

CAMARGUE SKYE®

Warranty overview



Creating healthy spaces

WARRANTY

All materials we use are high quality and have been modified for their intended purpose.

As a manufacturer, we guarantee:

	Support structure	Motors and electronic controls	Coating gloss and colour	Coating adhesion	Fixscreen® technology (zips)	Crystal windows
Camargue®	10 years	2 years	5 years / 15 years*	10 years**	5 years	2 years
Camargue® Skye	5 years	2 years	5 years / 15 years*	10 years**	5 years	2 years
Algarve® Line	7 years	2 years	5 years / 15 years*	10 years**	5 years	2 years
Ellice®	5 years	2 years	5 years / 15 years*	10 years**	5 years	2 years
Aero® Line	7 years	2 years	5 years / 15 years*	10 years**	5 years	2 years
Lagune®	5 years	2 years	5 years / 15 years*	10 years**	5 years	2 years
Lapure®	5 years	2 years	5 years / 15 years*	10 years**	5 years	2 years

* Subject to registration and annual maintenance using the Renson® Maintenance Set

** In areas < 500 m from a coastline: 5-year warranty on adhesion

Our warranty covers the delivery of replacement parts, assembly on site by an installer (assisted by a technical employee from Renson Sun Protection Screens if required) or a complete revision of the system by the manufacturer at our location. Assembly costs (travel + hourly rate) are not covered by this warranty. The warranty period starts on the date of production and applies only to the product itself, and not to its installation. The warranty is only valid if the product is used and maintained in accordance with the instructions contained in the manual. The warranty is voided if the product is used incorrectly or in an abnormal way.



Register your terrace covering within 15 days after installation and receive

15 YEARS COATING WARRANTY*
+ 1 FREE Maintenance Set

www.renson-outdoor.com/warranty

* Valid for the colour fastness and gloss of the varnish, during annual maintenance with the **Renson Maintenance Set**.
Not valid in coastal areas, areas with heavy soiling, not valid on aluminium castings and mounting bases.



All the materials we use are high quality and adapted to the intended use.

As a manufacturer we guarantee:

- Renson grants the end customer a 5-year warranty on parts of the terrace covering that was provided and installed by an authorised Renson distributor. The warranty period begins on the day of delivery to the end customer.
- Electrical components (heating, speakers, lighting, etc.) and controls are covered by a 2-year warranty.
- Somfy motors are covered by a 5-year warranty.
- Colour and gloss of the powder coating is warranted for 5 years. If you register the covering and can prove that the covering is cleaned and protected annually with the Renson Maintenance Set, you receive an extended paint warranty to 15 years. The warranty is degressive from year 6 (warranty coverage: year 6 = 90%, year 7 = 80%, ...).
- 10-year warranty on the adhesion of the powder coating. Not valid on aluminium castings and mounting bases.
- 7-year warranty on the Fixscreen technology: zip stays in side channel + optimal attachment of the zip.
- Crystal screen (fully transparent screen, applied as a window) is covered by a 2-year warranty.

Warranty Conditions

This “Renson Warranty” only applies:

- On the products and accessories supplied by Renson. Product modifications and accessories with materials other than those that were offered by Renson are not covered by the warranty and may suspend the Renson Warranty.
- On correctly mounted products and accessories. This also includes the correct connection to the surface and/or walls according to building regulations.
- On defects that occur during normal maintenance and within normal operating and climatic conditions and are demonstrably caused by a material, construction or manufacturing defect.

- If the installation was carried out by an authorized Renson dealer.

Exclusions

The warranty does not cover the following types of damage and/or defects:

- Damage due to normal wear and tear or age or caused by the customer's or a third party's actions.
- Minor aesthetic defects (inherent in the production process), discoloration or deformation of components, provided they do not impede the normal functioning of the product.
- Creases/folds of fabric.
- Damage or defects caused by abnormal use and/or lack of maintenance. The term “abnormal use” is understood to mean any misuse, unsafe behaviour, wrong or forced use and unprescribed adjustments or modifications to the product and/or parts thereof.
- Damage or defects caused during transport or storage and defects caused by inexperienced installation, repair or intervention by the customer or a third party, or use of parts that are not in conformity or not recognized by the technical department at RENSON®.
- Damage and/or defects caused by intense exposure to harmful atmospheric conditions or abnormal weather conditions (storm, hail, lightning and water and fire damage) or mounting with weak or unsuitable materials.
- Damage caused by exposure to a harsh environment resulting from industrial or manufacturing activities or from high salinity.
- Damage or defects resulting from installation of the product without complying with the installation instructions provided.
- Damage or defects caused by use of the product without complying with the operating, safety and maintenance instructions provided and/or without respecting the technical limits of use.
- Damage caused by assembly taken place with too weak fixing material.
- Damage caused by fluctuations in the power supply that exceed the default by 10% or more.

