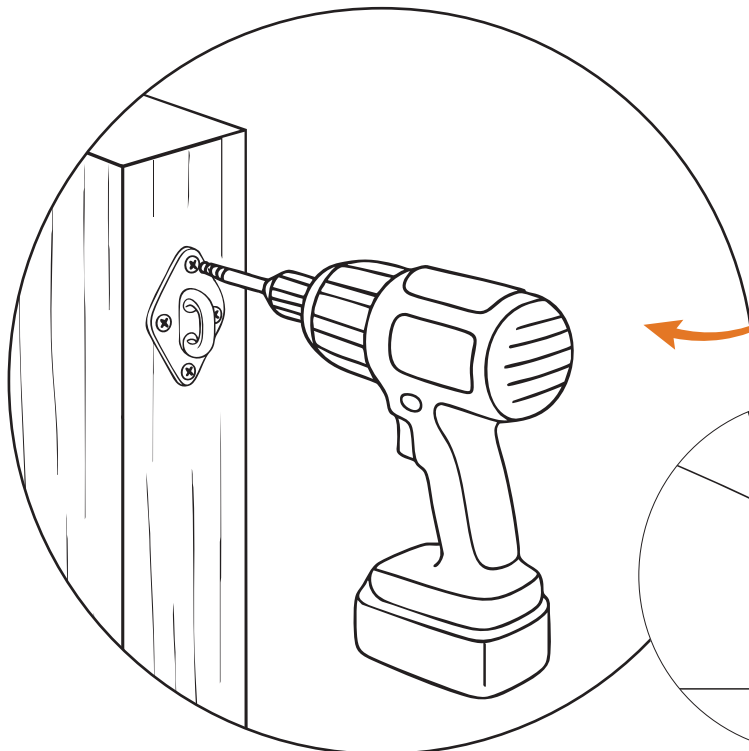
Place a paving slab or a layer of gravel of approximately 10 cm at the bottom for added stability and drainage.



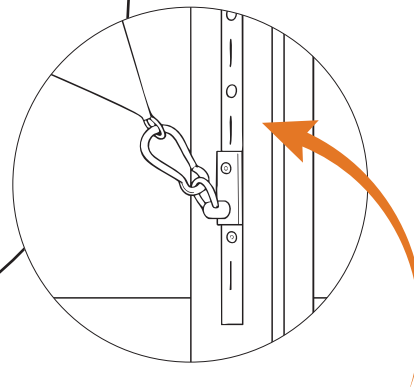
Position the post at an angle of 10 to 15 degrees, preferably leaning away from the centre of the shade sail. Fill the hole with fast setting concrete and allow it to fully cure before installing the shade sail.



2



Mount the plate with eye onto the wooden or concrete post. The position can be horizontal or vertical, depending on preference.



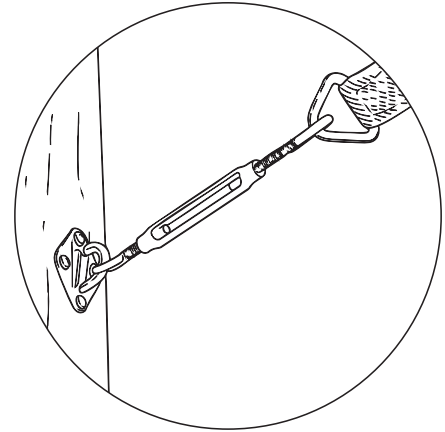
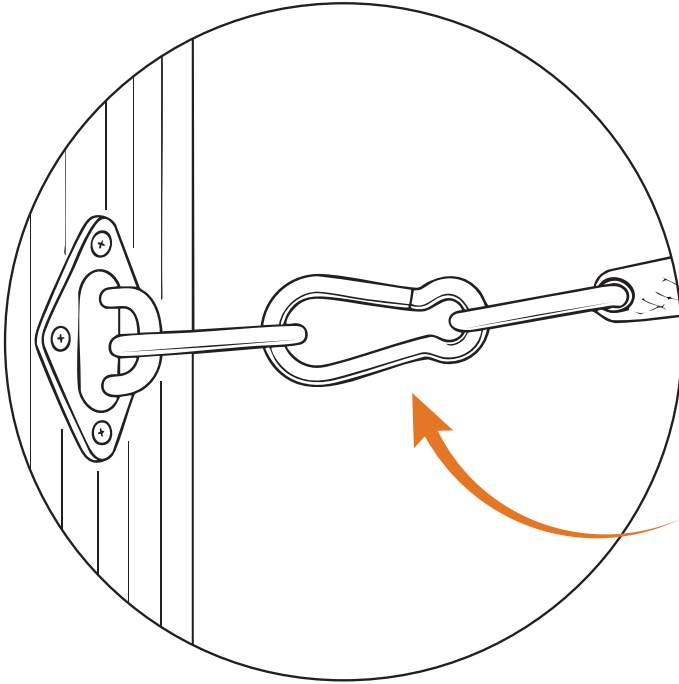
**Tip!**

An alternative option is the Shadow Comfort aluminium rail system. This is available separately and allows you to easily adjust the height of the shade sail.

3

There are several ways to attach the shade sail to the post, depending on the distance between the sail and the attachment point:

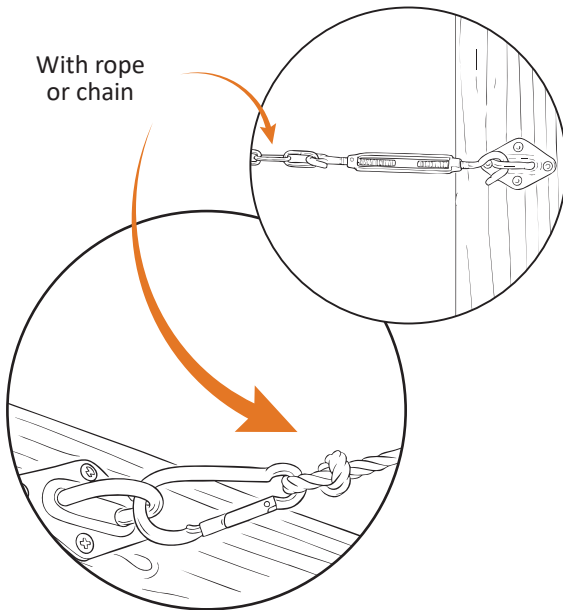
**Option 1: Short distance, direct attachment (up to approx. 25 cm)**  
*Eye bolt or plate with eye + carabiner and/or turnbuckle + shade sail*



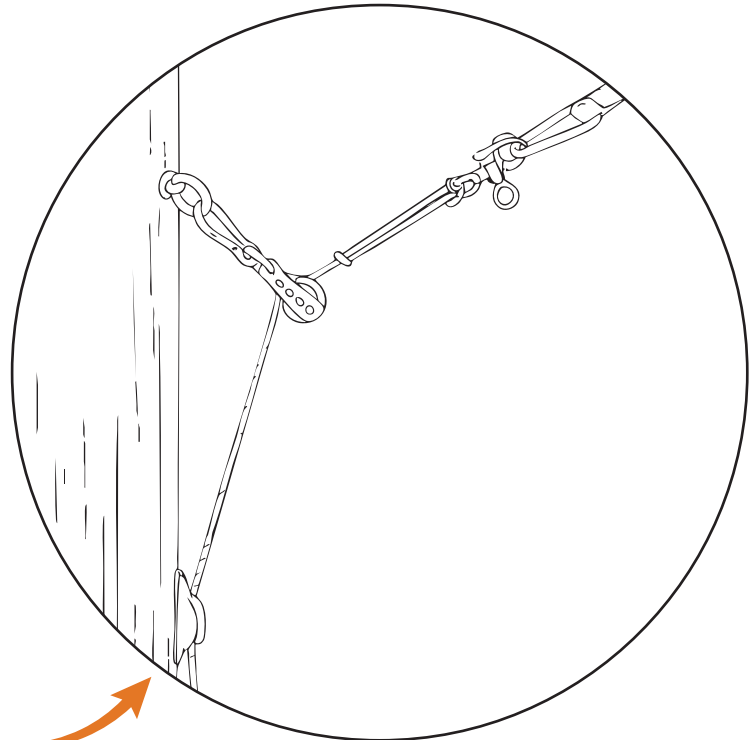
This is a suitable attachment method. The carabiner can be replaced by a turnbuckle if a larger distance needs to be bridged.