- RENSON® is not responsible for glass breakage (e.g. through faulty installation or uneven heating of the glass)

Reporting defects

Any defect in conformity shall be reported in writing to your Renson distributor/installer within a period of two (2) months from the time that the defect is determined.

Any defect reported after the period mentioned above will not be considered and warranty claims will therefore be inadmissible.

Solutions

In case of any claim on the warranty, Renson will always examine the product and decide whether the warranty covers the defect.

If the defect is covered by warranty, Renson will not be liable in any way for any consequential loss and/or possible physical accidents, with the exception of any liability under mandatory statutory provisions.

Renson Sun Protection Screens will not be liable in any way if damage occurs which is due not only to a defect in the product but also to the fault or negligence of the customer or a person for whom the customer is responsible.

Repairs

Contact your Renson installer/distributor in case of malfunctions.

Only replace defect parts with original Renson spare parts.

Only these meet the safety requirements that Renson stipulates.

Inexpert repairs involve risks for the user, for which Renson can not be responsible.

IMPORTANT TO KNOW

- Terrace coverings in an urban environment are exposed to pollutants (smog, acid rain, etc.), chimney smoke, cooking smoke and weather in general. It is only normal that the terrace covering becomes dirty because of this. Neither the aluminium structure nor the aluminium roof are self-cleaning. You must therefore ensure regular cleaning and maintenance.
- Do not use a barbecue or fondue under a closed bladed roof. Make sure that the blades are open so that smoke can escape easily.
- When installed in a sand and dust-rich environment, it can happen that the translucency of the fabric may be reduced by the combination of sand and wind.
- Before cleaning, remove any loose dirt with a brush or vacuum cleaner.
- If the fabric becomes wet in a sudden storm, you can still roll it up and unroll it later to dry when the weather is better. However, avoid having the wet fabric rolled up for more than three days to prevent formation of mould and spots.
- Crystal screen may only be cleaned with clean lukewarm water ($\pm 30^{\circ}\text{C}$).
- Frequently control your product on twigs, leaves, bird nests, etc. and remove them.
- As the manufacturer, we recommend having a regular technical inspection by your installer:
 - Annually at public utility building and at your private home.
 - Half-yearly at extreme conditions (e.g. coastal areas).
- The mains connection should be made by a qualified electrician in accordance with applicable standards.
- Minor colour variations may occur during the manufacturing process between the colour guides and the profiles of the sunprotection screen. There may also be minor colour differences between components and profiles.
- The fabric may exhibit slight colour nuances and imperfections.
- Because the fabric is rolled up, it can form folds or creases.
- A color difference can also occur between screens that are installed at different times.
- Fabrics that contain crystal windows can expand, shrink and or show folds or creases caused by differences in temperature or fabric tension.
- Over time, the colour of the fabric / crystal window may fade slightly, depending on the chosen colour and design.
- Milk stains or blue lines can appear on crystal windows due to dew or moisture. These are inherent to the product and disappear when the screen is dry.
- In the case of straight screens, where the fabric hangs down vertically because of the weight of the bottom rail or a tensioning system, wrinkles can form in the fabric depending on the type of screen.

MAINTENANCE

Easy maintenance using the Renson Maintenance Kit

Your patio cover will always be exposed to the elements outside. If you want to be able to enjoy your Renson covering to the fullest at any time, then we recommend maintaining it regularly, i.e. once or twice a year. This means the covering will last longer. This product is available at your installer.

The following are important:

- The structure is made using powder-coated aluminium. An annual cleaning using the Renson Maintenance Kit products will ensure that the intense colour is maintained for years, as well as providing extra protection from acid rain, sea air, and UV rays. We recommend carrying out maintenance on your installations at least twice a year in coastal or forested regions.
- De Renson 'Clean' is a concentrated product with strong cleaning and degreasing properties to deal with the most frequent kinds of natural filth, such as dust, oily precipitation, grease stains, moss, insect remains, etc. This product cannot be compared to most common cleaning products. It penetrates deeply and 'lifts out' the dirt. This product can also be used to clean the polyester fabric roofs and vertical fibreglass fabric screens. After cleaning, you must protect the aluminium structure using Renson

'Protect'. This leaves a protective film that allows the surface to be cleaned by simply wiping it down using a minimum amount of Renson 'Clean'. It also protects the aluminium from acid rain, sea air, UV rays, and ensures that the colour remains just as intense.

- Do not use either product in direct sunlight or in hot weather. The product's quick-drying action can leave stains on the structure or the fabric screen. Do not use corrosive or harsh products, scouring pads, or other scouring products. Do not use high-pressure equipment in any case whatsoever.



Renson Maintenance Set



Creating healthy spaces

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