4

**Option 2: Medium to large distance or flexible setup (approx. 25 cm to 120 cm)**  
*Eye bolt + carabiner or turnbuckle + rope or chain + shade sail*



With rope  
or chain



**Example pulley system**

An alternative option is to use a pulley system, allowing for easier tensioning and adjustment of the shade sail.

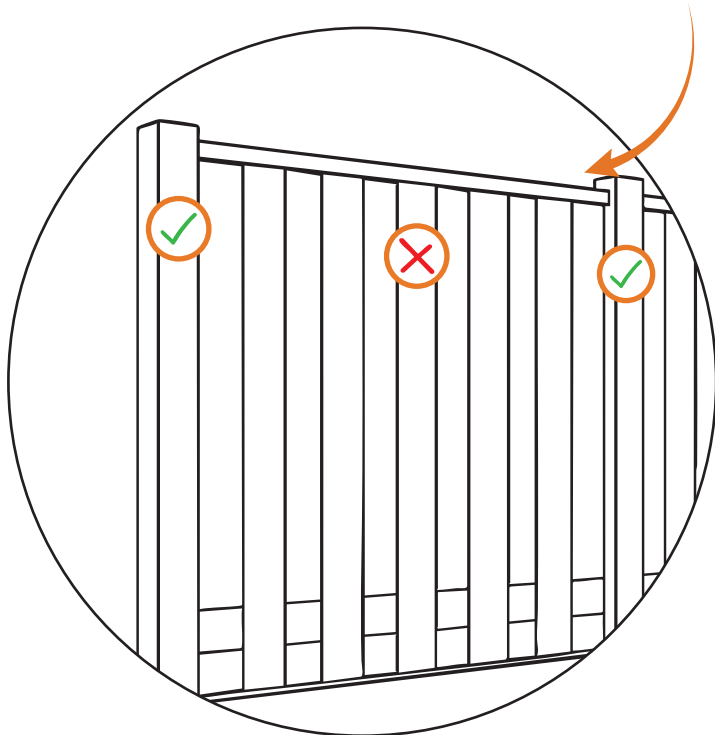
### 5.3 Attachment to a fence

1



**NOTE!**

Check which parts of the fence provide sufficient strength. Always attach the shade sail to the wooden or concrete support posts of the fence.



**NOTE!**

We recommend installing the shade sail on a wall or on wooden or concrete posts whenever possible. Attachment to a fence is possible, but offers less strength and is only recommended when no better alternatives are available.

2

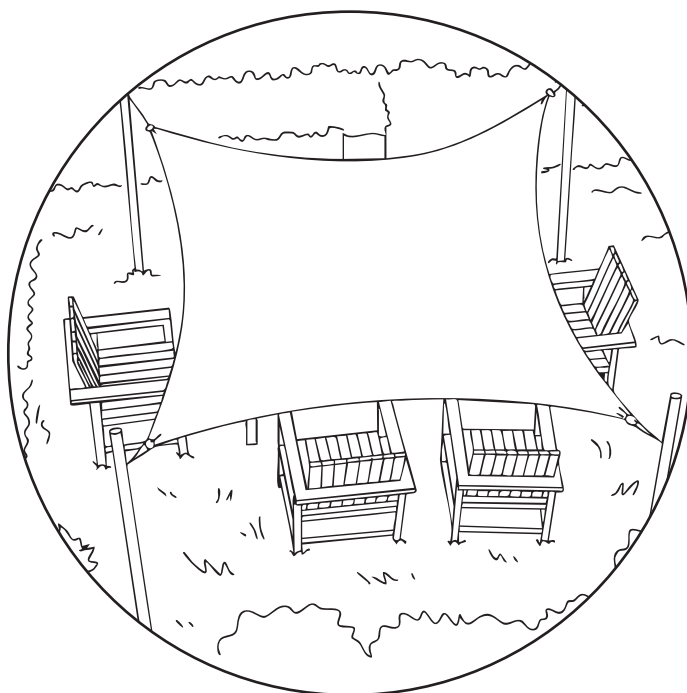
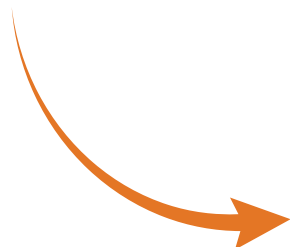


**NOTE!**

For further installation, follow the same steps as described for attachment to wooden or concrete posts. Please refer to chapter 5.2 Attachment to wooden or concrete posts for the full step by step instructions.

**NOTE!**

Go to chapter 5.2 Attachment to wooden or concrete posts

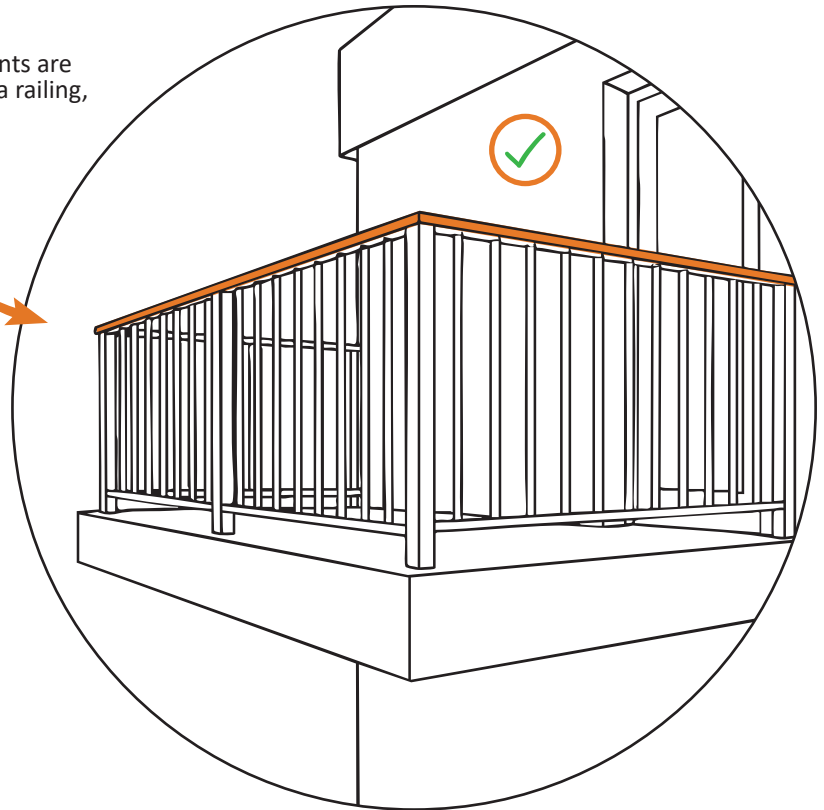


## 5.4 Attachment to a balcony

1



**NOTE!**  
Check which attachment points are strong and suitable, such as a railing, wall, or ceiling.

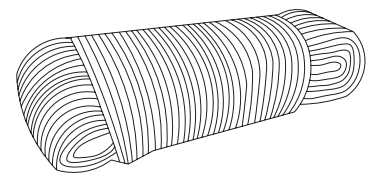
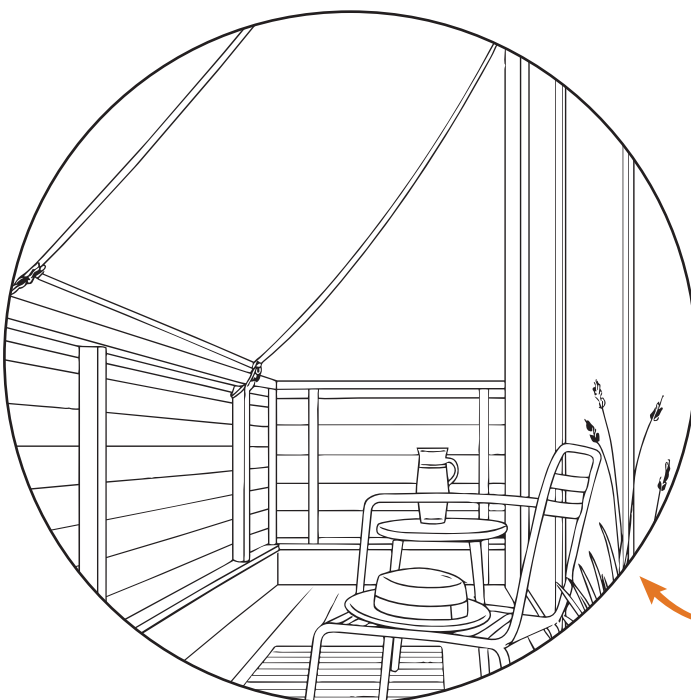


2



**NOTE!**  
When installing a square shade sail, two attachment points are typically mounted to the wall using plates with eye, anchor bolts with sleeve, or screw eyes.

Follow the same steps as described in chapter 5.1 Attachment to a wall / directly to the house.



The remaining two corners can be attached to the balcony railing using rope. This solution is flexible in distance and helps prevent damage to the railing.

For a stone balustrade, a plate with eye can optionally be installed to attach the shade sail using fastening materials.

Please note that drilling into a balustrade is not always permitted, for example in rental properties, or may not be desired.

# 6. Maintenance and service

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## 6.1 Maintenance instructions and intervals

- Ensure the shade sail is securely fastened to prevent hazardous situations such as loosening in strong wind. Regularly check the attachment points, fastening materials, and the condition of the sail.
- Ensure all fastening materials are properly tightened and check this regularly.
- Remove dirt, dust, insects, leaves, and bird droppings from the sail as soon as possible.

## 6.2 Repairs and replacing parts

- Regularly inspect the shade sail and attachment points for signs of wear.
- Replace the shade sail or fastening materials if visible damage or weakening occurs.
- Replace tensioning or fastening components if they no longer function properly.
- Only use original spare parts to ensure safe and correct operation.

## 6.3 Dismantling

Dismantling a shade sail is simple and requires minimal effort. No complex steps are needed, as the sail is attached using separate fastening components.

Detach the shade sail by removing the carabiner, turnbuckle, chain, or rope from the attachment points. Preferably do this corner by corner to prevent unnecessary tension on the sail. Once the final attachment point is released, the sail is completely free.

Check that all components such as carabiners, chains, ropes, and turnbuckles are complete and store them properly. Fold the shade sail carefully and store it in a clean, dry, and well ventilated area to extend its lifespan. Never store the sail while damp, as this may cause mould and unpleasant odours.

## 6.4 Cleaning

### 6.4.1 Cleaning a water permeable shade sail

A water permeable shade sail can be cleaned using warm water and a mild cleaning agent. Apply the solution with a soft brush or sponge, allow it to soak briefly, and then rinse with a garden hose. This removes dirt, dust, and bird droppings without damaging the material. Always ensure the shade sail is completely dry before storing it.



**Important! Please take the following points into account when cleaning**

- Preferably do not use a pressure washer, as this may cause small tears.
- Never place a water permeable shade sail in a washing machine, as this may damage the sail.



### 6.4.2 Cleaning a waterproof shade sail

Extra care is required when cleaning a waterproof shade sail. This type of sail has a protective coating that may wear off if treated too aggressively.

Clean the sail using warm water and a soft sponge or cloth. Allow the water to soak in and remove dirt with gentle movements.



**Important! Please take the following points into account when cleaning**

- Do **NOT** use a hard brush or chemical cleaning agents, as these can damage the protective coating.
- Never use a pressure washer.
- Never place a waterproof shade sail in a washing machine, as this may damage the sail and remove the protective coating.



### 6.4.3 Using an outdoor fabric cleaner

For stubborn dirt such as soot, resin, algae, or plant residue, you can use a specially developed outdoor fabric cleaner. This type of cleaner is designed for outdoor textiles and cleans thoroughly while preserving the fibres.

For more information, please refer to our fabric cleaner: [Fabric Cleaner Shadow Comfort](#).

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#### 6.4.4 Additional tips

Dirt can affect the performance of a shade sail and increase the risk of mould and leakage. Proper maintenance helps extend the lifespan of the sail.

- Clean the shade sail regularly.
- Ensure the sail is completely dry before storing it.
- Store the shade sail indoors in time, preferably at the start of prolonged wet or cold weather after the summer season.
- Keep the shade sail away from open flames such as barbecues or fire pits.



If you have any questions about cleaning your shade sail, feel free to contact us for more information.

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## 7. Environment and waste disposal

Dispose of the shade sail in accordance with local laws and regulations.

Ensure all packaging materials are disposed of in an environmentally responsible manner.

For sustainable processing, it is recommended to separate materials. The shade sail can be dismantled so that individual components such as stainless steel parts, rope, and fabric can be disposed of separately.

## 8. Warranty

For warranty duration and conditions, please contact your supplier. You can also refer to our General Terms and Conditions of Sale and Delivery, which are available upon request.

## 9. Contact

### Shadow Comfort

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